



Division of Training and Development

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Leadership Development Series

Leadership v. Management: Definitions and Distinctions

Leaders inspire their teams to achieve their goals, coach and mentor, while managers are people who strategize ways to meet those goals. While leadership and managers are similar, there are key differences to be aware of in this course. We will discuss the skills of leaders and managers, the main difference between leadership and management.

The Secrets of Leadership Success

Successful leaders value their employees and by connecting with their staff daily. This foundational training will discuss the daily secrets which lead staff toward a culture of employee engagement. You will learn that feedback is the “breakfast of champions” (Blanchard). This class will review the overall agenda of the year and answer any question leaders may have about the year-long training initiative.

Real Time Coaching: Continuous Employee Feedback

Every great athlete had a great coach. Every great employee should have a great supervisor who coaches them throughout their workday and professional development. What does it mean to be a great coach? Coaching is a leadership tool which inspires the staff and help them develop a sense of ownership over their work. This session will discuss leader as coach and how you can inspire employees through the real-time coaching method.

Strategic Leadership: The Challenge of Change (Executive, Department and Division Heads)

The one thing that is constant is change and organizations as well as top leaders must adapt to prepare for the future. Managing change is both a personal and professional journey. This class will discuss how to support employees through the change process and the strategies to help them adapt. We will also discuss the challenges of resistance which is a natural process of change.

Frontline to Supervisor Transition (For midline supervisors only)

Possessing an organizational title does not automatically make you a successful leader. Leaders need to have the necessary people skills to help drive the mission, vision, and values of an organization. The main responsibility of a frontline supervisor is to manage their team. An effective supervisor understands their role as it relates to their team and how the

team contributes to the success of the organization. The transition from front line employee to a leader's role is challenging. This class discusses key issues all new leaders need to know to navigate the role and to understand how to properly lead a team.

Law #6: The Law of Solid Ground (K. Blanchard)

Credibility or lack thereof can make you a successful leader or one which your people choose to no longer follow you. One bad decision can lead to another and over time builds up and one day you can find yourself without one of the most connections to your team...trust. This workshop will discuss the importance of trust between you and your followers by exemplifying competence, connection, and character. This class is based on Ken Blanchard's bestselling book, "The 21 Irrefutable Laws of Leadership."

Communication Up: How to Talk to High Level Leaders

Your success as a supervisor depends on effective two-way communication with upper management. Those relationships are mainly based on effective communication. Learning how to communicate up the organizational ladder effectively will help you fulfill your work duties. Some key points include but are not limited to: You must be able to effectively communicate your needs and concerns and being able to communicate information that addresses the needs and concerns of your supervisor and senior management.

Handling Difficult People at Work: Resolving Conflict with Emotional Intelligence

Successful leaders need Emotional Intelligence. EI is the ability to identify and manage your own emotions and the emotions of others. It is generally said to include three skills: emotional awareness; the ability to harness emotions and apply them to tasks like thinking and problem solving; and the ability to manage emotions, which includes regulating your own emotions and cheering up or calming down other people. We all need help identifying our areas of needed improvement. If you need to improve your EI, this class is for you.

Performance Management and the Evaluation Process

Performance management is a process that helps leaders achieve the goal of partnering with your employee to help them reach that full potential. In this course we will discuss the skills and key processes you will need to develop your employees to attain department and organizational goals. These skills will include setting clear expectations, providing positive and corrective feedback, and delivering an effective performance appraisal. The course will also review the County's performance evaluation tools.

Mastering the Art of Critical Conversations

The purpose of this course is to equip leaders with the skills and techniques necessary to effectively navigate an engagement in important, sensitive, or challenging conversations. This may involve topics such as active listening and dialogue, empathetic communication, and conflict resolution to address complex issues in professional settings. Leaders will also learn about the three stages of the critical conversation including preparation, research, and the post meeting.

Managing Conflicts- The 3 M Approach Audio

Internal conflict is normal in any organization. However, it is important that leaders teach their employees how to cope with the own interpersonal conflicts. However, when employees do not effectively manage their conflict, it is time for the leader to coach them to the next step. This session is a review of how leaders should help employees confront difficult situations and mediate only when necessary.

The Law of Priorities: Time Management for Supervisors

Too much to do and not enough time? The trick is not in the planning as much as it is in knowing your work priorities and managing conflicting ones. This training collaborates the research of both S. Covey and J. Maxwell to help you manage time and juggling workplace priorities.

The Human Side of Leadership-Emotional Intelligence

Leaders need Emotional Intelligence not a high IQ. Leaders who have EI can manage their own emotions and that of their staff. This course discusses three elements: emotional awareness; the ability to harness emotions and apply them to tasks like thinking and problem solving; and the ability to manage emotions, which includes regulating your own emotions and cheering up or calming down other people.

Delegation: A Necessary Tool for Success

Delegating work to employees is one way to develop the competencies of their staff. Leaders must understand the difference between delegation and dumping. Leaders must Give employees responsibility and then hold them accountable. This course will outline the steps to successful delegation.

Understanding Employee Engagement: Moving from Boss to Coach

Leaders will gain an understanding workplace culture and the impact it has on employee engagement. Today's new leader must learn how to tap the potential of their staff and assist them in developing their best self. The course will analyze the requirements of coaching conversations and the importance of feedback.

Wellness and Workplace Resiliency

Resiliency is the key skill for staff to combat. This course will leaders understand the current state of the American workplace, examine the importance employee resilience, and learn how to build morale, support mental health, and positive behaviors of a caring culture.

Getting Beyond Teams, Creating Synergy in our People

The goal of any leader is to build morale and empower their team to do what they were hired to do. Leaders must teach their team members to learn the importance of communicating ideas

and experiences among the group to accomplish goals. This session will discuss how to build a better team.

Workplace Ethics

The objective of this training includes promoting ethics behavior, preventing misconduct, fostering a positive work environment, enhancing decision-making skills, and ensuring compliance with policies and procedures. It will guide leaders in making ethical choices, handling ethical dilemmas, and maintaining the organization's reputation.