



DATES: March 16
April 13
May 4

TIME: 9:00am - 3:30pm

LOCATION:
Milpitas Community Center
457 E. Calaveras Blvd. Room #7/8
Milpitas, CA 95035

TUITION: \$750 per Person
(for all 3 Non Consecutive Days)

INCLUDES:
- Lunch
- Performance Management Guide
- Follow-up Coaching
- Certificate of Completion

REGISTRATION:
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FOR QUESTIONS:
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***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 and Productive Workforce**
- **Understanding the Many Hats of Lead Workers**
- **Situational Leadership**
- **3 Keys to Communicate Effectively as a Leader**
- **How to Conduct Difficult Workplace Conversations**
- **Creating a Culture of Accountability – the Lead Worker’s Role**

“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

Regional Government Services

LEAD WORKERS 3 DAY ACADEMY Topic Layout Per Day

Learning Outcomes Include: Skill Development in Getting Work Done Thru People, Employee Engagement, Pro-Active Communication, Improving Effectiveness of Difficult & Critical Conversations, Pro-active Leadership and the Lead Worker's Role in a Culture of Accountability

| Day 1- Six Hours | Day 2- Six Hours | Day 3- Six Hours |
|---|--|--|
| <p>Getting Work Done Thru People Techniques to Create a More Positive and Productive Work Environment thru Employee Engagement</p> <ul style="list-style-type: none"> • Aligning Work to: <ul style="list-style-type: none"> ○ The Mission/Values/Goals ○ Big Picture and 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"> • Team Developer • Teacher <ul style="list-style-type: none"> ○ The Work Plan ○ How to be Successful ○ Paying Attention • Mentor • Provider of Resources • Problem Solver <p>Applying Situational Leadership Styles</p> | <p>Learning the Language of Leadership</p> <ul style="list-style-type: none"> • What great communicators do • Personal Guiding Principles <p>Using Pro-Active Communication</p> <ul style="list-style-type: none"> • Aiming for Mutual Understanding • Exchanging Interests • Detecting and Working with Different Communication Styles • Encouraging mutual exchange <p>Skill Building in Serious/Important Workplace Conversations</p> <ul style="list-style-type: none"> • Common Pitfalls and Cautions • Roadmap for Workplace Conversations <ul style="list-style-type: none"> ○ Prepare Ahead ○ Start Consciously ○ Keep it Constructive ○ Describe the Gap ○ Address the Gap with a Plan • Dialogs for common situations: <ul style="list-style-type: none"> ○ "Peer to Boss" | <p>Learning Techniques of Proactive Leadership</p> <ul style="list-style-type: none"> • Identifying Important Traits for New Hires • Overview of various Documents that Keep You Out of Trouble <p>Creating a Culture of Accountability Through- The Performance Management Cycle</p> <ul style="list-style-type: none"> • The Work Plan • Encouraging Performance • Performance Coaching • Lead Worker's Role in: <ul style="list-style-type: none"> ○ Performance Evaluation Input ○ Discipline Input <p>Self-Assessment and Goal Setting of Leadership Skills</p> |

The Academy is designed for the new or experienced Lead/Senior Workers 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!