

Facilities Maintenance and Operations Focus Group Meeting Agenda

Purpose: Preparations for Best Practice Supervisory Training
Training process: What should you expect, Answer your questions
Solicit ideas for priority work and situations
Directions for pre-work: Case Study and Survey

Welcome

Senior Manager

Purpose of Program and today; Sponsor Expectations

Introductions; Who are we, what we do
What was your initial thoughts or feelings when you knew you were attending?
What is it about supervision that causes you the greatest stress?
Generic situations? What people say that gives you pause?
Any specific question of interest when it comes to supervision?

Around the table

Training Overview and Schedule

Philip
Q & A

Pre-work Participant Meetings, (February)
Training Part 1 (March 27-29; 9:00-5:00;14-270)
Participant Application Assignment
Training Part 2 (May 13-14; 9:00-5:00;14-270)
Supervisor-Participant Learning/Impact Review (June)

What questions do you have?

Guidelines & Contract for Course

Around the table

Thinking of past workshops, training or educational courses, what's one thing that you'd like to see happen during our training that will support your learning or one thing we should avoid.
OK to disagree, ditto, piggyback or pass.

Best Practice Supervision (Handout draft measures of supervision)

Around the table

Considering your whole career, who was the 1 supervisor that you admired most? What inspired you to work for them? How were you treated as an employee?
What from the draft list of survey items seems to be really desirable or important? What's unclear? Missing?

Pre-work Instructions

Instructions

(Case study handout; Conflict assessment booklet)
A, Create Your Own Case Study
B. Conflict Mode Self-Assessment

Next Steps

Instructions Coming to take on-line survey
Complete and score Conflict Mode Assessment, bring to course
Complete case study, mail or e-mail