



**REGIONAL
GOVERNMENT
SERVICES**

SERVING PUBLIC AGENCIES SINCE 2002

ACADEMY FOR LEAD/SR. WORKERS

Hands-On Leadership Skill Building

COMING WINTER 2017



DATES: Wednesday, February 22
Wednesday, March 22
Wednesday, April 19

TIME: 9:00am - 3:30pm

LOCATION: City of Napa
Jamieson Canyon WTP
270 Kirkland Ranch Road
Napa, CA 94558

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

INCLUDES:

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

REGISTRATION:

Jo Miller
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FOR QUESTIONS:

Anne Oliver
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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**
- **The Many Hats of Lead/Sr. Workers**
- **Leadership Styles**
- **3 Keys to Communicate Effectively as a Leader**
- **How to Conduct Difficult Workplace Conversations**
- **Creating a Culture of Accountability – the Lead/Sr. Worker's Role**

“Very informational session; appreciated the examples, conversations and group interactions.”

- (Academy Graduate)

“I found this Academy to be very useful and I have already tried to take back the lessons and apply them to my work group.”

- (Academy Graduate)

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LEAD/SR. WORKERS 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 the Lead/Sr. Worker's Role in 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"> Mission/Values/Goals Big Picture and Business Reasons for the Work Encouraging Performance Acknowledging Performance <p>Skill Building in the Many Hats of Lead/Sr. Workers</p> <ul style="list-style-type: none"> Director of Work Teacher Mentor Provider of Resources Problem Solver Performance Leader <p>Leadership</p> <ul style="list-style-type: none"> Levels Styles 	<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 Communication Styles Task-specific communication Encouraging Mutual Exchange <p>Roadmap for 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 Dialogs for Common Situations 	<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>A Culture of Accountability Through The Performance Management Cycle</p> <ul style="list-style-type: none"> The Work Plan Encouraging Performance Performance Coaching Lead/Sr. 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/Sr. 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!