

AGENDA
SUPERVISION & MANAGEMENT WEB TRAINING
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
- 10:15 **Break**
- 10:30 **The Supervisor and the Organization**
- Mission, Goals and Strategies
 - Departments and the Organizational Chart
 - Organizational Policies
 - Working Collaboratively
 - Workplace Politics
- 12:00 **Lunch (on your own)**
- 1:00 **Supervisory Competencies**
- Knowledge, Skills and Abilities of the Supervisor and Manager
 - Personal and Professional Competencies
 - Communication, Meeting Management, Decision-Making, Time Management
- 2:30 **Break**
- 2:45 **Supervisory Competencies (con't)**
- Functions, Competencies, and Activities
 - Planning, Organizing, Staffing, Directing, Controlling
 - Supervisory Styles
- 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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DAY TWO

- 8:00 Employee Recruitment, Selection, and Training (continued)**
- 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
- 10:15 Break**
- 10:30 Supervising a Team (continued)**
- 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 and the Process
 - Job Performance Issues
 - Misconduct and Behavior Performance Issues
 - Managing Difficult Employees
 - Staff and Career Development
- 2:30 Break**
- 2:45 Planning and Monitoring**
- Strategic Planning
 - Key Performance Indicators to Monitor
 - PHAS and Performance of the Property
 - SEMAP
- 5:00 End of Day Two**

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DAY THREE

- 8:00 Planning and Monitoring (continued)**
- Managing to the Budget
 - Setting up a Quality Control System
 - Managing by Facts
 - Key Functions to Track
 - Quality Control – Reexaminations
 - Reports to Monitor Public Housing Project Performance
 - Quality Control Schedule for the HCV Program
- 10:15 Break**
- 10:30 Planning and Monitoring (continued)**
- Quality Control – Public Housing Project
 - Quality Control – Housing Choice Voucher Program
- 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 End of Seminar**

Certification Exam Available Online