



## **PROGRAM OVERVIEW**

All large organizations need cohesive and effective leadership throughout its structure to drive execution and results. This is particularly true at the level of agency managers who direct the delivery of front-line services to customers. These managers – who are the foundation of any organization – are critical to operational excellence and provide the leadership needed to ensure that teams function effectively to deliver results and high levels of service.

## **PROGRAM CURRICULUM**

The program curriculum is designed to help front-line managers develop the skills needed to lead successful teams. These skills will ensure that our leadership community is principle-centered, customer-focused, and results-driven. Participants will examine the following skills.

- Understanding Behavior
- Building Teams
- Leadership Styles
- Problem Solving
- Communication
- Stress, Time, Conflict Management
- Motivating Productive Results
- Project: Team Development Plan

## **PROGRAM FEATURES**

This 5-day program will include a participative , high-energy style that will include a variety of exercises that help apply the material and discovery tools, including the following.

- Multi-rater (360 degree) instrument
- TKI instrument
- DISC instrument

Education credits are available to program participants.

## **LEADING OTHERS**

Getting others to do their very best

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### **TARGETED PARTICIPANTS**

The “Leading Others” program is designed for front-line leaders who are leading teams in service delivery to internal and external customers.

### **PROGRAM BENEFITS**

Through participation in this program, your front-line leaders will:

- Further develop their ability to increase team productivity and effectiveness to delivery better results,
- Learn to increase cohesiveness and innovation in teams, as well as manage workplace behavior,
- Improve their communication skills, particularly in providing feedback, coaching, and discipline,
- Learn to better manage time pressures, stress, and conflict that undermine team effectiveness,
- Improve their ability to diagnose workplace performance problems and resolve them,
- Develop effective motivation mechanisms for their team,
- Expand their understanding of their personal leadership styles and develop a plan for team development, and
- Network with leaders from other agencies to create relationships that will support their growth and agency success.