



## LEAD LEADERSHIP ENRICHMENT AND DEVELOPMENT

### WHO SHOULD ATTEND?

LEAD is a leadership program designed to increase effectiveness leading both people and operations.

LEAD focuses on developing key leadership competencies that address the unique challenges of leading within the context of Kent County. All directors, deputy directors, division directors, managers and supervisors who are looking to improve their leadership skills and are responsible for planning and directing daily operations of a department or work unit are strongly encouraged to attend. LEAD is for all new and existing County employees hired or transitioning into leadership positions.

### PROGRAM FORMAT:

LEAD 2018 is offered in the spring and Fall. LEAD consists of six 4-hour sessions, held one time per week for six weeks with a mid-program break. Participation is limited to sixteen participants.

**Participants must be available to attend all six sessions.**

### REGISTRATION:

Human Resources maintains a participant waiting list in conjunction with Department Director nominations to fill available seats. To capitalize on the learning experience and provide for stimulating discussion, participants will be selected from a wide variety of functional areas and management levels. If you are interested in participating in LEAD, please contact Heather Harvey [heather.harvey@kentcountymi.gov](mailto:heather.harvey@kentcountymi.gov).

### DATES & TIMES:

Wednesdays, 8:00 am – 12:00 pm

Spring Session Dates are as follows: March 7, 14, 21, 28 and April 11, 18

Fall Session Dates are as follows: September 12, 19, 26 and October 10, 17, 24

### LOCATION:

County Administration Building

Learning & Development Center (2nd Floor Training Room)

## TESTIMONIALS:

*"This program was well worth the 24 hours of class training. It was enjoyable, a lot of work but worth it. I believe there are 12 better managers running around Kent County."*

*"The Subject Matter Experts did a great job."*

*"I really appreciated this opportunity for such a thorough training on how to be an effective leader where good results can happen."*

## PROGRAM CONTENT

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### SESSION 1: LEADERSHIP CONCEPTS

*County Subject Matter Expert: Wayman Britt, Interim County Administrator/Controller*

This session lays a foundation for examining your role as a leader. You will assess your leadership ability and your personal performance against a framework of fundamental management and leadership principles for achieving success. Additionally, you will be introduced to the Predictive Index - a tool that measures a wide spectrum of behavioral constructs. The Predictive Index® (PI®) is a theory-based, self-report measurement of normal, adult, work-related personality that has been developed and validated for use within occupational and organizational populations.

### SESSION 2: LEADERSHIP AND PLANNING

*County Subject Matter Expert: Mary Swanson, Assistant County Administrator*

Taking time to think and plan is a critical skill for the successful leader. This session examines the importance of planning and the effect poor planning has on getting results. You will be challenged to become more proactive and less reactive. Furthermore, you will learn how your Predictive Index® (PI®) influences your propensity to delegate tasks and authority.

### SESSION 3: THE CORRECTIVE ACTION PROCESS

*County Subject Matter Experts: Amy Rollston, Human Resources Director & Darius Quinn, Human Resources Manager*

In this session, you will learn to determine what level of corrective action or discipline is appropriate based on various circumstances and offenses. You will be provided with templates to help you write effective discipline and administer it in accordance with collective bargaining agreements.

## SESSION 4: LEADERSHIP, MOTIVATION AND COACHING

*County Subject Matter Expert: Matt Woolford, Equalization Director*

This session emphasizes leadership qualities that inspire and motivate. You will be challenged to examine your communication style and how it affects the workplace. Learn coaching techniques to elevate the performance of a work team by providing support and regular feedback. Additionally, an employee coaching/feedback simulation will help you determine your own strengths and weaknesses in evaluating different types of employees and providing meaningful feedback.

## SESSION 5: BUILDING TEAMS AND UNDERSTANDING & MANAGING CONFLICT

*County Subject Matter Expert: Wayman Britt, Assistant County Administrator*

This session focuses on forming effective teams and developing trust amongst team members in order to accomplish goals more effectively. You will gain an understanding of team dynamics and how to resolve team conflict. You will be challenged to evaluate your ability to engage your team to achieve desired outcomes and long-term performance improvements using Performance Measures.

## SESSION 6, PART 1: PROBLEM SOLVING AND CONTINUOUS IMPROVEMENT

*County Subject Matter Expert: Craig Paull, Information Technology Director*

How effectively you and your employees solve problems will directly impact your ability to achieve desired outcomes. In this session you will learn a simple, yet proven, approach to problem solving. You will also be challenged to actively engage in the continuous improvement process.

## SESSION 6, PART 2: “PUTTING IT ALL TOGETHER” PRACTICING EFFECTIVE LEADERSHIP

*County Subject Matter Expert: Amy Rollston, Human Resources*

This session challenges you to put theory into practice. After a review of the five absolutes for high performance, you will be asked to develop your own personal plan for growth of your leadership abilities.