



***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**
- **Understanding the Many Hats of Lead Workers**
- **Situational Leadership**
- **3 Keys to Communicate Effectively as a Leader**
- **How to Conduct Difficult Workplace Conversations**
- **Creating a Culture of Accountability – the Lead Worker’s Role**

*“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 16  
April 13  
May 4

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

**LOCATION:**  
Milpitas Community Center  
457 E. Calaveras Blvd. Room #7/8  
Milpitas, CA 95035

**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  
(650) 587-7309

## Regional Government Services

### LEAD WORKERS 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 the Lead Worker's Role in 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>• What great communicators do</li> <li>• Personal Guiding Principles</li> </ul> <p><b>Using Pro-Active Communication</b></p> <ul style="list-style-type: none"> <li>• Aiming for Mutual Understanding</li> <li>• Exchanging Interests</li> <li>• Detecting and Working with Different Communication Styles</li> <li>• Encouraging mutual exchange</li> </ul> <p><b>Skill Building in Serious/Important Workplace Conversations</b></p> <ul style="list-style-type: none"> <li>• Common Pitfalls and Cautions</li> <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>• Dialogs for common situations:               <ul style="list-style-type: none"> <li>○ "Peer to Boss"</li> </ul> </li> </ul>	<p><b>Learning Techniques of Proactive Leadership</b></p> <ul style="list-style-type: none"> <li>• Identifying Important Traits for New Hires</li> <li>• Overview of various Documents that Keep You Out of Trouble</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>• Lead Worker's Role in:               <ul style="list-style-type: none"> <li>○ Performance Evaluation Input</li> <li>○ Discipline Input</li> </ul> </li> </ul> <p><b>Self-Assessment and Goal Setting of Leadership Skills</b></p>

**The Academy is designed for the new or experienced Lead/Senior 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!**