

COURSE OUTLINE

Day One

- 8:00 **Registration/Coffee and Light Refreshments**
- 8:15 **Introduction/Welcome**
- 9:00 **Supervisor's Role and Functions**
- Supervisor's Role
 - Supervisor's Functions
- 10:30 **Analyzing Employees**
- Behaviors
 - Motivating/Inspiring Employees
 - Employee Training
 - Discipline
- 12:00 **Lunch**
- 1:00 **Problem Employees (Progressive Discipline)**
- The One Minute Manager
 - Key Principles
 - Managing Disciplinary Meetings
- 2:30 **Progressive Discipline**
- Class exercises
- 3:30 **Team Development**
- 4:30 **Daily Assessment and Q&A**
- 4:45 **Adjourn**
- Day Two
- 8:00 **Laws Impacting PW Operators**
- OSHA, EPA, ADA, EEO, etc.
 - Things That Will Get You Fired
- 9:00 **Ethics**
- APWA's Code of Conduct
 - Doing the Right Thing
- 10:00 **PW Operations: Transportation**
- Planning & Asset Management
 - Operations & Maintenance
 - Best Management Practices
 - Emerging Issues
- 11:00 **PW Operations: Right-of-Way/One Call**
- Best Management Practices
 - Utility Coordination
 - Emerging Issues
- Noon **Lunch**
- 1:00 **Formal/Informal Business Communications**
- Exchanging Information
 - Active Listening
 - Body Language
 - Communications Exercise

- 2:30 **Conducting Effective Meetings**
- Managing Meetings
 - Setting Goals & Following Through
 - Small vs Large Meetings
 - Practical Exercises
- 4:25 **Daily Assessment & Q&A**
- 4:30 **Adjourn**

Day Three

- 8:00 **Pulling It All Together**
- Employee Evaluation
 - Workload Planning
 - Performance Reporting
- 9:30 **PW Operations: Emergency Management**
- Standardized Emergency Management System (SEMS)
 - Preparation & Response
 - Recovery & Mitigation
- 11:00 **PW Operations: Facilities and Grounds**
- Planning & Asset Management
 - Operations & Maintenance
 - Best Management Practices
 - Emerging Issues
- Noon **Lunch**
- 1:00 **Customer Service**
- Identifying Customers
 - Implementing Customer Service
- 2:00 **Basic Supervision II**
- Taking Care of Your Team
 - Workplace Safety
 - Conflict Resolution
 - Taking Charge
- 3:00 **Examination/Course Assessment**
- Examination
 - Individual Assessment
 - Course Assessment
- 4:15 **Presentation of Certificates**
- 4:30 **Final Adjournment**