

**SUPERVISOR TRAINING ACADEMY**  
**MARCH 24-26, 2025**  
**PROGRAM SCHEDULE**

Monday, March 24

- 7:00 a.m. Breakfast
- 7:30 a.m. Welcome, Introductions and Program Overview
- 7:45 a.m. **Profitability Measurement** – Kevin Dougherty
- Benchmarking, best practices, financial basics, job goal setting
- Leadership** – Kevin Dougherty
- Transition to management, motivation, team building, delegating
- 11:30 a.m. Lunch
- 12:30 p.m. **IQ + EQ = Success** – Andy Patron
- Emotional Intelligence has been shown to be a critical competency that differentiates average leaders from great ones. In this session, we will discuss personal competence (self awareness and self-management) and social competence (social awareness and relationship management).
- 6:00 p.m. Case study project

Tuesday, March 25

- 7:00 a.m. Breakfast
- 7:30 a.m. **Productivity** – Kevin Dougherty
- Production issues, cost control, planning and scheduling, lean practices, project management basics, rigging and material handling
- Time Management** – Kevin Dougherty
- 11:30 noon Lunch
- 12:30 p.m. **Driving Project Success** – Stephane McShane
- Identify industry trends and changes, define field management obstacles and opportunities; understand how productivity is measured; evaluate impact of rework on productivity and project performance
- 6:00 p.m. Team building exercise

Wednesday, March 26

- 7:00 a.m. Breakfast
- 7:30 a.m. **Industry Trends** – Kevin Dougherty
- Communication**
- Handling conflict and complaints, active listening, negotiations, documentation, communication basics, controlling conversations, role playing via difficult conversations
- 11:30 a.m. Summary and Wrap-up