

HCV SUPERVISORS AND MANAGERS

Agenda

Day 1

8:00 AM - 8:30 AM	Registration
8:30 AM - 10:00 AM	Introduction Program Regulatory Review Leadership Models and Strategies
10:00 AM - 10:15 AM	Break
10:15 AM - 11:45 AM	Managing Performance
11:45 AM - 1:00 PM	Lunch
1:00 PM - 2:00 PM	Managing Difficult Employees
2:00 PM - 2:45 PM	Tracking Employee Activity
2:45 PM - 3:00 PM	Break
3:00 PM - 3:30 PM	Staying Organized
3:30 PM - 4:30 PM	Quality Control
4:30 PM - 5:00 PM	Questions

HCV SUPERVISORS AND MANAGERS

Agenda

Day 2

8:30 AM - 10:00 AM	Monitoring Program Performance
10:00 AM - 10:15 AM	Break
10:15 AM - 11:45 AM	Monitoring Program Performance
11:45 AM - 1:00 PM	Lunch
1:00 PM - 1:45 PM	HCV Finance
1:45 PM - 2:45 PM	Supervisor's Role in Fair Housing
2:45 PM - 3:00 PM	Break
3:00 PM - 4:30 PM	Certification Exam