

# 2008-09 Developing Supervisory Excellence

A professional development series brought to you  
By North Bay Schools Insurance Authority

## COURSE

### 1 Developing Supervisory Excellence: Foundations

During this session, you assess your learning needs as a supervisor, develop joint expectations for yourself and the instructors, and explore your personality style using the DiSC Personality Inventory.

### 2 Supervisor Roles: Trainer and Coach

Supervisors model and reinforce skills and hold staff accountable for their performance. To do this effectively, you need to be part educator, part trainer, and part coach.

### 3 Practical Leadership Skills for the School Environment

Learn and practice the key competencies that you need to supervise your staff and to realize the vision and mission of your school and district.

### 4 Managing Conflict

Conflict comes in many forms. Knowing how you react to conflict and work to resolve it are important first steps in improving your conflict resolutions skills and increasing collaboration.

### 5 Tackling Problems and Making Decisions with Confidence

Do you see problems as a blessing or a curse? Find out how approaching problems in a systematic, unbiased way supports good decisions.

### 6 Communications, Coaching and Persuasion Skills

Communications skills are the number one requirement of good supervisors. Accurate and respectful listening and communications lead to more customer satisfaction, higher employee morale, less conflict, and a generally more workplace productivity. Supervisors and managers as they are called on to present reports, make persuasive arguments, and motivate others to take a direction at work.

### 7 Practical Legal Issues for Supervisors

Each day supervisors are faced with decisions that have potential legal consequences and require knowledge of various aspects of law and policy. This course is an opportunity for supervisors to learn about a variety of important legal topics and how they affect their jobs.

### 8 Ethics in the Workplace

The moral principles that guide perceptions and actions are important facets of leadership, determining factors in an organization's public image – and fundamental to personal and organizational life. You will learn tools for resolving ethical dilemmas.

### 9 Creating a Positive Work Environment

What are the steps you can take to make the work environment an empowering, pleasant place to work.

## SCHEDULE

Tuesday, October 14, 2008  
9:00 a.m. to 4:00 p.m.  
Instructor: Dr. Paul Porter

Tuesday, November 4, 2008  
9:00 a.m. to 4:00 p.m.  
Instructor: Kelly Gould

Tuesday, November 18, 2008  
9:00 a.m. to 4:00 p.m.  
Instructor: Dr. Paul Porter

Tuesday, December 16, 2008  
9:00 a.m. to 4:00 p.m.  
Instructor: Kelly Gould

Tuesday, January 13, 2009  
9:00 a.m. to 4:00 p.m.  
Instructor: Kelly Gould

Tuesday, February 24, 2009  
9:00 a.m. to 4:00 p.m.  
Instructor: Dr. Paul Porter

Tuesday, March 3, 2009  
9:00 a.m. to 4:00 p.m.  
Instructors: Dr. Paul Porter (9:00 - Noon)  
& Elizabeth Ison, JD (1:00 to 4:00 p.m.)

Tuesday, March 24, 2009  
9:00 a.m. to 4:00 p.m.  
Instructor: Dr. Paul Porter

Tuesday, April 21, 2009  
9:00 a.m. to 4:00 p.m.  
Instructor: Dr. Paul Porter

