

## Operations Academy Senior Management Program 2022

Eastern Time

### DAY 1 - Virtual - September 21, 2022

Welcome & Description of the Day, Gary Euler	11:00 AM
Leadership Skills for Technical Professionals, Shelley Row	11:15 AM
Introduction of Group Workshops, Gary Euler	12:15 AM
BREAK (40 minutes)	12:30 PM
Breakout Room Networking (20 minutes)	1:10 PM
Communication Style DNA, Shelley Row (breakout by Work Groups)	1:30 PM
BREAK	3:30 PM
Back to Main Room - Instructions for End of Day Activities, Shelley Row	3:45 PM
Group Work Session - Agency Challenge Part 1	4:00 PM
On Your Own: What did I learn today and how can I apply it to my job?	5:00 PM
Adjourn	5:15 PM

### DAY 2 - Virtual - September 28, 2022

TSMO Program Planning, Gary Euler	11:00 AM
BREAK (40 minutes)	1:00 PM
Breakout Room Networking (20 minutes)	1:40 PM
Freight Operations, Donald Ludlow	2:00 PM
BREAK	4:00 PM
Group Work Session - Agency Challenge Part 1	4:15 PM
On Your Own: What did I learn today and how can I apply it to my job?	5:15 PM
Adjourn	5:30 PM

### Day 3 - Virtual - October 5, 2022

Performance Management Visualization and Tools, Michael Pack	10:30 AM
BREAK	11:45 PM
Performance Management Visualization and Tools, Michael Pack	12:00 PM
LUNCH BREAK (40 minutes)	1:30 PM
Breakout Room Networking (20 minutes)	2:10 PM
Practitioner Presentation & Discussion, PennDOT (Doug Tomlinson & Ryan McNary)	2:30 PM
BREAK	3:30 PM
Performance Management Visualization and Tools, Michael Pack	3:45 PM
Group Work Session - Agency Challenge Part 1	4:45 PM
On Your Own: What did I learn today and how can I apply it to my job?	5:30 PM
Adjourn	5:45 PM

### Day 4 - Virtual - October 6, 2022

Systems Engineering: How to Make It Relevant, Gary Euler	11:00 AM
BREAK (40 minutes)	12:30 PM
Breakout Room Networking (20 minutes)	1:10 PM
TSMO Resources, Gary Euler	1:30 PM
Traveler Information, Denise Markow	2:00 PM
BREAK	4:00 PM
Group Work Session - Agency Challenge Part 1	4:15 PM
On Your Own: What did I learn today and how can I apply it to my job?	5:15 PM
Adjourn	5:30 PM

### Day 5 - Virtual - October 12, 2022

Forces Shaping the Future of Transportation (includes COVID) - Gary Euler	10:30 AM
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BREAK	11:30 AM
Future of Transportation: What Are You Doing Now	11:45 PM
LUNCH BREAK	1:30 PM
Breakout Room Networking (20 minutes)	2:10 PM
ITS, IT, Cybersecurity and More, Paul Lennon	2:30 PM
BREAK	4:00 PM
Group Work Session - Part 1	4:15 PM
On Your Own: What did I learn today and how can I apply it to my job?	5:15 PM
Adjourn	5:30 PM

#### Day 6 - Virtual - October 13, 2022

Instructions for Presentation and Feedback, Gary Euler	11:00 AM
Workshop Presentations & Discussion - Part 1 (30 minutes each group)	11:15 AM
BREAK	1:00 PM
Workshop Presentations & Discussion - Part 2 (15 minutes each group)	1:45 PM
BREAK	3:30 PM
Mileage Based User Fee Pilot, Trish Hendren	3:45 PM
On Your Own: What did I learn today and how can I apply it to my job?	5:15 PM
Adjourn	5:30 PM

#### Arrival in Person - Sunday, October 16

Check-In and Networking, Lobby Bar, Maritime Intitute	7:00 PM
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#### Day 7 - Monday, October 17

Communicating the Value of TSMO & Group Work Session - Know Your Audience, Shelley Row	8:00 AM
BREAK	10:00 AM
Communicating the Value of TSMO & Group Work Session - Structure and Stories, Shelley Row	10:30 AM
LUNCH	12:30 PM
Communicating the Value of TSMO & Group Work Session - Visuals and Delivery, Shelley Row	1:30 PM
BREAK	3:00 PM
Instructions for Workshop , Gary Euler	3:30 PM
Group Work Session - Part 2	4:00 PM
On Your Own: What did I learn today and how can I apply it to my job?	5:15 PM
Dinner	5:30 PM

#### Day 8 - Tuesday, October 18

Managing a Corridor, Les Jacobson or Lisa Burgess	8:00 AM
BREAK	10:00 AM
Open Discussion on Corridor Best Practices	10:30 AM
LUNCH	12:30 PM
Workforce Development, Tom Kern	1:30 PM
BREAK	3:45 PM
Group Work Session - Part 2	4:00 PM
On Your Own: What did I learn today and how can I apply it to my job?	5:30 PM
Dinner	6:00 PM

**Day 9 - Wednesday, October 19**

Managing for Safety, Joey Sagal	8:00 AM
BREAK	10:00 AM
Open Discussion - Agency Best Practices	10:30 AM
LUNCH	12:00 PM
Field Study - Maryland Statewide Operations Center (SOC) - bus leaves for MdSHA	1:00 PM
Field Study 2 - Maryland Statewide Operations Center (SOC) - bus leaves for Maritime Institute	4:15 PM
Group Work Session - Part 2	5:00 PM
Dinner	6:00 PM
On Your Own: What did I learn today and how can I apply it to my job?	

**Day 9- Thursday, October 20**

Performance Management, Tim Lomax	8:00 AM
BREAK	10:00 AM
Performance Management, Practitioner and Open Discussion	10:30 AM
LUNCH and Group Photo	12:30 PM
Workshop Presentations & Discussion - Part 2 (30 minutes each group)	1:30 PM
BREAK	3:00 PM
Workshop Presentations & Discussion - Part 2 (30 minutes each group)	3:15 PM
Workgroup Photos and Break	4:45 PM
Action Plan Identification (on your own)	5:15 PM
Final Exam (on your own after 5:30 PM - done by 8:00 AM Friday)	5:30 PM
Dinner	6:00 PM
Optional Gathering in Gameroom	7:00 PM

**Day 10 - Friday, October 21**

Open Discussion	8:00 AM
BREAK	10:00 AM
Action Plan Discussion, Shelley Row	10:30 AM
Program Debrief, Wrap Up & Online Overall Program Evaluation	12:00 PM
Adjourn	1:00 PM