



MIIA Supervisory Leadership Program

Cally Ritter

Session Descriptions

Limited to 2 participants per MIIA member community

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

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

Participation in the entire series qualifies for 1% MIIA Rewards credit- Public Officials, School Board or Law Enforcement Liability under the FY24 MIIA Rewards Program
(Must remain on camera to receive training/MIIA rewards credit for this course)

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

November 2, 2023

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

- Understanding Emotional Intelligence (EI)
- Getting to Know Your EI Strengths and Building Your EI Skills
- Leveraging EI to Better Connect with Your Team

Communicating With Your Team: Getting Your Message Across (session two)

November 9, 2023

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

- 3 Parts of Sending and Receiving Communication
- Communication Cadence, Preferences, and Rhythms
- Communicating Expectations
- Delegation

Motivating Your Team: Positive Management (session three)

November 16, 2023

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

- Removing Demotivators
- Extrinsic Motivation
- Intrinsic Motivation
- Strength-Based Management

Directing Your Team: Performance Management (session four)

November 30, 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

Building Your Team: Effective Interviewing (session five)

December 7, 2023

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

- Interviewing Process
- Building Behavioral Interview Questions
- Interview Questions to Avoid
- Illegal Interview Questions

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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