

# Techniques, Trust, and Tools

## AGENDA

Wednesday, April 14, 2010

8:00 - 8:30 am (eastern)	Welcome, Opening Remarks, and Challenge - Mrs. Terri McKay, Director
8:30 - 10:00 am	Communication - Mrs. Dianna Booher
10:00 - 10:15 am	Break
10:15 - 10:45 am	Mystery Guest Challenge
10:45 - 11:15 am	Speed of Trust Outcomes - Mrs. Nancy Zmyslinski
11:15 - 12:30 pm	Working Lunch - Forum, OAS, and Strategy Roll-Out Outcomes
12:30 - 2:00 pm	Emotional Intelligence - Dr. Hendrie Weisinger
2:00 - 2:30 pm	Family Feud Challenge
2:30 - 2:45 pm	Break
2:45 - 4:15 pm	Time Management - Mr. Jeff Davidson
4:15 - 4:45 pm	Closing Remarks and Challenge - Mrs. Terri McKay, Director



# April 14, 2010 Supervisors' Forum

## Key Messages

### Communication - *Mrs. Dianna Booher*

- Improve clarity with routine messages and information.
- Share bad news with clarity yet sensitivity.
- Encourage an information-sharing attitude to ensure communication that is complete, reliable, and timely.
- Lead by managing information flow.
- Influence others with specific, focused communication guidelines.
- Build loyalty with those who expect quality service.
- Evaluate both the style and substance of communication in feedback sessions, team meetings, and client transactions.

### Emotional Intelligence - *Dr. Hendrie Weisinger*

- Foster teamwork, leadership effectiveness, creativity, and innovation.
- Use emotions, feelings, and moods as source of achievement .
- Create emotions for success:
  - o Confidence: The degree to which you believe an expected outcome will occur
  - o Optimism: The feeling and perception that the future is positive
  - o Tenacity: The feeling and belief that persistence will yield positive results
  - o Enthusiasm: A positive state of excitement
- Apply right now.

### Time Management - *Mr. Jeff Davidson*

- Maintain a proper balance between work and leisure so that “getting things done” does not turn into the end-all itself.
- When a task is completed, silently acknowledge yourself: “I did a good job on this, and it’s rewarding to have finished it.” Then move on.
- Live with the acknowledgment that constant change is likely.
- Practice the art of doing one thing at a time.
- Everyone deserves breathing space.

# April 14th Supervisors' Forum Prize Options

