

AGENDA

SUPERVISORY MANAGEMENT

DAY ONE

- 8:00** **Registration**
- 8:30** **Welcome and Introductions**
- 8:45** **Overview**
- Introduction to the Seminar
- The Basics of Supervision**
- Roles and Responsibilities of the Supervisor
 - Supervision and Leadership
 - Transition to the Role of Supervisor
 - The Supervisor as a Professional
- 10:30** **Break**
- 10:45** **Supervisory Competencies**
- Competencies Defined
 - Communication
- 12:00** **Lunch** (on your own)
- 1:00** **Supervisory Competencies** (con't)
- Meeting Management
 - Decision Making
 - Time Management
 - Supervisory Styles
 - Activity: DISC Profile
- 2:30** **Break**
- 2:45** **The Supervisor and the Organization**
- Mission, Goals and Strategies
 - Departments and the Organizational Chart
 - Organizational Policies
 - Working Collaboratively
 - Workplace Politics
- Employee Recruitment, Selection, and Training**
- Strategic Recruitment and Selection
 - Workforce Planning
 - Specifying Roles and Jobs
 - Recruiting Employees
- 5:00** **End of Day One**

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SUPERVISORY MANAGEMENT

DAY TWO

8:00 Employee Recruitment, Selection, and Training (con't)

- Considerations of Outsourcing
- Screening and Interviewing Applicants
- Selecting and Hiring New Employees
- Training New Employees

Supervising a Team

- Employee Motivation
- Staff and Team Productivity
- Delegation

10:30 Break

10:45 Supervising a Team (con't)

- Team Decision-Making
- Supervising a Diverse Team
- Conflict Management
- Crisis Management
- Managing Change

12:00 Lunch (on your own)

1:00 Managing Job Performance

- Employee Performance Evaluations
- Managing the Key Functions in a PHA
- Performance Issues – The Process Approach
 - Job Performance Issues
 - Misconduct and Behavior Performance Issues
- Staff and Career Development

2:30 Break

2:45 Planning and Monitoring (con't)

- Strategic Planning
- Key Performance Indicators to Monitor
 - PHAS and Performance of the Property
 - SEMAP
- Monitoring the Public Housing Project Budget
- Monitoring the Housing Choice Voucher Budget

Tools on CD: Funding Tracking Tool & Portability Tracking Spreadsheet

5:00 End of Day Two

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SUPERVISORY MANAGEMENT

DAY THREE

8:00 Planning and Monitoring (con't)

- Setting up a Quality Control System
 - Types of Quality Control
 - Quality Control – Reexaminations
 - Reports to Monitor Public Housing Project Performance
 - Quality Control Schedule for the HCV Program

Tools on CD: Tenant File Review Checklist & Excel QC Spreadsheet

10:30 Break

10:45 Planning and Monitoring (con't)

- Quality Control – Public Housing Project
- Quality Control – Housing Choice Voucher Program

Tools on CD: PH Project Report Template, Master QC Schedule for HCV

Managing Nondiscrimination

- Fair Employment Practices
- Fair Housing
- Health and Safety in the Workplace

12:00 Lunch (on your own)

1:00 Ethics

- The Ethical Challenges
- Important Terms to Understand
- Guidelines for Managing Ethics
 - Establishing Adequate Programmatic Controls

1:45 Certificates of Participation Awarded

Seminar Evaluations

2:00 Certification Examination

4:00 End of Seminar