

>> Don: Hi , I 'm Don Tollefson.

>> Janelle: And I 'm Janelle Quinn, and we are excited you decided to join us today for our premier episode of "The Supervisory Update. "

>> Don: Janelle and I both work at NCTC as part of the supervision and employee development training team, and as she said, we are excited you decided to join us because this is a new approach to getting training out there for supervisors in the service.

>> Janelle: Each episode we'll be providing you some tips and tools that we hope you can apply immediately.

We developed this program because we realized that there was a gap in our programs that we have here at NCTC for our supervisors.

We think we're doing a good job at giving them the information around interpersonal skills like conflict management and coaching, but we believe that we are missing some of the more technical information like staffing and progressive discipline.

We hope that this information will be useful to new supervisors but also provide an opportunity for those supervisors that are desiring a refresher.

>> Don: So the purpose of this program is to help supervisors meet that supervisory technical training skill gap, and one of the reasons we're doing that is OPM, in their leadership competencies, has identify a competency called human capital management.

So this first episode you're going to view, we've called it "developing your employees." Kind of what our agenda is for amount of time we're together, we're going to go ahead and show you a little information about IDP's. We're going to have an interview with someone.

We're then going to go ahead and start looking at DOI Learn and what are some of your responsibilities as supervisors in that learning management system that we

use here in the Department.

Then we're going to talk about performance plans. We're going to look at what are some tips you can use to put them together to make them more effective and then what I personally believe is more important is actually sitting down with the employees and talking with them about that performance plan so they understand the expectations.

Then you're going to get to go ahead and get to see a recurring segment that's going to occur in all of these programs called the "Coach's Corner."

In the "Coach's Corner" you're going to get tips and feedback -- or tips on feedback and looking specifically at reinforcing feedback.

>> Janelle: As Jay mentioned in the welcome we have created a website that includes all of the information from today's broadcast as well as some additional information.

This page provides a link to each episode and for the IDP segment you can see that not only is the video clip of the interview located there, but there is a link to the service's manual chapter, the IDP form and a link to the online training course that we have developed called "career planning and the IDP."

>> Don: Remember, as Jay also mentioned we're going to have something called the after show.

What that is is we're going to be providing information towards the end of the broadcast on how you can log in and actually ask questions of the presenters that participated in this broadcast.