

Successfully Leading People in Government Organizations

Length: 1 Day

Summary: Effective leadership performance depends on a blend of appropriate skills, knowledge, attitudes, and behaviors coupled with relevant experience. This program helps supervisors gain the skills they need to become more effective leaders in your organization. The truly successful leader is one who is able to come to terms with his or her strengths and weaknesses. He or she practices self-discipline, manages his or her own emotions, and objectively administers the job. Leaders in Government Organizations must expertly handle different circumstances.

Learning Objectives: Participants will:

- Learn to choose between effective and ineffective leadership styles.
- Understand the relationship between their styles and the motivation and behavior of others
- Understand the need for delegation and how to delegate effectively
- Discover ways to communicate more effectively and vividly
- Learn a technique for coaching performance
- Learn effective tools for dealing with difficult people
- Discover ways to help groups in conflict

COURSE CONTENT

MODULE ONE: LEADING PEOPLE

- Strive for excellence in leadership.
- Set a good example for others.
- Value human relations; demonstrate respect, build trust and credibility in the eyes of others.
- Supervisory leaders are accountable for behavior, process, & results.

MODULE TWO: COMMUNICATING EFFECTIVELY

- Understands the dynamics of workplace communications
- Communicates expectations & goals clearly
- Practices “smart listening”
- Seeks feedback from others
- Gives positive feedback and praise when appropriate
- Adjusts the assertiveness of the communication to the situation
- Uses effective communication tools when handling conflict

MODULE THREE: ACTIVELY SUPERVISING

- Understands supervisor roles & responsibilities
- Understands expectations for responsibility and accountability
- Builds a teamwork environment

MODULE FOUR: COACHING FOR IMPROVED PERFORMANCE

- Helps people achieve goals
- Holds people accountable
- Uses coaching techniques effectively

MODULE FIVE: HANDLING CONFLICT SKILLFULLY

- Leads by example during times of conflict and stress
- Handles the conflict situation skillfully
- Practices a conflict resolution process
- Applies effective communication tools during moments of conflict
- Defuses rising tempers and anger