



ENGAGE NOTEBOOK: SUPERVISOR EXAMPLE "BULLETIZED" STYLE

2/15 -2 pm (Planning Notes)

Expectations

- * LY overall - revise to new outreach actions - schedule training 2 mns [months] early
- * Outreach is primary - service - value contribution. Earlier deadline for schedule - prepared reduce errors.

Reasonable? Other changes?

Goal 1: Employee Recognition - new project wt [with] Ann

- * Up agency interest - 5 ways
- * Ideas for my review by 3/30, then implement 2 by 5/1.

Goal 2: Customer Relation Skills

- * Confirm deliverables wt contractors and follow up wt customers.
- * Watch me during mtg. Then D takes lead on next 2. Discuss next ENGAGE: when D ready to take lead wt min. supervision.

"Leading Today" - new webinar - Overall Success!!!

- * Content fit audience, good prep & attention to detail.
- * Concerns on connections and chat pods. Why used?
- * Want to limit complaints too.

How can I help? Questions?

(Conversation Notes)

- D's top concern: full day class rather than webinar; could be too much. Agreed goal of 3 new outreach programs in 2018. Adapt as needed in future ENGAGE.

- Move weekly status report - Friday deadline better, items are top of mind.

- Good point!!! I'm not as accessible to staff as I want to be. Bottleneck: development of webinars. Very important to keep moving. D to schedule mtg in Outlook.

-D confirm dates & cost of conference. Next month topic: attendance & impact.

My to - do's

- * Send new work assignments by 2/20.
- * Schedule Employee Recognition Website mtg wt both D & Ann (week of 2/20).
- * Informal check in with D at end of mn staff mtg.