

Leadership Development Update

Workplace Learning and Performance

HR Managers Meeting

April 4, 2018



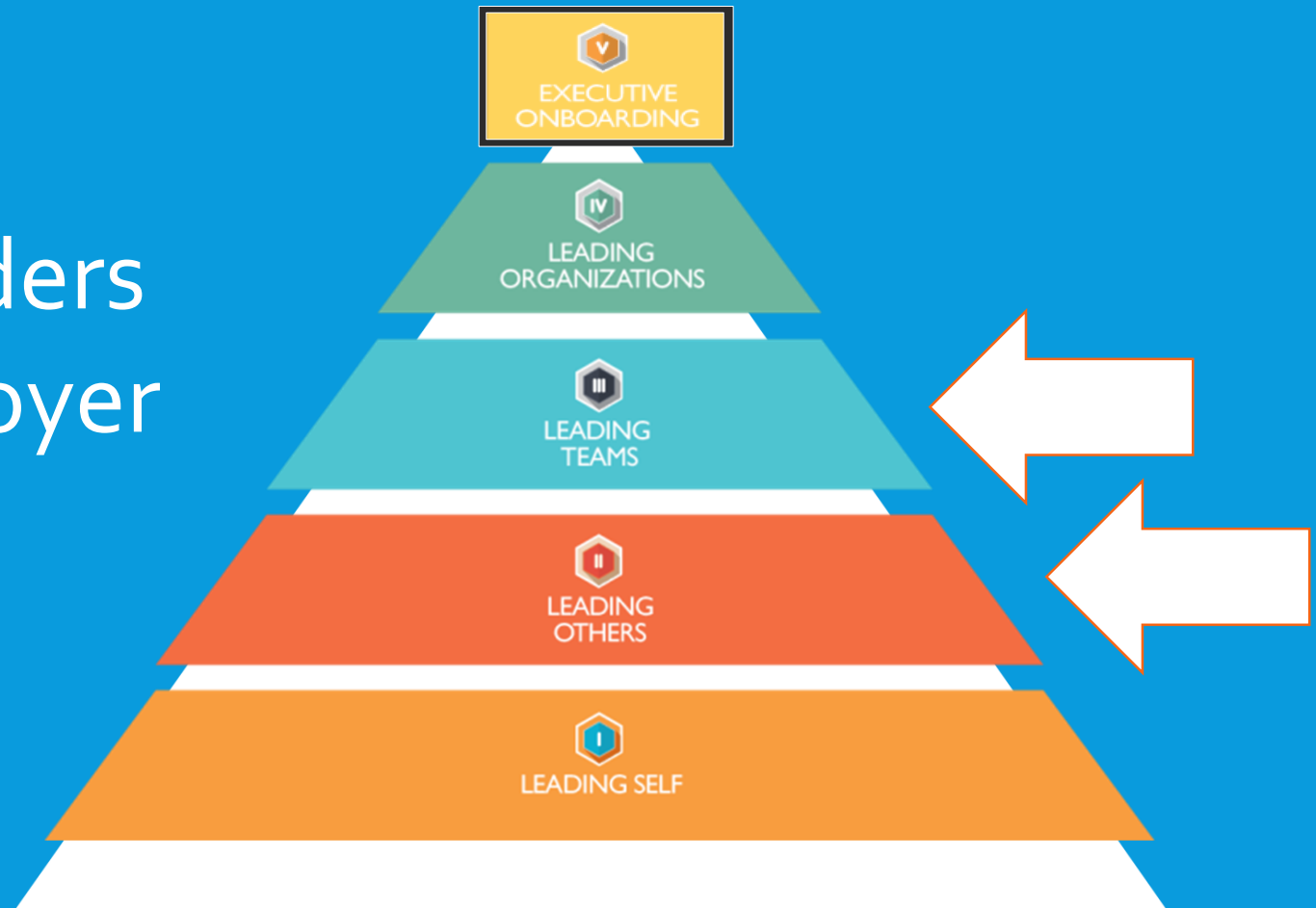
PRESENTATION OVERVIEW



- Leading Others update (for new managers)
- Leading Teams update (for middle managers)
- Next Steps

LEADERSHIP DEVELOPMENT MODEL

Influencing culture to create a pipeline of leaders while creating an employer of choice



LEADING OTHERS LAUNCHED IN 2017

For new and developing supervisors (required by WAC)






3 day learning experience

Launched in 2017



LEADING OTHERS DATA

Over 1,200 learners

I can describe how to rebuild trust.	
Pre	53% 
Post	90% 
I know how to create a safe zone for my staff when conflict occurs.	
Pre	39% 
Post	90% 
I use varied strategies for handling conflict.	
Pre	44% 
Post	90% 

CUSTOMER FEEDBACK

I can apply what I learned to my work

- 94 percent said strongly agree or agree

Absolutely. I have already started using some of the skills I learned.

Great information to have and will improve my skills as a leader.

All of the principles and exercises are applicable to my position.

CUSTOMER FEEDBACK

Would you recommend Leading Others?

- 93 percent said strongly agree or agree

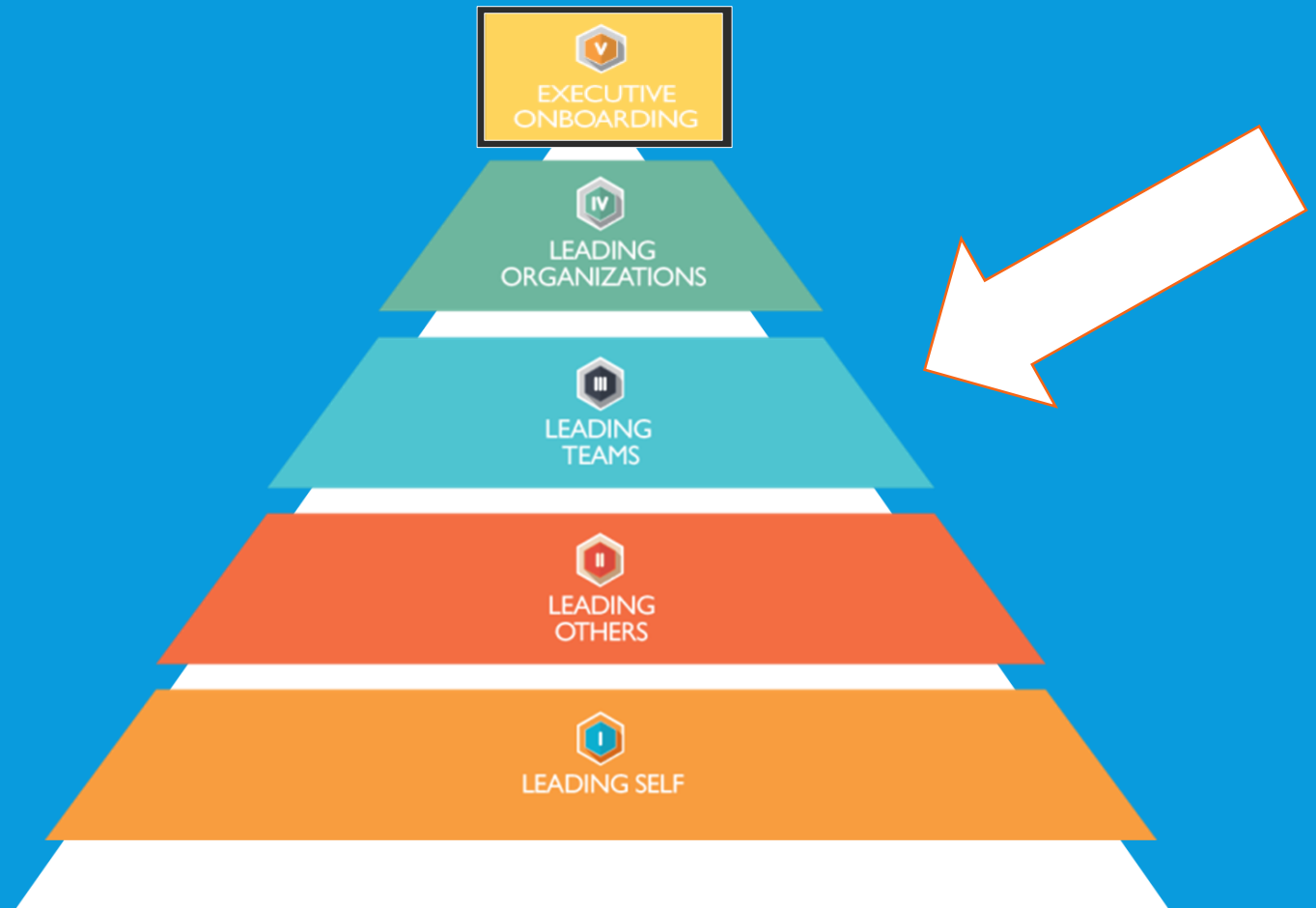
I have already.

This was a great class...the knowledge passed during class can be applied that same day.

...very informative and helpful to me as a new manager ...

LEADERSHIP DEVELOPMENT MODEL

Leading Teams is designed for middle managers



DESIGN PRINCIPLES

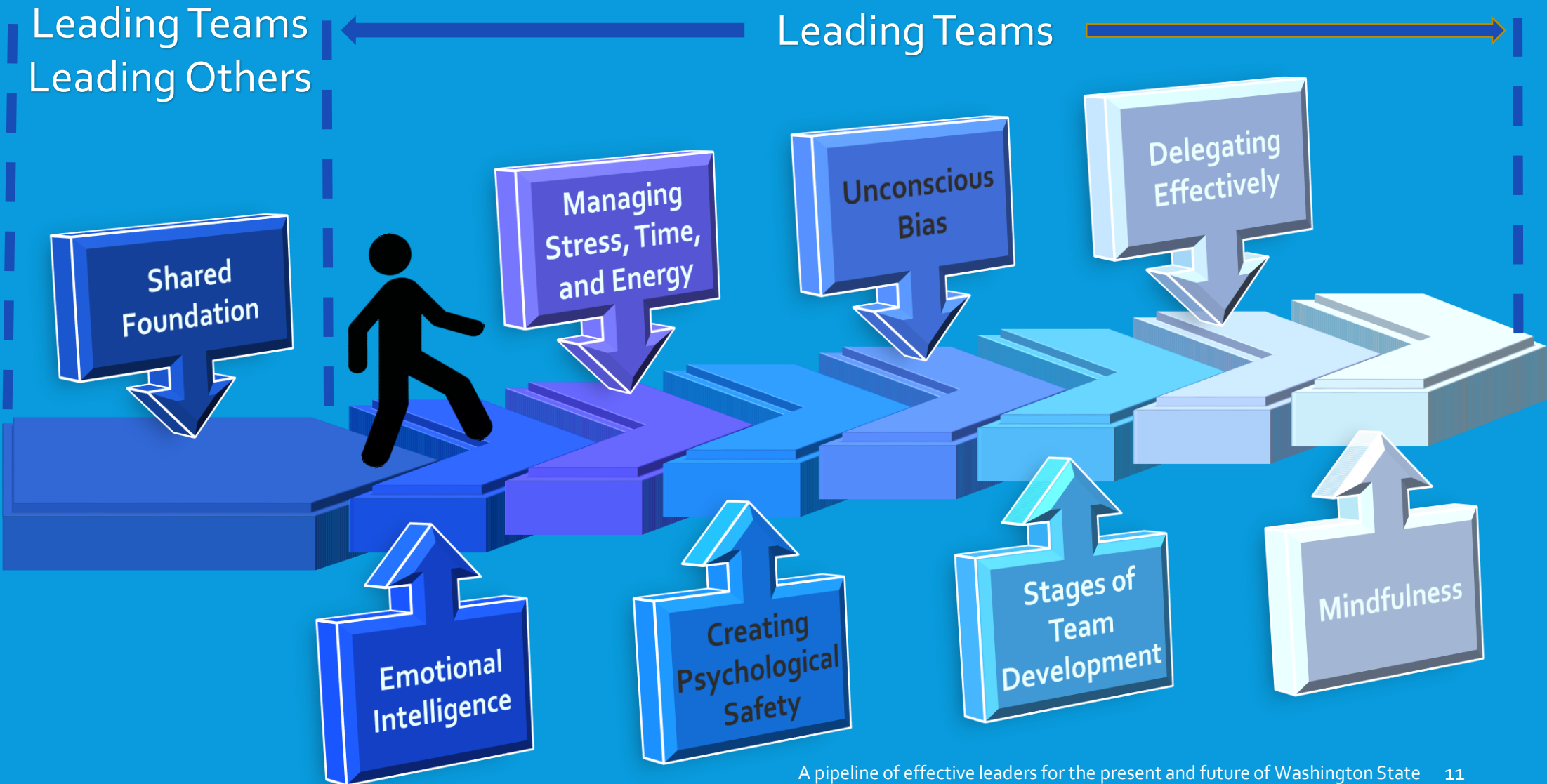
1. **Leadership competencies** provide the foundation.
2. **Action learning** – participants learn skills by working to resolve current work challenges.
3. **Cohort approach** – participants will grow their networks and develop relationships across the enterprise.
4. **Engage managers** – partner to support learners in the workplace.
5. **Measure results** – evaluate impact.
6. **Pay it forward** – alum invest in development of others.

LEADING TEAMS

- Designed for middle managers
- Launched February 14 (conducted 3 pilots)
- Meets the WAC requirement
- Registration is open in LMS!






Leading Teams



LEADING TEAMS DATA

Leading Teams Pilot, 56 Learners, 32 Agencies

I say “no” to work that is not a priority while maintaining relationships	
Pre	32.7% 
Post	58.8% 
I can manage my “triggers” and manage potential reactions	
Pre	8.8% 
Post	27.5% 
I understand what psychological safety is and why it is important	
Pre	15.8% 
Post	74.5% 

CUSTOMER FEEDBACK

I can apply what I learned to my work

- 96.2 percent said strongly agree or agree

Lots of great tools that I can use. I am getting better about identifying areas that I can strengthen.

Yes, a lot of discussion helped me better understand how to manage better.

Yes, I already have.

CUSTOMER FEEDBACK

Would you recommend Leading Teams?

- 92.5 percent said strongly agree or agree

I already have. This course is a must for managers in the state.

I found it extremely valuable and would hope that everyone could go with an open mind and focus on their growth and development.

I have already recommended it to quite a few. I think leadership at all levels can benefit from this learning.

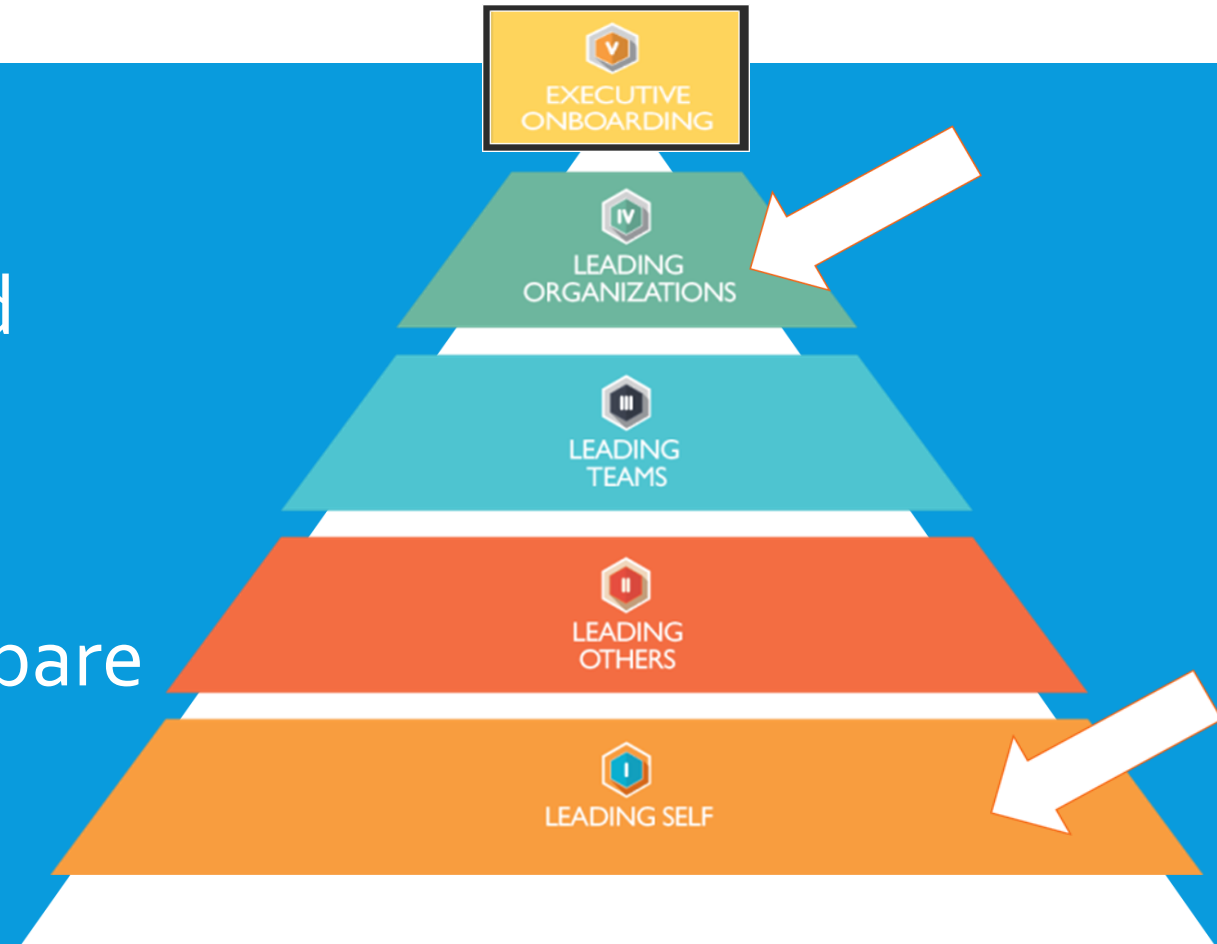
DIFFERENT FOCUS, DIFFERENT LEARNING

Matching to the needs of middle managers through feedback and their experience



WHAT NEXT FOR LEADERSHIP DEVELOPMENT?

- Meeting with customers and business partners
- What have we heard so far?
- Our ask of you – time to prepare
- Possible opportunity



- Laura Blacklock, Leading Teams Manager
- Cheryl Sullivan-Colglazier, Chief Learning Officer
- Pat Seigler, Leading Others Manager

Workplace Learning and Performance for the Enterprise