



PUBLIC WORKS **OpenDoor** SERIES

UNLEASH YOUR INNER EXTRAORDINARY

Title: Session 1: Leadership and Your Legacy

Date(s): Class 1: February 3, and 4, 2009
Class 2: March 17, and 18, 2009

Schedule: 8:00 a.m. to 12:00 p.m.

Location: Associates Building Conference Room

Register By: Class 1: Register by January 31, 2009
Class 2: Register by March 10, 2009

Description: *Take the lead! These two half-day sessions facilitated by leaders from around the City provides you with the knowledge and learning to be successful in your job as a supervisor. Learn how our branding work connects your staff to our Mission, Vision, Values, and Commitments.*

By attending this workshop, participants will gain additional skills to:

- ~ Understand their role as leaders
- ~ Understand how to release the potential within their employees
- ~ Understand how diversity makes us stronger
- ~ Make decisions when there are no good choices
- ~ Understand why ethical behaviors are so important
- ~ Bring innovation to the forefront
- ~ Understand when it is appropriate to take risks
- ~ Understand functional boss behaviors

Speakers: Building Future Leaders
~ *Michael Mucha*

Lessons in Leadership
~ *Rich Hoey*

Promise-Based Decision Making
~ *Jay Burney & Bonnie Herrington*

Boss Power Process
~ *Larry Dibble*



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Title: Session 2: Overcoming Supervisor Challenges

Date(s): Class 1: March 24, 2009
Class 2: March 25, 2009

Schedule: 8:00 a.m. to 2:00 p.m.

Location: Associates Building Conference Room

Register By: Class 1: Register by March 16, 2009
Class 2: Register by March 20, 2009

Description: *Working through conflict to positive connections—confront difficult issues with care and finesse! Be the leader you always wanted to work for even when dealing with negative and confrontational employees or situations. Hear real-life lessons learned by supervisors and obtain proven tips to resolve conflicts and problems. Discover techniques on how to transition from peer to supervisor and show support while still holding employees accountable.*

By attending this workshop, participants will gain additional skills to:

- ~ Understand the different conflict styles.
- ~ Understand what is the best approach to resolve a problem or conflict.
- ~ Provide honest feedback in a way that promotes learning and builds openness and respect.

Speakers: Transition from Peer to Supervisor
~ Gary Franks & Mike Vessey

Moving from Conflict to Collaboration
~ Heather Stafford

Difficult Employee Discussions
~ Heather Stafford

Coaching, Counseling & Developing Others
~ Carl Watts/Heather Stafford

Real-Life “Life Lessons”
~ Dan Daniels



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UNLEASH YOUR INNER EXTRAORDINARY

Title: Session 3: Nuts and Bolts of Finance

Date(s): Class 1: April 2, 2009

Class 2: April 7, 2009

Schedule: 8:00 a.m. to 12:00 p.m.

Location: Associates Building Conference Room

Register By: Class 1: Register by March 28, 2009

Class 2: Register by April 3, 2009

Description: *Toto we're not in Kansas anymore! Unlock the secrets of Finance and learn how to understand the numbers game! This session provides an overview of everything Finance (accounting & budgeting) and is intended to assist managers and supervisors in understanding the role they play in it.*

By attending this workshop, participants will gain additional skills to:

- ~ Understand Governmental Accounting Structure – Why all the funds?
- ~ Understand what is “BARS” – What’s with all those numbers and why do we care?
- ~ Understand City Budget 101 – Where does all that money come from and where does it go?
- ~ Understand Budget Management – Why should you consider it your friend?

Speakers: Everything Budget

~ Nanci Lien, PW Finance Manager

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UNLEASH YOUR INNER EXTRAORDINARY

Title: Session 4: Opening Doors to Effective Communication

Date(s): Class 1: April 21, and 29, 2009
Class 2: April 23, and 30, 2009

Schedule: 8:00 a.m. to 12:00 p.m.

Location: Associates Building Conference Room

Register By: Class 1: Register by April 10, 2009
Class 2: Register by April 17, 2009

Description: *Captivate your audience! Learn key tips to successful public speaking and techniques to make your presentation a smashing success! Join us in these two half-day interactive workshops designed to give you the confidence and tools to make sure your story is heard.*

By attending this workshop, participants will gain additional skills to:

- ~ Communicate and present with confidence
- ~ Expand your communication toolbox
- ~ Tell your story effectively
- ~ Structure your presentation for success

Speakers: Public Speaking—Knowing and Speaking to Your Audience
~ *Bonnie Herrington & Cathie Butler*

Effective PowerPoint Presentations
~ *Bonnie Herrington*

Responding to the Media
~ *Cathie Butler*

Effective Council Presentations
~ *Cathie Butler*

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UNLEASH YOUR INNER EXTRAORDINARY

Title: Session 5: The HR Connection

Date(s): Class 1: May 26, 2009

Class 2: May 27, 2009

Schedule: 8:00 a.m. to 12:00 p.m.

Location: Associates Building Conference Room

Register By: Class 1: Register by May 22, 2009

Class 2: Register by May 22, 2009

Description: *Connecting the human with the resources! This session reviews City policies on drug testing, liability issues, and how to maintain proper documentation. Let our HR experts guide you through your available resources.*

By attending this workshop, participants will gain additional skills to:

- ~ Apply proven skills and techniques on how to handle employee leave issues
- ~ Understand how to respond and document on-the-job injuries
- ~ Understand how the *Administrative Guidelines & Labor Agreements* work together
- ~ Understand what the difference is between the “personnel file” and a supervisor’s “working file”
- ~ Understand what NEVER goes into a personnel file

Speakers: The Supervisor as an HR Manager

~ Heather Stafford & Carl Watts

The *Administrative Guidelines*

~ Heather Stafford & Carl Watts

Effective Documentation

~ Heather Stafford

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UNLEASH YOUR INNER EXTRAORDINARY

Title: Session 6: Successful, Strategic Hiring

Date(s): Class 1: June 23, 2009

Class 2: June 24, 2009

Schedule: 8:00 a.m. to 12:00 p.m.

Location: Associates Building Conference Room

Register By: Class 1: Register by June 15, 2009

Class 2: Register by June 15, 2009

Description: *Taking a chance on the underdog! Learn techniques on how to retain and attract quality employees. This session will introduce the 5 A's in the hiring process, tools to be creative and think outside the traditional hiring box, and applicant care after hiring an employee, because as an Employer of Choice our caring doesn't stop at the door.*

By attending this workshop, participants will gain additional skills to:

- ~ Understand how to apply the 5 A's
- ~ Understand how the R² process helps achieve the 5 A's
- ~ Tools to be creative and think outside the traditional hiring box
- ~ Understand that applicant care doesn't stop at the door

Speakers: Public Works Hiring Selection—Vision & Philosophy

~ *Michael Mucha*

Marketing, Outreach and Networking

~ *Heather Stafford*

In-Training Program

~ *Jay Burney*

New Employee Care

~ *Tammy Ferris and Bonnie Herrington*

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PUBLIC WORKS **OpenDoor** SERIES

UNLEASH YOUR INNER EXTRAORDINARY

Title: Session 7: Performance Management

Date(s): Class 1: September 15, and 16, 2009
Class 2: September 29, and 30, 2009

Schedule: 8:00 a.m. to 2:00 p.m.

Location: Associates Building Conference Room

Register By: Class 1: Register by September 15, 2009
Class 2: Register by September 18, 2009

Description: *It's elementary my dear Watson! Learn how to reward risk taking while encouraging learning and growth. Find the balance between being tough on the issue and tender on the person. Become a master at Leadership Mastery, and listen to real life stories from supervisors who live it!*

By attending this workshop, participants will gain additional skills to:

- ~ Coach individuals to enhance individual and team performance
- ~ Foster a spirit of teamwork and accountability
- ~ Build individual and team performance — and the bottom line
- ~ Resolve interpersonal conflicts through better understanding of differences
- ~ Understand the importance of measuring performance and providing meaningful evaluations
- ~ Utilize performance feedback strategies and techniques

Speakers: Performance Coaching & Interact Profile
~ Heather Stafford and Dan Daniels

Performance Planning and Appraisal
~ *Michael Mucha*

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UNLEASH YOUR INNER EXTRAORDINARY

Title: Session 8: Labor Relations

Date(s): Class 1: October 20, 2009
Class 2: October 27, 2009

Schedule: 8:00 a.m. to 12:00 p.m.

Location: Associates Building Conference Room

Register By: Class 1: Register by October 13, 2009
Class 2: Register by October 20, 2009

Description: *Through the looking glass! A journey through the wonderland of labor relations providing an overview of how to improve labor management relationships.*

By attending this workshop, participants will gain additional skills to:

- ~ Understand the fundamentals of collective bargaining and why you should care.
- ~ Understand how the contract, *Administrative Guidelines*, and departmental policies work together.
- ~ Understand the roles of labor and management.
- ~ Understand how to partner and deal effectively with the union.
- ~ Understand from the Union's perspective how the union sees its role, and when the union wants to be involved, and how to be a good partner with the union.
- ~ Understand what solving problems at the lowest possible level means.
- ~ Understand what is grievable and what is not and the basics of how the grievance process works.

Speakers: The Collective Bargaining Foundation
~ Cathy Raymond

The Labor Agreement—The Nuts & Bolts of our Relationship
~ Cathy Raymond

Fostering Positive Union Relationships
~ *Larry Dibble*

From the Union's Perspective
~ *Trina Young*

Informal Problem Solving
~ *Cathy Raymond*

Formal Problem Solving—The Grievance Process
~ *Cathy Raymond*