



DATES: Thursday, March 26, 2020
Thursday, April 23, 2020
Thursday, May 21, 2020

TIME: 9:00am - 3:30pm

LOCATION: Alameda County
Mosquito Abatement District
23187 Connecticut Street
Hayward, CA 95545

TUITION: \$850 per Person
(for all 3 Non Consecutive Days)

INCLUDES:

- Catered Lunch
- Performance Management Guide
- Certificate of Completion

REGISTRATION: Jo Miller
jmiller@rgs.ca.gov
or
click here: Register

FOR QUESTIONS:

Rich Oppenheim
roppenheim@rgs.ca.gov
650.587.7309

Designed for New or Experienced Leaders in Local Government by Trainers with Extensive Experience in Local Agencies

LEARNING OUTCOMES/SKILL BUILDING IN:

- Getting Work Done Through People
- Engaging Employees to Create a Positive & Productive Workforce
- The Many Hats of Supervisors/Managers
- Leadership Levels
- 3 Keys to Communicate Effectively as a Leader
- How to Conduct Difficult Workplace Conversations
- Leading Proactively
- Creating a Culture of Accountability
- Managing Performance
- Encouraging Success
- Performance Coaching
- Positive Discipline
- Performance Evaluations

“The Academy makes you sit back and analyze your situation personally and strive to make positive changes.”

- Academy Graduate

“This Academy was by far the most helpful and interesting training I have attended.”

- Academy Graduate



**SUPERVISOR/MANAGER 3-DAY
ACADEMY**

Topic Layout Per Day

Learning Outcomes Include: Skill Development in Getting Work Done Through People, Employee Engagement, Pro-Active Communication, Improving Effectiveness of Difficult & Critical Conversations, Pro-active Leadership and A Culture of Accountability.

Day 1- Six Hours	Day 2- Six Hours	Day 3- Six Hours
<p>Getting Work Done Through People</p> <p>Employee Engagement Techniques to Create a More Positive and Productive Work Environment</p> <ul style="list-style-type: none"> • Aligning Work to: <ul style="list-style-type: none"> o Mission/Values/Goals o Big Picture and o Business Reasons for the Work • Encouraging Performance • Acknowledging Performance <p>Skill Building in the Many Hats of Supervision/Management</p> <ul style="list-style-type: none"> • Director of Work • Teacher • Mentor • Provider of Resources • Problem Solver • Performance Manager <p>Leadership</p> <ul style="list-style-type: none"> • Levels • Styles 	<p>Learning the Language of Leadership</p> <ul style="list-style-type: none"> • Attributes of Great Communicators • Guiding Principles <p>Pro-Active Communication</p> <ul style="list-style-type: none"> • Aiming for Mutual Understanding • Listening for Their Interests • Communicating Your Interests • Detecting and working with Communication Styles • Creating a Mutual Exchange <p>Skill Building in Serious/Important Workplace Conversations</p> <ul style="list-style-type: none"> • Common Pitfalls and Cautions • Prepare Ahead • Start Consciously • Keep it Constructive • Describe the difference between the Goal and Current Reality • Address the Gap with a Plan <ul style="list-style-type: none"> o Dialogues for Common Situations: “Managing from the Middle” 	<p>Learning Techniques of Proactive Leadership</p> <ul style="list-style-type: none"> • How to Hire the Right People • Overview of Various Documents that Guide Your Behavior <p>A Culture of Accountability Through The Performance Management Cycle</p> <ul style="list-style-type: none"> • The Work Plan • Encouraging Performance • Performance Coaching • Positive Discipline • Effective Performance Evaluations <p>Self-Assessment and Goal Setting of Leadership Skills</p>

The Academy is designed for the new or experienced Supervisor/Manager and includes participants discussing and practicing skill sets and setting goals for specific self- improvement.

Developed by trainers with extensive experience working in and for local government!