



## MIIA Supervisory Leadership Program

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### Session Descriptions

#### Limited to 2 participants per MIIA member community

This is a 5-part series. You must commit to entire series to participate.

Registration for session one of this series automatically registers you for all 5 sessions.

Register for entire series [here](#).

Participation in the entire series qualifies for 1% MIIA Rewards credit- Public Officials, School Board or Law Enforcement Liability  
(Must remain on camera to receive training/MIIA rewards credit for this course)

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### Connecting With Your Team: Leveraging Emotional Intelligence (session one)

March 1, 2023

10:00 a.m.- 12:00 p.m.

Register [here](#)

- Understanding Emotional Intelligence (EI)
  - Getting to Know Your EI Strengths and Building Your EI Skills
  - Leveraging EI to Better Connect with Your Team
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### Communicating With Your Team: Getting Your Message Across (session two)

March 8, 2023

10:00 a.m.- 12:00 p.m.

- 3 Parts of Sending and Receiving Communication
  - Communication Cadence, Preferences, and Rhythms
  - Communicating Expectations
  - Delegation
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### Motivating Your Team: Positive Management (session three)

March 15, 2023

10:00 a.m.- 12:00 p.m.

- Removing Demotivators
  - Extrinsic Motivation
  - Intrinsic Motivation
  - Strength-Based Management
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### Directing Your Team: Performance Management (session four)

March 22, 2023

10:00 a.m.- 12:00 p.m.

- Maintaining a Culture of Accountability
  - Finessing Conflict
  - Holding Tough Conversation & Delivering Constructive Feedback
  - Decreasing Defensiveness
  - Escalating to HR
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### Building Your Team: Effective Interviewing (session five)

March 29, 2023

10:00 a.m.- 12:00 p.m.

- Interviewing Process
  - Building Behavioral Interview Questions
  - Interview Questions to Avoid
  - Illegal Interview Questions
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## About the Presenter



Cally Ritter, the principal of Positive Ripple Training and Consulting, has spent more than 25 years as a leadership development facilitator, speaker, EAP consultant, and director of training. She works with forward-thinking organizations to inspire employees to make shifts in their thinking and behavior for greater work/life effectiveness. Cally engages her audiences with storytelling, humor, technology, and her contagious energy, and offers customized and dynamic sessions on topics such as communication, stress/resiliency, harassment/discrimination, employee motivation, performance management, positive management techniques, change management, and much more. A Licensed Independent Clinical Social Worker, Cally has a bachelor's degree from Bucknell University and a Master of Social Work from the University of Pittsburgh, is MCAD-certified, and is a certified Motivation Factor practitioner.

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