



LDR: Leaders – Dynamic Results: These courses introduce the art of leadership to leaders at all State levels.
Please Note: must be exempt and non-bargaining unit.

Principles of Effective Leadership

This course creates a foundation for clear and consistent leadership skills. During the session you will complete a self-assessment that helps you develop an understanding of your own leadership style. The results of this self-assessment will be used to help you customize your leadership style to specific situations and individuals. You will also acquire new tips to motivate and inspire your team.

Building Effective Teams

This course provides leaders a forum to discuss components that enable a strong team. During the session the Stages of Team Development, Belbin's Team Role Theory, and team decision making tools will be shared.

After this course, leaders will communicate clearly with each team member, foster a trust-based environment, and create an efficient and energized team.

Emotionally Intelligent Leader

Research shows that general intelligence and technical skills moves you up the ladder, however Emotional Intelligence (EI) keeps you there. Emotional Intelligence is the ability to recognize, understand, and use the power of emotions to facilitate high levels of collaboration and productivity

Benefits of improved emotional intelligence include:

- Increased awareness of your own feelings as they occur
- Able to connect with what others are experiencing to boost the relationship
- Leveraging emotional intelligence to inspire others towards a brave new future
- Enhance resilience to handle change

This course is designed to enhance your skills to build trust and develop your team.

No Aspirin Required

A Leaders Toolkit for Improved Critical Thinking, Problem Solving, and Decision Making

To make sound decisions, managers must be able to effectively identify and solve problems. This course expands the tools leaders can draw on to creatively solve problems and identify alternate approaches to unravel organizational challenges. Decision-making theories will be discussed and learners will have opportunities to practice decision-making skills through interactive exercises and activities.

Topics include:

- Principles of setting SMART goals
- Align business decisions with current goals
- Review decision making tools & select the "best" tool for a specific situation
- Leverage critical thinking techniques to remain open to other's ideas as well as adjust current goals where appropriate

Participate in this exciting learning session to expand your toolkit – and leave the aspirin at home!

Create and Sustain a Service Culture

This is the leadership version of “Taking C.A.R.E. of Ohio.” This course provides leaders with tools and techniques to support individual contributors in their efforts to deliver exceptional customer service in all their interactions.

Leading Change

Change management is the art and science of guiding an organization and its people through the predictable transitions from the current reality to a preferred future position. Change manifests in various forms with diverse results and emotions, but there are two things that you can count on:

- Change won't go away; it will only increase
- You and the people around you will benefit from learning to embrace change

In this program you will learn to identify different reactions to change so that you are better prepared to guide employees through it. You will design a plan to help others through change and apply that plan by aligning systems and structures within your organization to better meet the needs of employees experiencing change.

Successful completion of this course will increase your knowledge and ability to:

- Define what change looks like and how it feels
- Identify different reactions to change and evaluate how the change will affect people in your organization
- Recognize change resistance and explore various sources of resistance
- Develop commitment strategies to change
- Design the elements of a change communication plan
- Align systems and structures to the change
- Identify the characteristics of bounce-back people and organizations

Build a Culture of Innovation

Leaders who recognize innovative opportunities within their areas of responsibility foster the creativity of their team. Over time an innovative team will be more responsive to the ever-changing dynamics of State government. This course will introduce you to techniques that focus on identifying the “right” challenges, discover appropriate solutions to these challenges, and successfully implement the best innovative processes. Features include:

- How to let go of what we “know” and begin to imagine new possibilities
- Conceptualize new ideas
- Effectively pitch innovative solutions to gain buy-in

Strategic Planning & Thinking

What ensures the long term success of an organization? Nothing! However, business units that develop a strategic plan have a significant edge in achieving success over those that don't.

This program identifies the elements of an effective strategic planning model. It also provides you the tools to discover your work unit's strengths, weaknesses, opportunities and threats when setting the vision, and techniques to help you avoid common pitfalls that derail strategic plans.

Successful completion of this course will increase your knowledge and ability to:

- Identify the elements of an effective strategic planning model
- Identify a good foundation for creating a strategic team
- Define strategic values
- Engage in a strategic planning effort
- Avoid common pitfalls that derail strategic plans

From Diversity to Inclusion

From gender to culture and across multiple generations, our workforce is a very diverse place. You will develop your ability to discuss human differences, which, in turn, promotes healthy relationships and results in improved interpersonal understanding and appreciation within your team. Information covered during this interactive session includes:

- Definition of diversity & identification of key terms related to understanding diversity
- Recognize ways that cultural preferences can impact managing a diverse workforce
- Learn methods to manage multiple generations in today's workplace
- Understand the strengths, weaknesses, and job-related needs of each generation

S.P.A.N. Strategic Partnerships, Alliances & Networking

We recognize the importance of getting things done with people (and not through people), but what are the best ways to establish partnerships that enable goals to be reached on a larger scale. This class will assist with the process of:

- Identify areas for partnership and possible allies
- Evaluate potential allies to determine fit
- Establish goals and roles that all partners agree upon and actively support
- Develop a communication and conflict resolution process to enhance commitment and trust

Lay the foundation for more strategic relationships in this highly interactive workshop. Develop creative ways to establish rapport through a deeper awareness of the power of nonverbal communication. Structured experiences and application activities provide opportunity to develop skills that improve your effectiveness.