

## Operations Academy Senior Management Program 2024

Eastern Time

### Introduction Webinar, July 25, 2024

Welcome to the Operations Academy, Kathleen Frankle	12:00 PM
Schedule, Expectations, Pre-study, Travel Logistics	12:10 PM
Operations Academy Alumni	1:00 PM
BREAK (15 minutes)	1:15 PM
Meet Your Classmates, Shelley Row	1:30 PM
Breakout Room Networking (3 rounds, 20 min each) 3 people per group	2:30 PM
Debrief	3:30 PM
Adjourn	3:45 PM

### DAY 1 - Virtual - September 24, 2024 (week 1)

Welcome, Les Jacobson	12:00 PM
Leadership Skills for Technical Professionals, Shelley Row	12:15 PM
BREAK (15 minutes)	1:00 PM
Communication Style DNA, Shelley Row - Part 1	1:15 PM
BREAK	2:15 PM
Communication Style DNA, Shelley Row - Part 2	2:30 PM
Reminder: How to Complete End-of-Day Forms, Shelley Row	3:30 PM
On Your Own: What did I learn today and how can I apply it to my job?	3:35 PM
Adjourn	3:45 PM

### DAY 2 - Virtual - September 26, 2024 (week 1)

Breakout Room Networking (3 rounds, 20 min each)	12:00 PM
BREAK	1:00 PM
Group Work Session - Agency Challenge Part 1	1:15 PM
Adjourn	2:45 PM

### Day 3 - Virtual - October 1, 2024 (week 2)

TSMO Program Planning, Les Jacobson	12:00 PM
BREAK	1:30 PM
Group Work Session - Agency Challenge Part 1	1:45 PM
On Your Own: What did I learn today and how can I apply it to my job?	3:00 PM
Adjourn	3:15 PM

### Day 4 - Virtual - October 3, 2024 (week 2)

Performance Management Visualization and Tools, Michael Pack	11:00 AM
BREAK	12:15 PM
Performance Management Visualization and Tools, Michael Pack	12:30 PM
BREAK (30 minutes)	2:00 PM
Practitioner Presentation & Discussion, PennDOT (Doug Tomlinson & Ryan McNary)	2:30 PM
On Your Own: What did I learn today and how can I apply it to my job?	4:00 PM
Adjourn	4:15 PM

### Day 5 - Virtual - October 8, 2024 (week 3)

Traveler Information	12:00 PM
BREAK	2:00 PM
Agency Discussion on Weather & Travel	2:15 PM
On Your Own: What did I learn today and how can I apply it to my job?	3:45 PM
Adjourn	4:00 PM

**Day 7 - Virtual - October 10, 2024 (week 3)**

Forces Shaping the Future of Transportation	11:30 AM
BREAK	12:30 PM
Future of Transportation: What Are You Doing Now	12:45 PM
BREAK	2:15 PM
Group Work Session - Part 1	2:30 PM
On Your Own: What did I learn today and how can I apply it to my job?	3:30 PM
Adjourn	3:45 PM

**Day 8 - Virtual - October 15, 2024 (week 4)**

Instructions for Presentation and Feedback, Les Jacobson	11:00 AM
Workshop Presentations & Discussion - Part 1 (30 minutes each group, 2 groups)	11:15 AM
BREAK (15 minutes)	12:15 PM
Workshop Presentations & Discussion - Part 1 (30 minutes each group, 2 groups)	12:30 AM
BREAK (30 minutes)	1:30 PM
Workshop Presentations & Discussion - Part 1 (30 minutes each group, 3 groups)	2:00 PM
On Your Own: Weekly Action Summary	3:30 PM
Adjourn	3:45 PM

**Arrival in Person - Sunday, October 20, 2024**

Check-in 3 PM or after	3:00 PM
Dinner - On Your Own between 5:00 - 6:30 PM	5:45 PM
Networking, Lobby Bar (cash bar), (if you can't make it because of your flight, don't panic, it's ok)	7:30 PM

**Day 9 - Monday, October 21, 2024**

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 , Les Jacobson & Shelley Row	3:30 PM
Group Work Session - Part 2	3:45 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 10 - Tuesday, October 22, 2024**

Managing a Corridor (including Rural), Les Jacobson	8:00 AM
BREAK	10:00 AM
Panel Discussion on Corridor Best Practices	10:30 AM
LUNCH	12:30 PM
Group Work Session - Part 2	1:30 PM
TSMO Resource (NOCoE, FHWA, TOM), Les Jacobson	3:15 PM
Alumni Success Stories: Making a Difference	4:00 PM
Dinner	5:00 PM

Networking with Alumni, Lobby Bar (cash bar)	6:30 PM
On Your Own: What did I learn today and how can I apply it to my job?	

**Day 11 - Wednesday, October 23, 2024**

Managing for Disruption, Agency Best Practices, Les Jacobson	8:00 AM
BREAK	10:00 AM
Incident Simulation	10:15 AM
Managing for Disruption, Agency Best Practices, Les Jacobson	10:45 AM
Work Zones	11:15 AM
LUNCH	12:30 PM
Field Study Presentation, Jason Dicembre	1:30 PM
Field Study - Maryland Statewide Operations Center (SOC) - bus leaves for MdSHA	2:15 PM
Field Study 2 - Maryland Statewide Operations Center (SOC) - bus leaves for Maritime Institute	4:15 PM
On Your Own: What did I learn today and how can I apply it to my job?	4:30 PM
BREAK	4:45 PM
Group Work Session - Part 2	5:00 PM
Dinner	6:00 PM

**Day 12 - Thursday, October 24, 2024**

Freight Operations - Focus on Truck Parking, Donald Ludlow	8:00 AM
BREAK	10:00 AM
Performance Management, Tim Lomax	10:30 AM
LUNCH and Group Photo	12:30 PM
Workshop Presentations & Discussion - Part 2 (30 minutes each group, 4 groups)	1:30 PM
BREAK	3:30 PM
Workshop Presentations & Discussion - Part 2 (30 minutes each group, 3 groups)	3:45 PM
Break	5:15 PM
Action Plan Identification (on your own after 5:30 PM - done by 8:00 AM Friday)	5:30 PM
Final Exam (on your own after 5:30 PM - done by 8:00 AM Friday)	5:45 PM
Dinner	6:00 PM
Networking, Lobby Bar	7:00 PM

**Day 13 - Friday, October 25, 2024**

Submit Action Plans	8:00 AM
Workforce Development Discussion	8:05 AM
BREAK	10:00 AM
Action Plan Discussion, Shelley Row	10:15 AM
Program Debrief, Wrap Up & Online Overall Program Evaluation	10:45 AM
Adjourn	11:45 AM