



AAIM

Thursday, September 19th
1:00 – 4:30pm

Your Role as a Supervisor

- Identify the responsibilities and differences between supervisors, managers, and leaders
- Discuss and understand the expectations others have of you as a supervisor
- Identify the challenges you face as a supervisor
- Doing vs Managing – Using Time Effectively
- Identify the skill sets needed to be successful in your role
- Introduction to Contextual Leadership

Friday, September 20th
8:30am – 12:00pm

Resolving Conflict in Today's Workplace

- Identify the sources of conflict
- Recognizing what escalates and de-escalates conflict
- Learn and be able to choose among conflict resolution styles
- Review how to use the power of results-oriented trust behaviors and relationship building
- Practice a conflict resolution process including identifying mutual gains and focusing on desired outcomes

1:00pm – 4:30pm

High Performance Coaching

- Explain the components of employee performance and what it means to coach employees
- Identify specific coaching “targets”
- Demonstrate an understanding of the difference between formal and informal coaching
- Assess the coaching needs and opportunities of individual employees

Questions, contact Michelle Prester at
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To register go to aaimea.org/be-our-guest