

DHS HQ Leader Development Courses 2012

Leadership Training Provided by MGMT/OCHCO

Supervisory Leadership Training Tier I

Completion of this course satisfies OPM's 5 CFR § 412 requirement for executive, management and supervisory development. Additionally, supervisors attending this course as a participant satisfy the initial requirement for 24-hours of classroom training per the DHS Cornerstone program.

Supervisors, managers, and executives participating as a guest speaker in this class will have their preparation time and presentation time count towards the annual 12-hour leader as teacher give-back requirement per the DHS Cornerstone program. This must be set up with the Course Instructor prior to class. (The Course Instructor's contact data is noted below.)

Eligibility requirements: This class is for supervisors only. DHS Headquarters component supervisors have priority for this class. Non-Headquarters supervisors may attend this class on a Space Available basis. This class is offered to newly appointed supervisors as well as experienced supervisors and managers.

Course Length: This is a three-day class. Class begins promptly at 8:30 AM and will end by 5:00 PM. Lunch is will be from 12:00 to 1:00.

Capacity: Minimum number of participants is 12. Maximum number of participants is 24. Walk-ins will not be accepted if the class is full.

Course Cost: There is no cost to attend this course. Any travel and per diem costs are the responsibility of the participant's organization.

Attendance: Because this class fulfills an OPM supervisor training requirement, participants must attend and participate in all the learning content to receive credit for course completion. Participants should plan accordingly to ensure their schedules are clear and that their focus is on learning. All exceptions must be pre-approved by the Headquarters Training Manager. Please do not ask the instructors to make exceptions.

Cancellation: Please make cancelations in DHScovery or by contacting DHSUniversity@dhs.gov. Individuals that cancel class less than five days prior to class start date for reasons other than an emergency may be suspended from other course offerings.

Dress code: Business casual; no jeans, shorts, tank tops, etc.

Supervisory Leadership Training Tier I Topics:

Introduction – The introduction module provides an opportunity for participants to meet and network with other DHS employees from across the Enterprise. Best leadership traits and characteristics are discussed and referred to throughout the remainder of the class. Learning objectives - participants will:

- Recognize leadership qualities and traits for effective leadership



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- Apply oral communication skills to share ideas and information for understanding, influence and professional growth
- Identify networking as a resource for performance excellence, continual learning and professional growth
- Introduce StrengthsFinder 2.0

Communicating – this module focuses on key elements for successful communication; sending clear messages and active listening. This module addresses the Supervisor’s role as communicator. The lesson plan includes communication skills activities and crucial conversation case studies.

Learning objectives - participants will:

- Use key elements for successful communication
- Describe how “walking the talk” creates an environment of productivity
- Apply methods to engage others in crucial conversations

Cognitive Diversity - This module discusses individual personality preferences with an emphasis on improving communication and collaboration. The presentation uses the Myers-Briggs Type Indicator to identify participants’ personality type. Reference material is provided for all sixteen personality types. Following a presentation and discussion of personality types, participants complete several exercises to understand the best way to bridge the cognitive diversities of personality. Learning objectives - participants will:

- Leverage cognitive diversity
- Bridge communication and collaboration gaps

Value Differences – This module focuses on values and attitudes found in the workplace. Participants work together to “solve” workplace conflict scenarios including generational differences. Learning objectives - participants will:

- Compare and contrast the values and the potential outcomes of generational interaction
- Consider solutions when generations fail to communicate

Motivating - After discussing classic motivation theories including Herzberg and Vroom, participants complete activities which provide understanding to what motivates employees. The primary learning objective is for participants to discover what each of their direct reports values in terms of motivation and engagement. Learning objectives - participants will:

- Define motivation
- Define engagement
- Discuss research on motivation
- Identify how to motivate employees
- Apply principles to create a motivating climate

Coaching Performance - The module on performance emphasizes the Supervisor’s key responsibilities in managing performance. Real-life performance problems are analyzed with the diagnostic “tools” provided. Learning objectives - participants will:

- Utilize effective performance coaching techniques
- Communicate performance standards



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- Routinely critique performance
- Manage performance

Negotiating – this module emphasizes skillful negotiation as the primary method to avoid and resolve conflict. Uncovering and disclosing interests rather than positions is the root of effective negotiation. A number of engaging activities are used to sharpen participants negotiating skills including Alexander Hiam’s Dealing with Conflict Instrument and an all-participant negotiating role play. Learning objectives - participants will:

- Describe successful negotiation techniques to avoid conflict
- Identify how you typically manage conflict
- Use appropriate conflict management styles
- Apply a collaborative process to work through negotiations

Leading – this module highlights leadership best practices including Dr. Paul Hersey’s Situational Leadership model. In addition, the Five Leadership Practices authored by Kouzes and Posner are presented. Participants evaluate their own leadership behaviors with the Leadership Practices Inventory self-assessment. Learning objectives - participants will:

- Model effective leadership behaviors
- Apply appropriate leadership styles
- Identify leadership behavioral goals

StrengthsFinder 2.0[®] – “The effective executive builds on strengths – their strengths, the strengths of superiors, colleagues, subordinates; and on the strengths of the situation.” “Get your strengths together and make your weaknesses irrelevant.” Drucker. Learning objectives - participants will answer the following questions:

- Why StrengthsFinder 2.0?
- What is the difference between talent, skill, knowledge and experience?
- What can I expect, if I focus on strengths?
- How can focusing on strengths make me a better leader?
- What other strengths resources can I explore?

Change Management Skills –Dr. Ben Bissell’s DVD *Facing the Challenge of Change* is presented. Bissell’s presentation details the dynamics of change and offers an explanation for common human reactions to change and typical workplace behaviors. Participants analyze a current change and their reactions. Learning objectives - participants will:

- Prepare for an upcoming change or adapt to the change you are experiencing now
- Understand the dynamics of change
- Apply change communication principles
- Promote pioneers not “victims”

Available Dates FY2012/Locations:

January 24-26	DHS HQ	1201 New York Ave NW Washington DC 20005
Feb 7-9	DHS HQ	1201 New York Ave NW Washington DC 20005



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Feb 15-17	DHS HQ	1201 New York Ave NW Washington DC 20005
Feb 21-23	DHS HQ	1201 New York Ave NW Washington DC 20005
March 6-8	DHS HQ	1201 New York Ave NW Washington DC 20005
March 14-16	DHS HQ	1201 New York Ave NW Washington DC 20005
March 20-22	DHS HQ	1201 New York Ave NW Washington DC 20005
April 3-5	DHS HQ	1201 New York Ave NW Washington DC 20005
April 11-13	DHS HQ	1201 New York Ave NW Washington DC 20005
April 17-19	DHS HQ	1201 New York Ave NW Washington DC 20005
May 1-3	DHS HQ	1201 New York Ave NW Washington DC 20005
May 9-11	DHS HQ	1201 New York Ave NW Washington DC 20005
May 15-17	DHS HQ	1201 New York Ave NW Washington DC 20005
June 6-8	DHS HQ	1201 New York Ave NW Washington DC 20005
June 12-14	DHS HQ	1201 New York Ave NW Washington DC 20005
June 26-28	DHS HQ	1201 New York Ave NW Washington DC 20005
July 10-12	DHS HQ	1201 New York Ave NW Washington DC 20005
July 24-26	DHS HQ	1201 New York Ave NW Washington DC 20005
August 7-9	DHS HQ	1201 New York Ave NW Washington DC 20005
August 21-23	DHS HQ	1201 New York Ave NW Washington DC 20005
Sept 4-6	DHS HQ	1201 New York Ave NW Washington DC 20005
Sept 18-20	DHS HQ	1201 New York Ave NW Washington DC 20005

Additional classes will be made available based on demand.

Enrollment Information

Courses are filled on a “first come-first served” basis. After participants have registered, they are listed as “pending” until their supervisor approves the training. At that time, participants are listed as “enrolled” or “waitlisted” based on the number of available seats. Walk-ins will not be accepted if the class is full.

Course Information Links:

DHS Connect website <http://dhsconnect.dhs.gov/Pages/default.aspx>

Follow these links from the main page:

Employee Resources > Career Development > Training > Enterprise Learning & Development > Leadership Institute > Supervisory Leadership Training Tier I

To register for this course:

- DHS Headquarters employees should register via DHIScovery:



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<https://dhscopy.dhs.gov/plateau/user/login.jsp> Navigate to the “Catalog” tab and use the “Simple Catalogue Search.” Search for “Supervisory Leadership Training.” When the search results appear, click the arrow next to the course title for dates and registration. Supervisory approval is required.

- DHS Operational Component employees should register by using the Standard Form 182 (SF182). <http://www.opm.gov/forms/html/sf.asp> Scroll down until you see “SF182” and click the fillable PDF icon. Obtain your supervisor’s signature for approval and fax the form to (202) 357-8471. You may also scan and e-mail the form to DHSUniversity@dhs.gov.
- All others should send an inquiry regarding the best method of registration to DHSUniversity@dhs.gov.
- Walk-ins will not be accepted if the class is full.

Course Contact/Registrar: Madelyn Pressley

Phone: 202-357-8331

Fax: 202-357-8471

Email: Madelyn.Pressley@hq.dhs.gov

Course Instructor: Eric A. Gregory, Lead Instructor

Phone: 202-357-8419

Email: Eric.Gregory@dhs.gov

**** To request special accommodations please contact the course registrar.**



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