

Operations Academy Senior Management Program 2024

Eastern Time

Introduction Webinar, July 25, 2024

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| Welcome to the Operations Academy, Kathleen Frankle | 12:00 PM |
| Operations Academy Alumni, Chris Hilyer | 12:05 PM |
| Schedule, Expectations, Pre-study, Travel Logistics | 12:20 PM |
| BREAK (15 minutes) | 1:15 PM |
| Meet Your Classmates, Shelley Row | 1:30 PM |
| Breakout Room Networking (3 rounds, 20 min each) 4 people per group | 2:30 PM |
| Debrief | 3:30 PM |
| Adjourn | 3:45 PM |

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

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| Welcome, Les Jacobson | 12:00 PM |
| Leadership Skills for Technical Professionals, Shelley Row | 12:15 PM |
| BREAK (15 minutes) | 1:00 PM |
| Business DNA Behavior, Shelley Row - Part 1 | 1:15 PM |
| BREAK | 2:15 PM |
| Business DNA Behavior, 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)

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| 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)

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| 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 4 - Virtual - October 3, 2024 (week 2)

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| 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 5 - Virtual - October 8, 2024 (week 3)

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| Traveler Information, Kelly Wells - North Carolina DOT | 12:00 PM |
| BREAK | 2:00 PM |

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| 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 6 - Virtual - October 10, 2024 (week 3)

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| 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 7 - Virtual - October 15, 2024 (week 4)

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| 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

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| 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) | 7:00 PM |

Day 8 - Monday, October 21, 2024

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| 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 9 - Tuesday, October 22, 2024

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| Managing a Corridor (including Rural), Mark Bandy | 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 & Monica Harwood-Duncan | 3:15 PM |
| Alumni Success Stories: Making a Difference | 4:00 PM |
| Dinner | 5:00 PM |

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| 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 10 - Wednesday, October 23, 2024

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| Managing for Disruption, Agency Best Practices, Les Jacobson | 8:00 AM |
| Case Study: Maryland Key Bridge Collapse, Jason Dicembre and Jason P. | 8:30 AM |
| BREAK | 10:00 AM |
| Managing for Disruption, Agency Best Practices, Les Jacobson (no presentations) | 10:15 AM |
| Incident Simulation | 11:00 AM |
| Work Zones | 11:30 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 11- Thursday, October 24, 2024

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| 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 12 - Friday, October 25, 2024

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| Submit Action Plans | 8:00 AM |
| Workforce Development Discussion, Les Jacobson | 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 |