

State of Colorado Supervisory Certificate Program

The State Supervisory Certificate Program consists of five (5) core competency based classes and an additional elective class of the participants choosing is also required. Elective classes must be taken through the Statewide Training & Development Center. **NOTE:** Any class offered through the Statewide Training & Development Center **EXCEPT** the financial planning courses and webinars, CPR class and online training courses may be taken as the elective. **Participants are required to complete the five (5) core courses and the electives within 12 months in order to receive the certificate.** Classes are scheduled monthly, bi-monthly and quarterly and are open to any state employee.

Required Core Classes for the State Supervisory Certificate Program

Increasing Personal Effectiveness

This two day workshop is designed to help you be the most effective leader possible. The skills you learn in this class will help increase your effectiveness when leading others. In this two-day class, we will teach you how to be clear and specific, so employees or team members understand your expectations. The class will help you model open, honest communication, and make request for desired behaviors in ways that will help others listen and understand those request. Using the DISC Profile Report, you will become aware of your own profile and gain insight into others personal profiles and preferences in communication styles and conflict resolution methods. You will leave the class with insight into how to communicate and resolve conflict more effectively.

Skills for Leading Teams Effectively

This one day interactive and skill building workshop provides supervisors, managers and directors with the perspectives and practical skills and tools to lead effectively in the State of Colorado. Learn how you can fulfill your department's mission, and follow the policies that govern state employees. The class is discussion oriented and hands-on. You will be provided with the opportunity to apply principles, steps and course content to real life employee scenarios. The handy class booklet can be easily used in situations for leading effectively, balancing your time, having difficult conversations, and planning and executing update and coaching meetings for effective performance management.

Building A Retention Culture

This is a one day workshop. What is the cost of losing just one for your best employees? What influences affect employee retention? Studies show that managers and supervisors play a significant role in retaining or losing workers. With impending retirements, increased competition and a more mobile workforce, employee retention has become a business imperative for every organization. In this one day class you will learn why employees stay and why they leave. You will learn strategies and skills for building a retention culture and understand the business case for doing so. Through theory, exercises and practice you will leave with new skills and a better understanding of what you can do now to encourage your great employees to stay. You will develop an action plan for making employee retention a priority in your agency and on your team.

The Respectful Workplace

This is a one day workshop. Defining respect is an essential element for any team. Through interactive activities, participants will learn what constitutes a respectful workplace and practical skills for getting there. New and seasoned teams will benefit through shared understanding for more effective communication and work relationships. This class is a great team building exercise. Intact teams are encouraged to attend as a group. Individual employees are welcome as well. Attendance is limited to 30 people in order to ensure ample time for group participation.

Coaching Skills for Managers and Supervisors

This is a one day workshop. Explore the model for effective coaching and sharpening your ability to encourage and guide employees to take greater ownership for more efficient and effective results. Participants will learn how to apply there strengths in coaching employees successfully. This workshop is full of different coaching tools, which can be used in different situations to understand employees, impart perspectives, encourage the will, develop skills and bring out the best in others to achieve greater organizational results.

State of Colorado Leadership Program

It takes highly skilled and incredible people to lead within the State of Colorado. The State's Leadership Development Program is designed to provide leaders with in-depth experiences, targeted classroom training across a range of leadership skills and helps build on the strengths of leaders we rely on within our organization. This program will build on five (5) core leadership skills. After attending the program, participants will be able to more effectively manage teams and run daily operations, inspire others, create motivating workplaces, execute on strategies and set more meaningful goals. Participants are required to complete the five (5) core leadership courses within **18 months**. Classes are scheduled monthly, bi-monthly and quarterly. **The program is open to any state-wide Supervisor or Manager with at least one (1) direct report. All participants must have completed "The Nuts & Bolts of State Supervision" workshop prior to enroll in this program.**

Required Core Classes for the State Leadership Development Program

7 Habits for Managers

This two day workshop is designed to help you be the most effective leader possible. The 7 Habits for Managers is a unique leadership approach that will help you move from good results to great and enduring results. All attendees receive the 7 Habits for Managers participant manual, the Management Essentials booklet, and an audio CD featuring Stephen R. Covey sharing important leadership principles. In addition, participants receive paper and electronic versions of tools used to manage meetings, projects, make successful presentations, etc. Some topics covered include: **Accountability and Trust, Decision Making, Collaboration, Performance Management, Conflict resolution, Team and Employee development, and Execution.**

Conflict Resolution: Managing Conflict Effectively

This is a one day interactive and skill building workshop. Managing conflict is a core leadership skill. Participants will increase their leadership ability to identify advantages and disadvantages of conflict, discuss the effect of conflict on a team, identify preferred conflict management style and utilize conflict management methods to prevent, manage and follow-up on conflict resolutions.

Overcoming the Five Dysfunctions of a Teams: Working on Teams

This one day workshop covers practical ways to overcome common obstacles or dysfunctions that can paralyze a team, and team members from reaching full potential. An assessment will be provided during the workshop to identify areas for team growth and development. The workshop reveals a powerful model and actionable steps to build a cohesive, effective team. The model consists of a pyramid with the five functions of a team. Practical exercises and suggestions are presented so leaders can build team cohesion and increase overall team and individual effectiveness.

Fundamentals of Change Management

This is a one day workshop. Change is a constant in many of our lives. All around us, technologies, processes, people, ideas, and methods often change, affecting the way we perform daily tasks and live our lives. This one day workshop will give any leader tools to implement changes more smoothly and to have those changes better accepted. This workshop will also give all participants an understanding of how change is implemented and some tools for managing their reactions to change. By the end of this workshop, you should be able to: list the steps necessary for preparing a change strategy and building support for the change, use needed components to develop a change management and communication plans, and to list implementation strategies and use strategies for aligning people with a change, appealing to emotions and facts.

Project Management Essentials

This one day workshop will help participants consistently complete projects successfully by teaching them to implement a disciplined process to execute projects and to master informal authority. **Project Management Essentials™ For the Unofficial Project Manager** will help participants consistently completed projects successfully by teaching them to implement a disciplined process to execute projects and to master informal authority. Project management isn't just about managing logistics and hoping the project team is ready to play to win. People + Process = Success.

State of Colorado Change Management Boot Camp

To be successful in today's workforce requires one to be able to manage change successfully. This requires upfront planning by analyzing desired outcomes and key stakeholders, as well as specifying the communication and an action strategy. A key to managing change is learning to assess your own resistance and the resistance of others to change and creating the optimal environment to ensure a successful change effort. To ensure state employees are ready to meet the challenge of managing change successfully, we have created the state's **Change Management Boot Camp**, which will enable participants to learn these skills and the phases of implementing a successful change. After completing the program, participants will be able to utilize strategies for improving personal resilience, have the necessary skills to successfully manage change on a personal and organizational level, and be able to effectively facilitate and manage change in the state's culture. The Program consists of four (4) required classes. **Participants are required to complete the four (4) courses within 12 months.** Classes are scheduled bimonthly and quarterly and are open to any state employee.

Required Core Classes for the State Change Management Boot Camp

Change Anything (Individual Change)

This one day individual change workshop is designed to teach class participants to recognize the personal, social, and environmental forces of influence currently working against them and then turn those forces in their favor. Participants will learn how to diagnose what's keeping them stuck in the status quo, create change plans that lead to desirable and lasting results, and translate performance feedback into action; additionally, the change model taught in Change Anything training can be used by any individual struggling to change a bad habit or looking to improve performance. Finally, successful class participants will leave with a systematic process for changing their behavior and likely experience new levels of productivity, engagement, and success.

Leading Organizational Change

This one day workshop will help participants recognize the impact change may have on stakeholders, enable the most healthy responses to change, identify the forces behind organizational change and describe the implications for the organization, learn strategies for developing resilience to change, and develop an action plan for guiding select stakeholders through the change process.

Fundamentals of Change Management

This one day workshop will give any leader tools to implement changes more smoothly and to have those changes better accepted. This workshop will also give all participants an understanding of how change is implemented and some tools for managing their reactions to change.

Managing and Implementing Change in State Culture

This one day workshop covers common-sense approaches for managing change and sustaining growth of a Lean culture, facilitation in Lean organizations, meeting management strategies, and a best practice facilitation model. Class participants will learn to increase collaboration, create consensus, and gain hands-on experience with conflict management techniques. Finally, successful class participants will walk away with facilitation tools and techniques that will enable them to facilitate the change process and address common change situations.