Managing People: Helping People Work Better

Day 1
1:00 p.m. to 4:30 p.m. Eastern time

1. **Introduction** (30 Minutes)

    a. Introduction of Program and Participants

2. **What is a Supervisor?** (45 Minutes)

    a. Small group discussion
    b. Class discussion

    Break (10 Minutes)

3. **A Performance Model** (45 Minutes)

    a. Short lecture
    b. Small group discussion
    c. Class Discussion

4. **Employee Morale and Its Effect on Performance** (30 Minutes)

    a. Short Lecture
    b. Individual activity
    c. Class Discussion

    Break (10 Minutes)

5. **Creating Clear Performance Expectations** (40 Minutes)

    a. Individual activity
    b. Small group discussion
    c. Class Discussion

6. **Day #1 Evaluation** (15 minutes)

Day 2
1:00 p.m. to 4:30 p.m. Eastern time.

7.   **Day #1 Review**   (30 minutes)

  a. Small group discussion
  b. Class Discussion

8.   **Learning Opportunities**   (50 minutes)

  a. Small group discussion
  b. Class Discussion

  Break   (10 minutes)

9.   **Rewards and Recognition**   (40 minutes)

  a. Short lecture
  b. Small group discussion
  c. Class discussion

10.   **Case Study: Giving Feedback**   (55 minutes)

  a. Small group discussion

  Break   (10 minutes)

  b. Class discussion
  c. Small group discussion
  d. Class discussion

11.   **Summary and Evaluation**   (30 minutes)