

Management and Leadership Learning Pyramid Four Level Certificate Program

*Learning Modules Offered at No Cost:

- Becoming a Leader of Influence
- Developing the Art of Collaboration
- Developing Organizational Agility
- Developing the Mindset of a Lifelong Learner
- Creating a Culture of Continuous Improvement

*Learning Modules Offered at No Cost:

- Leadership Theory and Practice
- 5 Practices of Exemplary Leadership
- Effective Presentation Skills
- Conflict Management
- Managing Up

Leadership Series

- Module 1 – The 4 Imperatives of Great Leaders
- Module 2 – Inspiring Trust
- Module 3 – Clarifying Your Team’s Purpose & Strategy
- Module 4 – Unleashing Talent

Optional – Cost to agency

*Learning Modules Offered at No Cost:

- Building Effective Teams
- Change Management
- Competency and Behavioral Based Interviewing
- Effective Communication
- Managing Virtual Teams
- Self-Management

7 Habits of Highly Effective People

Optional – Cost to Agency

*Learning Modules Offered at No Cost:

- Respectful Workplace for Managers
- G.R.E.A.T. Customer Service
- STAR Principles of Customer Service – On-Line
- Navigating Practices and Policies for Supervisors – On-line
- S.M.A.R.T. Performance Planning
- Get S.M.A.R.T.er: Coaching for Higher Performance
- Performance Management – On-line
- Performance Coaching
- Quality Decision Making
- Planning and Priority Setting
- Proactive On-Boarding – On-line

*Learning Module Offered at No Cost:

Pre-Supervisory Training: Is this for me?

Supervisor and Manager Development
Baldrige Category 5: Workforce Focus
SLS Statewide Responsibility

Agency Technical Training
Baldrige Category 6: Operational Focus
Agency Responsibility