

Day 1: Tuesday - April 9

Morning

- 07:00 08:00 *Registration and Breakfast Buffet*
08:00 09:30 Welcome, Introductions and Ice Breaker
09:30 10:00 Characteristics of an Effective Leader
10:00 10:15 *Break*
10:15 10:30 Role of the Front-Line Leader
10:30 12:00 Leadership Style Instrument

Afternoon

- 12:00 01:00 *Lunch*
01:00 01:45 Team Dynamics
01:45 02:30 Problem Solving and Decision Making Styles
02:30 02:45 *Break*
02:45 05:00 Team Problem Solving

Evening

- 05:00 05:15 Daily Assessment and QA
05:30 06:30 Get Acquainted Reception
06:30 07:30 *Dinner*
07:30 08:30 Fireside discussion: Supervision, Is It For Me?

Day 2: Wednesday - April 10

Morning

- 07:00 08:00 *Breakfast Buffet*
08:00 08:45 Vision and Values
08:45 10:00 Organizational Behavior
10:00 10:15 *Break*
10:15 11:15 Meeting Management
11:15 12:00 Diversity

Afternoon

- 12:00 01:00 *Lunch*
01:00 02:30 Communication
02:30 02:45 *Break*
02:45 05:00 Conflict Management

Evening

- 06:00 07:00 *Dinner*
07:00 09:00 Video and discussion on Diversity

Day 3: Thursday - April 11

Morning

- 07:00 08:00 *Breakfast Buffet*
08:00 09:15 Customer Service
09:15 09:30 *Break*
09:30 11:00 Interviewing Skills
11:00 12:00 Leading the Safety Culture

Afternoon

- 12:00 01:00 *Lunch*
01:00 02:30 Strategic Planning
02:30 02:45 *Break*
02:45 04:30 Tactical Planning
04:30 05:00 Video-Celebrate What's Right with the World

Evening

- 06:00 07:00 *Dinner*
07:00 09:00 Fireside discussion (optional)

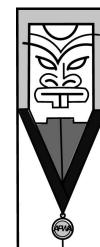
Day 4: Friday - April 12

Morning

- 07:00 08:00 *Breakfast Buffet*
08:00 09:30 Ethics
09:30 09:45 *Break*
09:45 10:30 Stress Management
10:30 11:15 Career Strategies and Action Planning

Afternoon

- 11:15 12:15 *Working Lunch*
12:15 02:45 Final Project



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If you think education is expensive, try ignorance!