

**CLASS AGENDA**

**Day One (Tuesday, April 17)**

- 7:30 Registration/Coffee and Light Refreshments**
- 8:00 Welcome** (Jason Meyers, Dr. Alan Markley and Damon Hodges)
- 8:30 Introductions/Class Orientation** (Larry Frevert)
- 9:00 The Public Works Process** (Larry Frevert)
- What is Public Works/A PW Institute
- 10:00 The Public Works Supervisor's Role and Function** (Bill Stogsdill)
- What a Public Works Supervisor Does
  - How a Public Works Supervisor Does It
- 11:00 Laws Impacting Public Works** (Larry Frevert)
- The Alphabet Soup of Public Works Laws – OSHA, EPA, ADA, EEO and Others
  - Your Obligations As A Public Works Supervisor
- 12:00 Lunch**
- 12:45 Supervising Others** (Joe Johnson)
- Analyzing Employees and Their Behaviors
  - Motivating/Inspiring Employees
  - Developing/Training Employees
- 1:45 Public Works and Supervision Ethics** (Nick Arena)
- Your Employer's Code of Conduct/Ethical Standards
  - APWA's Code of Conduct
  - Doing the Right Thing and Doing It Right
- 2:45 Conflict Resolution** (Shawn Graff)
- Understanding, Assessing and Resolving
- 3:45 Disciplinary Action** (Bill Billings)
- Identifying Problem Behaviors
  - The One Minute Manager
  - Fundamentals of Progressive Discipline
  - Managing Disciplinary Processes and Meetings
- 4:45 Adjourn**

**Day Two (Wednesday, April 18)**

- 7:30 Coffee and Light Refreshments**
- 8:00 Crew Scheduling/Assigning Work** (Tony Mesa)
- Assigning the Work
  - Reporting the Accomplishments
- 9:00 Supervising Your Team I** (Rich Profaizer)
- Workload Planning/Safety and Caring for Your Team
- 10:00 Time Management** (Mary Jaeger)
- Planning and Prioritizing
  - Managing Interruptions
- 11:00 Labor/Management Relations** (Jose Leon)
- Non-Union Workplaces/Union Workplaces

- 12:00 Lunch**
- 12:45 Public Works Resources** (Damon Hodges)
- People, Equipment and Commodities
- 1:45 Public Works Operations – Transportation** (Tim Gramling)
- Management and Operations
  - Best Management Practices
- 2:45 Formal/Informal Business Communications** (Dena Mezger)
- Exchanging Information
  - Active Listening and Body Language
  - Communications Exercise
- 3:45 Supervisors – Appraising Others and Yourself** (Larry Frevert)
- Tools, Techniques and Timing
- 4:45 Adjourn**

**Day Three (Thursday, April 19)**

- 7:30 Coffee and Light Refreshments**
- 8:00 Understanding Generational Differences** (Doug Wesselschmidt, Catlin Gard and Kevin Taylor)
- Motivating and Communicating with A Multi-Generational Workforce
- 9:00 Public Works Operations – Utilities Protection and Right of Way Management** (Monty Zimmerman)
- Management and Operations
  - Best Management Practices
- 10:00 Change Management** (Jeff Fisher)
- What is Change Management
  - Why is Change Management Valuable
  - How to Establish a Culture of Change Management
- 11:00 Public Works Operations – Facilities and Grounds Management** (Eric Keenan)
- Management and Operations
  - Best Management Practices
- 12:00 Lunch**
- 1:00 Negotiation Skills** (Mahesh Sharma)
- What is "Non-Negotiable"
  - Quid Pro Quo
  - Does the End Justify the Means?
- 2:00 Supervising Your Team II** (Larry Frevert)
- Evaluating/Reporting Employee Performance
  - Delegating Responsibility/Authority, Empowerment
  - So You're In Charge – Now What?
- 3:00 Examination**
- 4:00 Presentation of Certificates and Photos**
- 4:45 Adjourn**