



A leadership and
management development
certification program
for municipal and county governments

Who should attend

Managers, supervisors, and promising future leaders

What you can expect

- Training that produces measurable results for your organization
- Top-quality instruction delivered by professionals experienced in working with local governments
- High participant involvement that encourages practical application in the workplace
- Flexibility that tailors the training to a government's unique needs
- Training that is conducted on-site or off-site, as requested by the government
- Training designed to meet a government's long-range needs through a systematic approach

"Our group project was a lesson in leadership, customer service, humility, and self-fulfillment. It was a much better project than an academic exercise—it was a lesson in life."

– City of Camilla



Participant Comments

"The course was very educational, interesting, and entertaining. It should be mandatory for all supervisors and managers."

– Cobb County

"Very informative and interesting class, everyone seemed to be having fun while learning. The instructor was able to bring in 'real life' points to the class."

– Georgia Ports Authority

"I can't say enough good things about the class. I have learned more about leadership and myself in the eight days of class than I have in the past 12 years in the city government."

– Columbus Consolidated Government

"This course has given me great insights into how not to judge people on sight but to become a better player by really listening."

– City of Griffin

"I learned more about myself and how to make the necessary improvements to become a better manager."

– Northeast Georgia RDC

"Great curriculum, instructor animated, interesting—made the class fun and conducive to learning. Thanks for the ideas and attentiveness to individual situations."

– Floyd County

"I came to class because I was told I had to, but I ended up enjoying and learning a good deal. I am glad I took the course."

– North Georgia/Coosa Valley RDC's

"The instructor was awesome. The class involvement kept the class interesting. Before dismissing the class, the instructor reviewed the objectives or goals of each student in the class, to ensure that everyone received the information they came to class seeking. Again, the instructor was great."

– DeKalb County

Contact Information

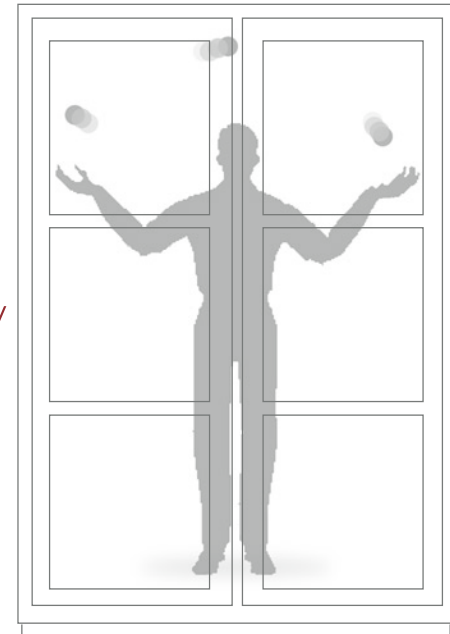
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Management Development Program

Governmental Training, Education, and Development

A window of opportunity



Overview and Content

The Management Development Program consists of a three-course series: Core Leadership Skills Part 1, Core Leadership Skills Part 2, and Core Management Skills. A textbook, *Developing Management Skills* by David A. Whetten and Kim S. Cameron, provides the general framework for discussion. This textbook is designed on a skill development model that includes assessments, analyses, practice, and applications for each major topic. Instructors use facilitated-learning techniques, making active class participation an important course element. Participants are required to complete surveys and other testing instruments, read text assignments, engage in class activities, and contribute to discussions.

Class Size

- 25 participants maximum
- 20 participants minimum

Class Hours

Six hours of training each day, generally from 9:00 A.M. to 4:00 P.M.

Length

- Course 1, Core Leadership Skills Part 1 — 8 days
- Course 2, Core Leadership Skills Part 2 — 7 days
- Course 3, Core Management Skills — 9 days

Format

All classes actively involve class participants through a combination of small-group assignments, group discussions, case studies, role-playing activities, videos, and mini-lectures. The instructor promotes and maintains an informal learning environment in all classes.

Certification

For every course completed, certificates are awarded to participants who meet the attendance standard and complete all required work. Participants who successfully complete all three courses receive the Certificate of Local Government Management awarded by the University of Georgia's Carl Vinson Institute of Government. The continuing education credits earned in this program can be applied toward certain other local government certification programs. All instructors are P.O.S.T. and G.F.S.T.C. certified.

Course 1 | Core Leadership Skills Part 1

8 days (conducted over 2 months)

42 classroom contact hours plus 1 personal coaching session and assigned outside reading

Topics

- Critical Role of Management Skills
- Developing Self-Awareness
- Managing Personal Stress
- Solving Problems Analytically and Creatively
- Coaching, Counseling, and Supportive Communication



Content emphasizes the development of self-awareness and personal improvement by focusing on interpersonal skills. Theory looks at leadership, communication (including listening), individual differences, and values.

Skill development focuses on personality preferences, supportive communication, problem solving, coaching and counseling, and goal setting. Leadership skills will be enhanced through increased self-awareness.

Project component involves the development of a comprehensive Personal Improvement Plan.

Course 2 | Core Leadership Skills Part 2

(Note: Part 1 is a prerequisite for Part 2)

7 days (conducted over 2 months)

42 classroom contact hours plus 1 day of class project implementation and assigned outside reading

Topics

- Power and Influence
- Ethics
- Motivation
- Conflict
- Team and Group Dynamics



Content focuses on an in-depth study of the theories and practice of group development and dynamics and the impact of different personality styles and needs on group behavior.

Skill development focuses on utilizing power effectively, empowering others and delegating tasks, managing conflict, and leading effective teams. Leadership skills will be further enhanced through increased understanding of group dynamics.

Project component involves the class working as a group to plan and implement a community improvement project. This activity should demonstrate skills learned in class. Students also discuss lessons learned from the project that can be applied to their organization through increased self-awareness.

Course 3 | Core Management Skills

9 days (conducted over 4 months)

42 classroom contact hours plus 2 personal coaching sessions and assigned outside reading

Topics

- Measuring Operational Performance
- Problem Definition
- Fundamentals of Managing Projects
- Information Gathering
- Oral and Written Presentations



Content focuses on the core management skills related to process improvement.

Skill development focuses on conducting effective interviews, conducting needs assessments, preparing cost analyses, and effective public speaking. Management skills will be enhanced as participants undertake the initiation, development, implementation, and presentation of a process improvement plan.

Project component involves the development of a written proposal to introduce a positive, measurable change in an organization. After receiving upper-management approval, implementation of the project proceeds throughout the duration of the class. Project presentation and final written report are required for successful completion of the program.