

## Leadership and Management Certification

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### A 3-Day *Hands-On* Workshop

**Course Description:** The program addresses essential workplace competencies that will help your managers, supervisors and team leaders reach new levels of professionalism, leadership and performance.

**Who Should Attend:** Managers, supervisors and team leaders who want to reach new levels of proficiency in professionalism, leadership and performance.

All attendees will receive a **Student Handbook** and access to an **Online Toolkit**, containing tools and research developed and gathered over decades by our instructors. Toolkits include items such as checklist, tips and techniques, sample documents, forms, academic and government studies, and numerous other tools to help you use your new skills immediately.

### Subjects Covered in this Workshop:

Why Change is Healthy in Government Organizations

To Change or not to Change?

Introducing Change

Managing During Change

Decision Making

Motivating the team

Gaining Consensus (Buy-in)

Team Reputation and Identity

Assessment of Performance During Change

Communication

Active Listening

Leading an Organization to Success

Determining Organizational Priorities

Problem Solving and Decision Making

Managing Difficult People



## Air Force Competencies Addressed / Proficiency Levels

### Employing Military Capabilities

Operational and Strategic Art  
 Unit, AF, Joint, and Coalition Capabilities  
 Non-Adversarial Crisis Response

### Enterprise Perspective

Enterprise Structure and Relationships  
 Government Organization and Processes  
 Global, Regional, and Cultural Awareness  
 Strategic Communication

### Managing Organizations and Resources

Resource Stewardship	Proficient
Change Management	Skilled
Continuous Improvement	Skilled

### Strategic Thinking

Vision	Proficient
Decision Making	Proficient
Adaptability	Proficient

### Leading People

Develops and Inspires Others	Skilled
Takes Care of People	Skilled
Diversity	Skilled

### Fostering Collaborative Relationships

Builds Teams and Coalitions	Proficient
Negotiating	Proficient

### Embodies Airman Culture

Ethical Leadership	Proficient
Followership	Skilled
Warrior Ethos	
Develops Self	Skilled

### Communicating

Speaking and Writing	Proficient
Active Listening	Proficient