New Supervisor Development Program (NSDP)
Purpose: Increase retention, job satisfaction and productivity for supervisors and their direct reports

Month 1	Month 2	Month 3	Month 4	Month 5	Month 6
Day 1 Introduction to the Program (all day) • Networking Exercise • Goal of Program • Curriculum Review/Guide • Selecting a Mentor • Customer Service Snippets • Learning Net	**Day 1** Building a Positive Work Environment (all day) (Day 1 of 4)	**Day 1** Building a Positive Work Environment (all day) (Day 2 of 4)	**Day 1** Building a Positive Work Environment (all day) (Day 3 of 4)	**Day 1** Building a Positive Work Environment (all day) (Day 4 of 4)	**Day 1** Crucial Confrontations (all day) (Day 2of 2)
Day 2 (all day) PH Overview Quality Improvement Strategic Planning HR 101	**Day 2** Emotional Intelligence (all day)	**Day 2** The 7 Habits of Highly Effective People (all day)	**Day 2** Sexual Harassment Prevention (am) MGMT./EXEC	**Day 2** Selection Interviewing (am) Coaching for Performance Improvement (pm)	**Day 2** Risk Management (am) HR 102 Employee Relations (pm)
Day 3 Supervision and Performance Management (all day)	**Day 3** Family Medical Leave Act (FMLA) (am) Early Return to Work (ERTW) (pm)	**Day 3** The 7 Habits of Highly Effective People (all day)	**Day 3** Performance Evaluation (all day)	**Day 3** Effective Discipline (all day)	**Day 3** Project Management (all day)
Day 4 Supervision and Performance Management (all day)	**Day 4** Public Speaking (pm)	**Day 4** Employment Evaluation and Discipline Guidelines (EE and DG) (am) Discrimination Prevention (pm)	**Day 4** Domestic Violence Prevention (pm)	**Day 4** Crucial Confrontations (all day) (Day 1 of 2)	**Day 4** Graduation (all day) • Review of Content • Follow-up • Resources Review • Skills Practice Assessment of Days 1-4 • Dear Best Boss Letters
	Day 5 Reasonable Accommodation (am)				

7.8.09CDV

Legend:
ODT
DPH-HR
ODT-DHR
RISK MANAGEMENT
QUALITY IMPROVEMENT (QI)
PLANNING, EVALUATION AND DEVELOPMENT