2020 Training Update

LEADERSHIP ESSENTIALS FOR NEW SUPERVISORS

The City of Philadelphia's HR & Talent Group is launching a training series for new supervisors and managers in the City.

Courses begin March 20th through November 6th

Register for the courses below on the LMS, search for: "2020 LEAD" to see the full catalog

TRANSITIONING TO SUPERVISOR
Courses include:
- New Supervisor Foundations
- Understanding your Leadership Style, and Emotional Intelligence

THE TEAM AND YOU
Courses include:
- Team Dynamics for New Supervisors
- Assessing the Team

COMMUNICATION ESSENTIALS
Courses include:
- Communication Workshop for New Supervisors
- Conflict Management & Difficult Conversations
- Emotional Intelligence & Coaching Methods
- Public Speaking and Effective Meetings

Questions? Email: Tracey.Bryant@phila.gov - See reverse side for course descriptions
TIER 1 – TRANSITIONING TO SUPERVISOR
New Supervisor Foundations
Whether you have just been promoted to your first supervisor role or you are simply interested in refining your skills and ability as a new leader, this course will help you with foundation essentials of leadership. Attendees will be able to:

- Recognize leadership styles common in the workplace
- Define differences between managing and leading
- Describe methods for managing former peers
- Apply practical transition tools and methods for transitioning into leadership

Understanding Your Leadership Profile, and Emotional Intelligence
Without self-awareness, effective relationships are impossible. Through self-assessments, this course allows you to understand and build your leadership profile and better understand the profiles of others. Additionally, take steps to raise your EQ (Emotional Intelligence quotient) by:

- Use assessments to improve self-awareness and self-management
- Recognize and analyze emotional intelligence behavior
- Understand common personality profiles (from MBTI, DISC assessment) to improve work relationships

TIER 2 – COMMUNICATION ESSENTIALS
Communication Workshop or New Supervisors
At the core of every effective team, initiative, process, or change is effective communication. This course is for new supervisors or experienced supervisors who want to understand, enhance communication skills to be more proactive and effective about communication. Public sector leaders will also learn best practices for communication through change management. Attendees will:

- Assess your communication style
- Recognize and develop methods for working with styles different than your own
- Review and prepare communication plan and other practical tools
- Understand the elements of change management

Conflict Management and Difficult Conversations
In leadership, difficult conversations and conflict management come with the role. This course provides the tools to make your difficult conversations more constructive. Through scenario-based learning, to help you have productive discussions and improve your self-management with conflict.

- Learn how to prepare for difficult conversations
- Learn how to conduct difficult conversations
- Practice giving effective feedback
- Describe conflict
- Understand your conflict mode and style

Emotional Intelligence and Coaching Methods
Top companies across the globe recognize that emotional intelligence is the new IQ, and in order to move any workforce forward, today’s leader has to have the complete package of knowledge and emotional intelligence. Without it, staff, services, products and effort all suffer. In this course attendees will

- Describe the levels of emotional intelligence
- Recognize the importance of emotional intelligence and its impact in leadership communication and the workplace
- Review, analyze, and practice coaching methods

Public Speaking and Effective Meetings
This course is designed to improve public speaking skills and equip government leaders and facilitators with tools and theory that will aid in running more successful meetings that add value and achieve desired outcomes. Attendees will:

- Understand the steps for effective public speaking
- Define the requirements for running a successful meeting
- Discuss preparation steps for each meeting
- Examine the differences between various types of meetings
- Use practical meeting design tools

TIER 3 – THE TEAM AND YOU
Team Dynamics for New Supervisors
Whether you are the lead for one person or more this course will help you understand team dynamics and give you tools for developing and maintaining a high performing team. Attendees will define employee engagement; understand the dangers of disengaged employees; Review practical tips for increasing employee engagement, and more.

Assessing the Team
Supervising is not a one size fits all approach. This course introduces you to tools and concepts to help you better assess your team and leverage individual strengths. Attendees will learn and use practical tools for evaluating team strengths and weaknesses; understand the concept of Situational Leadership, and more.