

LC3 Leadership University



We are bringing the **LC3 Leadership University** to our managers and employees alike to build our Customer Centered Culture leadership skills and countywide focus on customer satisfaction. We truly believe that people are our greatest asset and this is an opportunity to invest together in the growth of our capabilities differentiate our approach by focusing on customer satisfaction both internally and externally. We have engaged Ted Garnett, President of PS Culture Matters, to provide us with the **LC3 Leadership University**. Ted is a nationally acclaimed speaker and author. He brings a fun, energetic, and practical approach that you will appreciate and from which you will benefit. Ted has

coached thousands of leaders over the past 20 years. We are confident these workshops will allow us to gain skills, knowledge and a collective approach that will advance our entire team countywide.

PHASE I COURSES

Thursday, September 28, 2017 (9:00 a.m.-Noon)

Location: Formal Boardroom, Public Service Center

Building a World Class Culture - The Linn County Way

This highly interactive session will challenge you to improve your own performance and influence the performance of the entire team. Participants will learn about how a premium brand promise of customer satisfaction can be focused and executed along with the benefits to every customer within the organization...and every potential customer outside of the organization. This fast paced workshop received extremely high ratings here previously so don't miss this opportunity to become world class!

Thursday, October 12, 2017 (9:00 a.m.-Noon)

Location: Formal Boardroom, Public Service Center

Leadership Versus Management

Both skills are necessary and this session will expand upon the most common leadership challenges and how to overcome them. Come find out the number one leadership skill and number one team skill and how the most successful leaders do things differently...and you can too! This interactive session will explore the four things every person on every team NEEDS from their leader and put you through the paces of casting and executing a vision to achieve key results!

Wednesday, October 25, 2017 (1:00-3:30 p.m.)

Location: Formal Boardroom, Public Service Center

Listening and Communication Skills

Most of us have heard the complaint from somebody in our lives "You are NOT listening!" But where have you ever identified your barriers to world class listening and identified the tools to execute every phase of listening and communication based on the significance of the situation? You will do that in this class. This interactive session will allow you to explore your own listening and communication style and understand how to overcome the common barriers to effective communication that often result in scrap and rework within teams, projects, and even families! Become a better parent, boss, employee, team member, or person by improving the skill that accounts for 45% of your workweek.

Thursday, November 9, 2017 (9:30 a.m.-Noon)

Location: Formal Boardroom, Public Service Center

Coaching and Developing Others

What does it take to get consensus, buy-in, and execution from individuals on a team? Since many people will only perform at the average level if they HAVE to, and at the optimal level if they WANT to, how do you mentor a team or coach them for optimal performance? Who is the customer...other team members, other departments, or the outside consumer/stakeholder? How do you encourage your team to offer awesome ideas and empower them to implement them? Participants in this interactive session will explore specific approaches for coaching and developing both individual performers as well as the performance of their entire team towards a customer centered culture and a premium customer experience.

PHASE I COURSES (cont.)

Thursday, November 30 (9:30 a.m.-Noon)

Location: Formal Boardroom, Public Service Center

Accountability: No Excuses

Since nobody has ever graduated from the University of Accountability, and there are not even many classes or books written on the topic, most people have never been taught a process for effective accountability. Therefore they avoid it, or do a fairly poor job at dispensing positive accountability for positive performance and negative accountability for negative performance. Participants in this interactive session will learn why most accountability approaches fail even though 90% of the employees in most organizations want their organization to have a more successful accountability approach. Come and get the Accountability Pre-Flight Checklist and other tools in the accountability process that will allow you to become successful at the critical skill of accountability with no excuses!

Thursday, December 14 (9:30 a.m.-Noon)

Location: Formal Boardroom, Public Service Center

Building a Culture of Trust

This interactive session ties it all together and demonstrates how TRUST is the governor of all other results within teams and organizations today. Participants will explore how to build the right trust account, and what trust within a team can do to accelerate or halt the entire culture and organization's performance. Finally we will identify how each leader can leverage an internal culture of trust to improve the customer experience, customer satisfaction and even to gain customer "delight!" We trust you won't miss this capstone session for the LC3 Leadership University.

PHASE II COURSES - Note: Please attend all Phase I courses before attending Phase II.

Thursday, November 9 (1:00-3:30 p.m.)

Location: Formal Boardroom, Public Service Center

LC3 Living the Values, Ethics and Diversity

One thing we all have in common is our differences! This video-based scenario session will prompt a lively discussion about valuing our diversity in the workplace, what diversity MEANS in our organization, and how we handle different scenarios so that we can operate at the highest level of professional ethics. Our organization's core values will be a focal point. We will challenge ourselves on how to operate and demonstrate our commitment to those core values so they become more than just words on paper...they become the LINN COUNTY WAY!

Thursday, November 30 (1:00-3:30 p.m.)

Location: Formal Boardroom, Public Service Center

Culture By Design: Implementing LC3

In this session each participant will engage in the NASA Space Walk! Following this exercise, we will debrief and focus on brainstorming a departmental-level LC3 strategic planning approach that anybody (not just departmental leaders) can establish. This will enable each participant to experience a focused approach to creating a personal implementation roadmap for LC3 over the coming 12 months.

Thursday, December 14 (1:00-3:30 p.m.)

Location: Formal Boardroom, Public Service Center

LC3 Teamwork, Trust and Tough Talks

This session will challenge participants to identify improved teamwork opportunities that would build mentorship and advocacy within the organization. Common traits of successful teams and approaches to building towers of trust will highlight the skills for this session. This session will also build upon the AccountaCution work with further exploration and case study/role play applications on having the tough talks necessary to improve performance the LC3 way!

Important Note: These sessions are MANDATORY for managers/supervisors. If you are unable to attend a session, you will be required to notify the presenter in advance and follow the appropriate makeup procedure, which will include homework assignments, prior to the next class. These sessions are a valuable investment in your personal and professional development, so please make them a priority!

You may register for Phase I sessions at www.SignUpGenius.com/go/10C0A4EAEAA2DA3F58-c3leadership1 and for Phase II sessions at www.SignUpGenius.com/go/10C0A4EAEAA2DA3F58-c3leadership2. You may also register by contacting Amy Vermie at x5125 or by email at amy.vermie@linncounty.org.