

**New Mexico Federal Executive Board
University of New Mexico**

Present

**New Mexico Middle Leadership Development Program
Targeted to (GS 11-12) or local government equivalent**

Program Description: This 56-hour leadership program will examine issues facing today's leaders in federal agencies. Leaders will learn how to successfully work with colleagues and employees in a wide variety of situations. All modules in this program will be presented in 8-hour blocks. In addition to the 56-hour program, participants will receive three required 40-minute individual coaching sessions via telephone.

Module 1: Leadership of Self & Emotional Intelligence

2013 Session: Tuesday, April 30, 2013

8:00am-5:00pm

Objectives:

- Explore the importance of understanding one's own behavior and preferences before trying to understand and lead others.
- Learn about your own personality as it relates to leadership (Myers-Briggs Type Indicator-MBTI).
- Learn how emotional intelligence affects our ability to lead.

Competencies Addressed: Continuous learning, flexibility, resilience, interpersonal skills, integrity/honesty, team building, leveraging diversity, influencing/negotiating

Module 2: Effective Communication, Advanced

2013 Session: Wednesday, May 1, 2013

8:00am-5:00pm

Objectives:

- Review sound communication strategies.
- Learn to match the message to the audience.
- Practice using sound communication strategies.
- Practice receiving feedback in order to model good listening behavior.

Competencies Addressed: Continuous learning, flexibility, influencing/negotiating, interpersonal skills, team building, accountability, decisiveness.

Module 3: Managing Change in a Changing Environment

2013 Session: Tuesday, May 21, 2013

8:00am-5:00pm

Objectives:

- Learn the different ways organizational change affects people, including a discussion of generational differences.
- Explore ways to help employees understand the impacts of change on their work, their families, and their health.
- Learn ways to explain organizational change that are truthful and genuine.
- Learn how to support employees to accept organizational change.

Competencies Addressed: Continuous learning, flexibility, resilience, influencing/negotiating, interpersonal skills, integrity/honesty, team building, accountability.

Module 4: Creative Problem-Solving/ Critical Thinking & Decision-Making

2013 Session: Wednesday, May 22, 2013

8:00am-5:00pm

Objectives:

- Identify your problem-solving approach and its strengths and weaknesses.
- Explore the cognitive biases common to all humans and the ways they affect our thinking and problem-solving, critical thinking and decision-making.
- Learn the importance of decisiveness and technical credibility.
- Learn techniques for improving your problem-solving and decision-making skills.

Competencies Addressed: Continuous learning, interpersonal skills, integrity/honesty, accountability, decisiveness

Module 5: Customer Relations Management

2013 Session: Tuesday, June 11, 2013

8:00am-5:00pm

Objectives:

- Develop a sound definition of excellent customer service and identify the ways it aligns with your agency's customer service goals.
- Identify the benefits of excellent of customer service.
- Identify the barriers to excellent customer service; what prevents employees from developing a commitment to customer service?
- Explore ways to overcome personal/organizational obstacles to customer service.

Competencies Addressed: Continuous learning, flexibility, resilience, influencing/negotiating, interpersonal skills, integrity/honesty, accountability.

Module 6: Building a Collaborative Workplace

2013 Session: Wednesday, June 12, 2013

8:00am-5:00pm

Objectives:

- Learn the importance of collaboration--when it is needed and when it is not.
- Link the values of the business to collaboration.
- Learn principles necessary for building a collaborative workplace.
- Design and support a workplace of collaboration.

Competencies Addressed: Continuous learning, flexibility, interpersonal skills, team building, leveraging diversity, partnering

Module 7: Succession Planning

2013 Session: Tuesday, July 9, 2013

8:00am-5:00pm

Objectives:

- Describe the succession planning process and the two levels of succession planning.
- Identify talent gaps and needs.
- Specify techniques that encourage employee participation in the succession planning process.
- Explain career management strategies that can improve employee retention.

Competencies Addressed: Continuous learning, interpersonal skills, oral communication, integrity/honesty

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