



**REGIONAL
GOVERNMENT
SERVICES**

SERVING PUBLIC AGENCIES SINCE 2002

SUPERVISOR/MANAGER ACADEMY

Hands-On Leadership Skill Building

COMING FALL 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

DATES: September 20
October 25
November 15

TIME: 9:00am - 3:30pm

LOCATION: Gilroy Police Dept.,
Community Room
7301 Hanna Street
Gilroy, CA 95020

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:
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“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

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>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"> ● 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 ● Working with Communication Styles ● When Others Won't Talk ● Non-verbal Communication <p>Skill Building in Serious/Important Workplace Conversations</p> <ul style="list-style-type: none"> ● 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 ● Dialogues for common situations: <ul style="list-style-type: none"> ○ "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>Creating 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!