

LEARNING OBJECTIVES OF SUPERVISORY REFRESHER SESSIONS INCLUDE:

The Art of Supervision

- Review the important role emotional intelligence plays in the supervisory process
- Discuss the challenges and opportunities of “managing from the middle”
- Learn techniques for just-in-time mentoring and coaching to enhance supervisor to staff communication and improve employee performance

Employee Relations Issues and Resolutions

- Using case studies, discuss how to address challenging employee relations issues regarding topics such as medical situations, performance and conduct related issues, and leave issues
- Examine employee and supervisor rights and responsibilities regarding employee relations issues
- Learn what performance counseling entails and when to engage in this process
- Learn the steps of the progressive discipline process
- Know the various employee relations resources available to the NIH supervisor

Managing Performance at NIH

- Learn how to use the PMAP five-level rating system to engage, develop, and rate your staff
- Discuss challenging performance issues and ways to address them, including managing remote workers
- Explore ways to create a healthy work place and how it contributes to positive performance

Change Management and Work Life Balance

- Discuss the varying types of changes in organizations, and current changes at NIH
- Learn a change management model that will help employees accept and embrace ongoing changes in their work environment
- Learn what work life balance is and how it creates a motivating and productive workplace; and review the multitude of work life resources available at NIH