



**REGIONAL  
GOVERNMENT  
SERVICES**

SERVING PUBLIC AGENCIES SINCE 2002

## **SUPERVISOR/MANAGER ACADEMY**

Hands-On Leadership Skill Building

**COMING SPRING 2016**



***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
- Understanding the Many Hats of Supervisors/Managers
- Situational Leadership
- 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

**DATES:** March 10  
April 7  
May 5

**TIME:** 9:00am - 3:30pm

**LOCATION:**  
Petaluma Community Center  
320 North McDowell Blvd  
Petaluma, CA 94954

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

### **INCLUDES:**

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

### **REGISTRATION:**

Danielle Oliveira  
doliveira@rgs.ca.gov

### **FOR QUESTIONS:**

- Anne Oliver: aoliver@rgs.ca.gov
- Sally Rice: srice@rgs.ca.gov
- Call: (650) 587-7309

## Regional Government Services

### SUPERVISOR/MANAGER 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 Creating a Culture of Accountability**

Day 1- Six Hours	Day 2- Six Hours	Day 3- Six Hours
<p><b>Getting Work Done Thru People Techniques to Create a More Positive and Productive Work Environment thru Employee Engagement</b></p> <ul style="list-style-type: none"> <li>● Aligning Work to:               <ul style="list-style-type: none"> <li>○ The Mission/Values/Goals</li> <li>○ Big Picture and Business Reasons for the work</li> <li>○ Encouraging Performance</li> <li>○ Acknowledging Performance</li> </ul> </li> </ul> <p><b>Skill Building in the Many Hats of Supervision/Management</b></p> <ul style="list-style-type: none"> <li>● Team Developer</li> <li>● Teacher               <ul style="list-style-type: none"> <li>○ The Work Plan</li> <li>○ How to be Successful</li> <li>○ Paying Attention</li> </ul> </li> <li>● Mentor</li> <li>● Provider of Resources</li> <li>● Problem Solver</li> </ul> <p><b>Applying Situational Leadership Styles</b></p>	<p><b>Learning the Language of Leadership</b></p> <ul style="list-style-type: none"> <li>● Attributes of great communicators</li> <li>● Guiding Principles</li> </ul> <p><b>Pro-Active Communication</b></p> <ul style="list-style-type: none"> <li>● Aiming for Mutual Understanding</li> <li>● Listening for Their Interests</li> <li>● Communicating Your Interests</li> <li>● Working with Communication Styles</li> <li>● When Others Won't Talk</li> <li>● Non-verbal Communication</li> </ul> <p><b>Skill Building in Serious/Important Workplace Conversations</b></p> <ul style="list-style-type: none"> <li>● Roadmap for Workplace Conversations               <ul style="list-style-type: none"> <li>○ Prepare Ahead</li> <li>○ Start Consciously</li> <li>○ Keep it Constructive</li> <li>○ Describe the Gap</li> <li>○ Address the Gap with a Plan</li> </ul> </li> <li>● Dialogues for common situations:               <ul style="list-style-type: none"> <li>○ "Managing from the Middle"</li> </ul> </li> </ul>	<p><b>Learning Techniques of Proactive Leadership</b></p> <ul style="list-style-type: none"> <li>● How to Hire the Right People</li> <li>● Overview of various Documents that Guide Your Behavior</li> </ul> <p><b>Creating a Culture of Accountability Through- The Performance Management Cycle</b></p> <ul style="list-style-type: none"> <li>● The Work Plan</li> <li>● Encouraging Performance</li> <li>● Performance Coaching</li> <li>● Positive Discipline</li> <li>● Effective Performance Evaluations</li> </ul> <p><b>Self-Assessment and Goal Setting of Leadership Skills</b></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!**