

# Operational Supervisor Management



Course Manager: Janos KOVACS(*janos.kovacs @eurocontrol.int*) **Lunch and coffee are not provided by EUROCONTROL and shall be covered at the participants' expense**

DAY/TIME	09:00	12:15	13:15	17:00
<b>Monday</b>	Start 10:00	Course Introduction	The Role of the Supervisor	Communication
<b>Tuesday</b>	Individual Style		Leadership	Teamwork
<b>Wednesday</b>	Psychoactive Substance Abuse	The Supervisor and Safety		Critical Incident Stress Management
<b>Thursday</b>	Motivation		Managing Conflict	
<b>Friday</b>	Managing Change		Course Evaluation	13:00 Close