

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

**New Mexico New Leadership Development Program  
Targeted to (GS 7-9)**

**Program Description:** This 32-hour leadership program will give federal employees the opportunity to discover their own leadership and communication styles and how these impact their interpersonal relationships with other federal employees. All modules in this program will be presented in 4-hour blocks. In addition to the 32-hour program, participants will receive two facilitator-led peer coaching sessions. **Target Audience:** This leadership program is designed for GS 7-9 federal employees or local government equivalent who are new leaders in their agencies as well as for those who aspire to become leaders in the near future.

**Module 1: Leadership of Self**

**Monday, February 4, 2013**

**1:00pm-5:00pm**

Objectives:

- Explore the importance of understanding one's own behavior and preferences before trying to deal with those things in others
- Understand your own personality as it relates to leadership (Myers-Briggs Type Indicator-MBTI).
- Explore the ways in which your personal preferences impact your ability to lead.

*Competencies Addressed: interpersonal skills, flexibility, external awareness, influencing/negotiating, continuous learning*

**Module 2: Effective Communication**

**Tuesday, February 5, 2013**

**8:00am-12:00pm**

Objectives:

- Learn tricks and tips for effective communication with coworkers, both orally and in the written word, including e-mail.
- Explore the ways feedback is connected to team performance and mutual respect.
- Learn the difference between constructive and damaging feedback.
- Practice giving and receiving constructive feedback.

*Competencies Addressed: continuous learning, external awareness, interpersonal skills, influencing/negotiating, flexibility*

**Module 3: Cultural Transformation**

**Monday, February 25, 2013**

**1:00pm- 5:00pm**

Objectives:

- Define cultural transformation and explain why it is important.
- Explore personal scenarios related to cultural transformation.
- Learn how generational differences affect cultural transformation.
- Develop resilience to enhance your leadership skills.

*Competencies Addressed: flexibility, interpersonal skills, continuous learning, influencing/negotiating, flexibility, external awareness*

## **Module 4: Managing Conflict**

**Tuesday, February 26, 2013**

**8:00am-12:00pm**

Objectives:

- Explore the ways in which conflict can actually be helpful.
- Learn why everyone on a team must take ownership for conflict within that team.
- Learn to address and manage conflicts in an appropriate and realistic manner.
- Examine the ways in which your behavior may inadvertently contribute to conflict.

*Competencies Addressed: flexibility, interpersonal skills, continuous learning, influencing/negotiating, flexibility, external awareness*

## **Module 5: Building a High Performing Team**

**Monday, March 18, 2013**

**1:00pm-5:00pm**

Objectives:

- Learn facilitation techniques that foster collaboration.
- Learn proven methods to build a cohesive and productive team.
- Explore how diversity impacts team interactions.

*Competencies Addressed: interpersonal skills, continuous learning, flexibility, external awareness*

## **Module 6: Integrity and Ethics in the Workplace**

**Tuesday, March 19, 2013**

**8:00am-12:00pm**

Objectives:

- Explore the relationship between integrity & ethics.
- Identify the values evident in effective leaders.
- Identify any personal adjustments needed in order to work effectively within the ethical structure of your workplace.

*Competencies Addressed: continuous learning, influencing/negotiating, external awareness*

## **Module 7: Customer Relations Management**

**Monday, April 8, 2013**

**1:00pm-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: interpersonal skills, external awareness, influencing/negotiating,*

## **Module 8: Handling Difficult Conversations**

**Tuesday, April 9, 2013**

**8:00am-12:00pm**

Objectives:

- What makes a conversation crucial?
- Identify some of the most difficult situations new leaders might encounter.
- How do we typically handle crucial conversations? How do your preferences and personality style impact your approach to crucial conversations?
- Learn skills for handling the crucial conversations

*Competencies Addressed: continuous learning, interpersonal skills*

For more information contact John Kwait at 505-248-6415 or [john\\_kwait@fws.gov](mailto:john_kwait@fws.gov). 505-277-6034 or [wkier@unm.edu](mailto:wkier@unm.edu) or Julie Kare at 505-277-2382 or [jkare@unm.edu](mailto:jkare@unm.edu).