



Welcome to Supervisor Orientation

1. Please rename yourself on Zoom

- Name
- Agency
- Pronouns



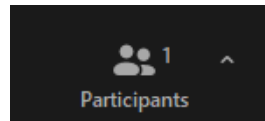
2. Answer our check-in question in the chat:

“If you had a time machine, where would you go?”



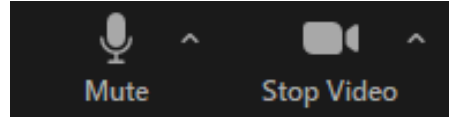
Tech Check

1. Rename Yourself



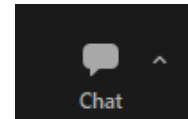
- Participants > Hoover over your name > 3 dots > Rename. Type your Name, Pronouns, and Department.

2. Mic & Video Test



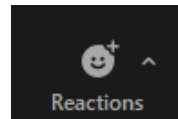
- Select the microphone button to unmute yourself & say hello! Select the video button to go on/off camera.

3. Locate the Chat Feature



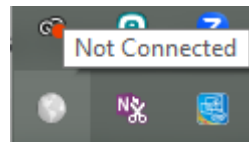
- Select the three dots > Chat to open up the chat box.

4. Raise Hand



- Select the three dots > Reactions > Raise Hand to raise your hand.

5. Turn off your VPN



6. Grab a Copy of the Learner Workbook / Handouts



- Found in Chat from your facilitator!

Disruption? Try logging out and logging back in again.



**Jay Winston, M.S.
(She/her/hers)**



Badger Alumna



World Traveler



Thalassophile



Dog Mom



Foodie

**Group
Agreements**

Be Present

Take Space

Make Space

Take Notes

Be Curious

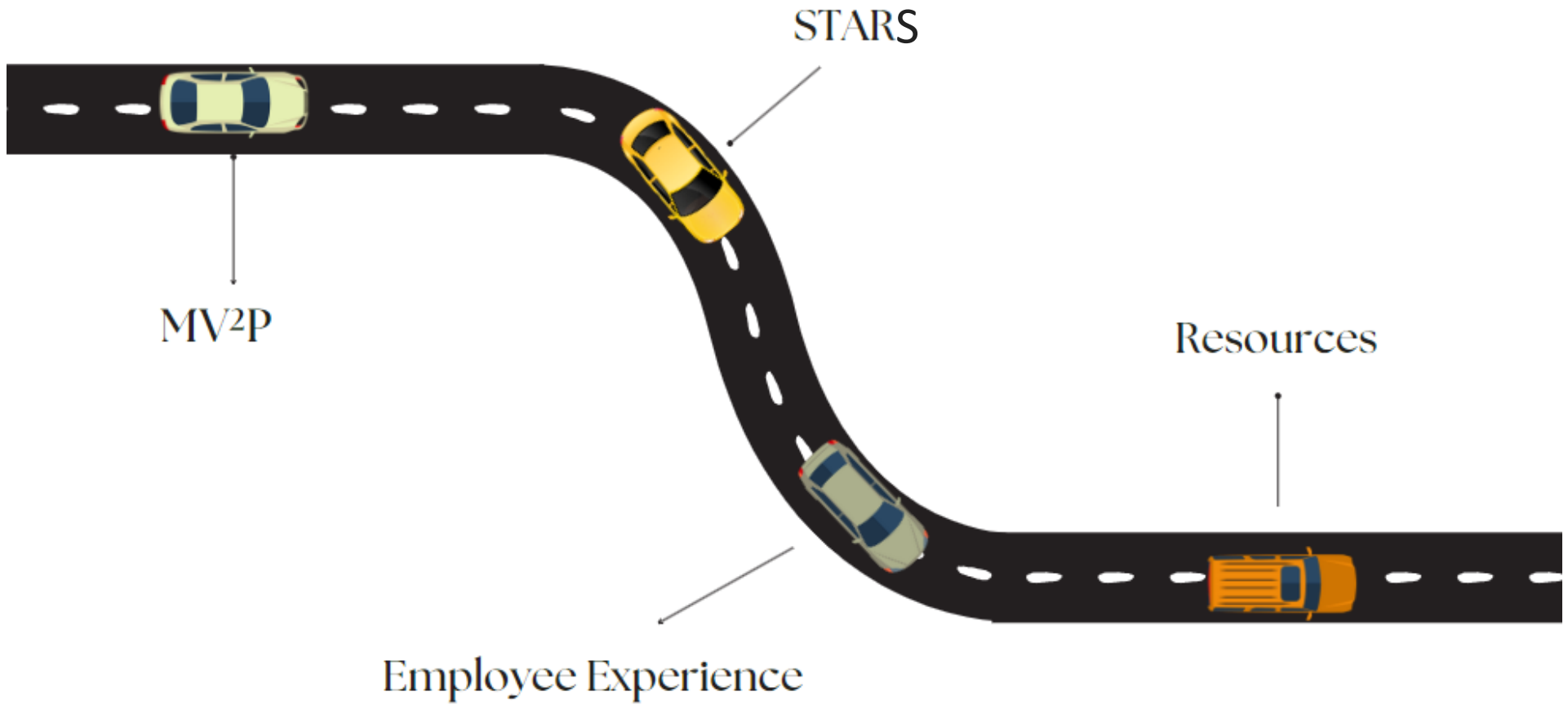
Ask Questions

Additions?

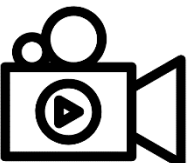




Supervisor Orientation



Welcome Video from the Mayor





Our Mission



OUR MADISON

INCLUSIVE, INNOVATIVE & THRIVING

OUR MISSION is to provide the highest quality service for the common good of our residents and visitors.



Our Service Promise



OUR SERVICE PROMISE

I have the highest expectations for myself and my fellow employees. Every day, I will:

- Serve coworkers and members of the public in a kind and friendly manner.
- Listen actively and communicate clearly.
- Involve those who are impacted before making decisions.
- Collaborate with others to learn, improve, and solve problems.
- Treat everyone as they would like to be treated.



CITY OF
MADISON



Our Values



Equity

We are committed to fairness, justice, and equal outcomes for all.



Civic Engagement

We believe in transparency, openness, and inclusivity. We will protect freedom of expression and engagement.



Well-Being

We are committed to creating a community where all can thrive and feel safe.



Shared Prosperity

We are dedicated to creating a community where all are able to achieve economic success and social mobility.



Stewardship

We will care for our natural, economic, fiscal, and social resources.



Breakout Activity



CITY OF MADISON

From Values to Action Learner Activity

How can we imagine the City of Madison's Values guiding our daily work? What might these values look, sound, and/or feel like for you in your new role? If you need guidance, read through the list of questions beneath each value below – consider your position description and what efforts you might be working on in your new role.



From Values → Action

Equity: We are committed to fairness, justice, and equal outcomes for all.

Notes and date to be discussed:



Civic Engagement: We believe in transparency, openness, and inclusivity. We will protect freedom of expression and engagement.

Notes and date to be discussed:



Well-Being: We are committed to creating a community where all can thrive and feel safe.

Notes and date to be discussed:



Shared Prosperity: We are dedicated to creating a community where all are able to achieve economic success and social mobility.

Notes and date to be discussed:



Stewardship: We will care about our natural, economic, fiscal, and social resources.

Notes and date to be discussed:





Share Out



STARS- Situational Analysis

What's the Situation?

S

Start-Up

T

Turnaround

A

Accelerating Growth

R

Realignment

S

Sustaining Success

STARS Strategies

	Start Up	Turnaround	Accelerating Growth	Realignment	Sustaining Success
Strategies	<ol style="list-style-type: none"> 1. Establish Clear Goals & Priorities 2. Build a Strong, Diverse Team 3. Implement Agile Practices 	<ol style="list-style-type: none"> 1. Prioritize Quick Wins 2. Make Data-Informed Decisions 3. Foster Open Communication 	<ol style="list-style-type: none"> 1. Develop Scalable Processes and Structures 2. Invest in Comprehensive Onboarding Programs 3. Maintain Clear and Consistent Communication 	<ol style="list-style-type: none"> 1. Leverage Existing Strengths 2. Encourage Collaborative Problem-Solving 3. Implement Regular Feedback Mechanisms 	<ol style="list-style-type: none"> 1. Foster a Culture of Continuous Improvement 2. Build on the Legacy of Past Leadership 3. Manage Initiative Overload 4. Maintain Strong Communication and Transparency

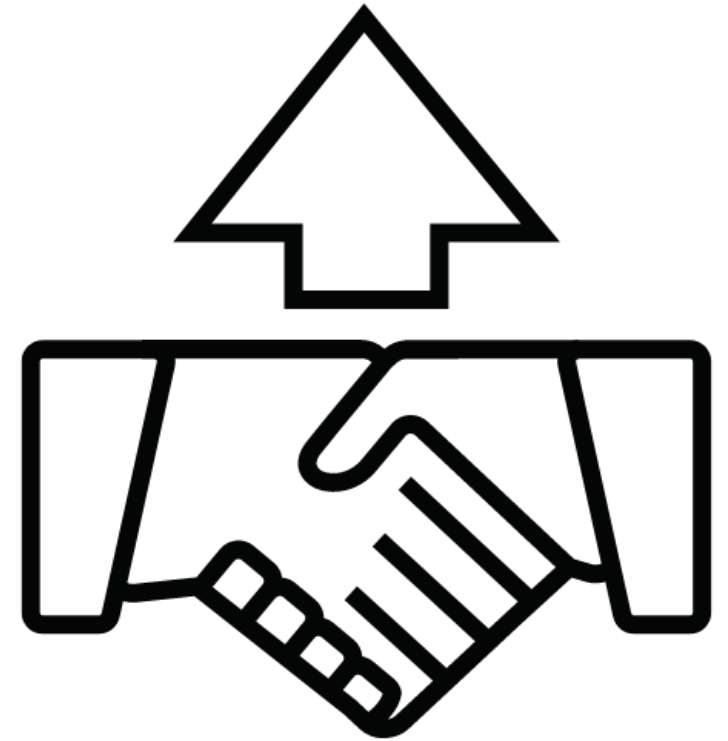


Breakout Discussion



Employee Experience

1. Get to know your team
2. Be accessible
3. Lead by example
4. Recognize and appreciate
5. Transparent communication



Relationship Building

Cadence: _____ *to be determined between Manger & Employee*

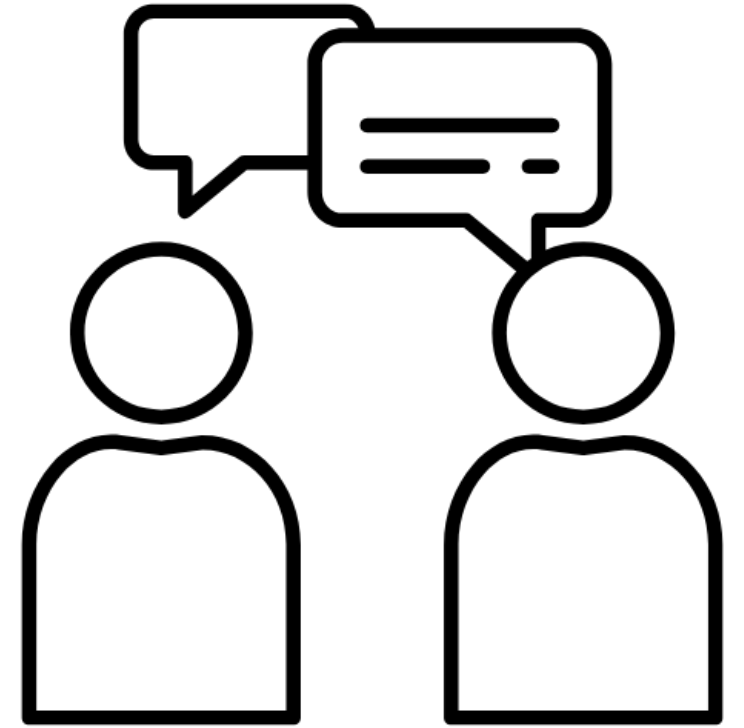
Purpose: _____ *to be determined by Team*

Team Agreements: _____ *to be determined by Team*

Topic	Notes –Type Here During 1:1	Action Items
Follow-Up on Action Items from Last 1:1 <ul style="list-style-type: none"> <i>List Any Here</i> 		☐
Check-In: 1. What was <i>at least</i> one win for you in the last 2 weeks? 2. What are your priorities for the upcoming 2 weeks? 3. Any schedule outages for the upcoming 2 weeks? 4. Any frustrations/challenges in the last 2 weeks? <i>Note, above timeframes will shift depending on what cadence you set.</i>		☐
Self-Reflection tied to <u>City of Madison Core Expectations</u> <i>– Choose one to reflect on this week.</i> <ul style="list-style-type: none"> ➤ Service – I serve coworkers and members of the public in a kind and friendly manner. ➤ Communication – I listen carefully and communicate clearly. ➤ Teamwork – I work with others to learn, improve, and solve problems. ➤ Equity & Inclusion – I treat everyone as they would like to be treated. ➤ Stewardship – I care for the people, resources, community, and environment – that I am trusted to protect. 		☐
Work Plan Progress – <i>Pull up your unit/department work plan and review/walk-through progress. Discuss any areas of concern/highlights.</i>		☐
Cross-Unit/Department Interactions – <i>Share meaningful interactions within your unit, with other units or departments, and how those may relate to or impact City Priorities.</i>		☐
Manager Items – <i>Items Manager needs to follow-up on or share with Employee</i>		☐

Employee Experience

1. Written
2. Verbal
3. Decision-Making
4. Team Dynamics
5. Schedules
6. Group Agreements



Communication Practices



Acknowledge & Validate

Possible Approaches for Acknowledging

What you're saying is...

Let me see if I get this...

I'm hearing you say...

Let me give that back to you so we can make sure I got it.

In other words...

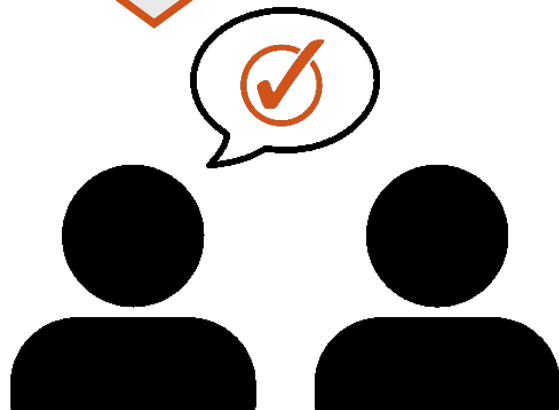


Possible Approaches for **Validating**

You have every right
to feel “X”
because...

That’s perfectly
natural (normal). It
can be very
upsetting when “X”
happens.

It’s understandable
that you feel
[feeling/emotion]
because/given...



Putting it All Together

You feel you've been hurt and you're angry (Acknowledging), no wonder you are feeling resentment (Validating).

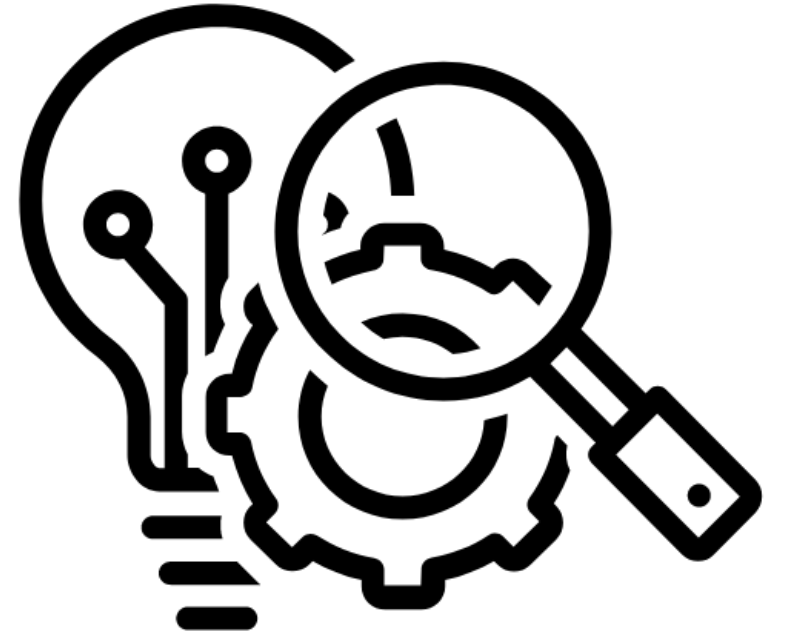


1. Clarity
2. Alignment
3. Engagement
4. Trust
5. Satisfaction
6. Retention



Expectations

1. Prioritize your development
2. Support your team's development
3. On-the-job learning
4. Continuous improvement



Learning & Development



Individual Development Plan (IDP)

A "Getting Started" Guide

City of Madison HR-Organizational Development

Individual Development Plan

An Individual Development Plan (IDP) helps you:



The IDP is a process through which you reflect, plan, and execute, to grow and develop in your career.

Since it is your IDP, you choose which parts to share with your mentor(s) and/or supervisor(s).



Wellness Wheel

A Wellness Wheel is a visual guide and tool for self-exploration that can help you assess different aspects of your wellbeing. (*Vibrant Soulful*). This is just one of many different types of Wellness Wheels.

Use this wheel below to reflect on what areas you are satisfied with, and which areas you feel might need improvement or more focus in your life.



Learning & Development



Resources & Support



Wrap Up

Recap

1. Lead with your values
2. Prioritize relationships
3. Clearly communicate expectations
4. Own your development

We Want Your
Feedback!

