TWCA | Risk Management Fund

Leadership
Development

LEADERSHIP TRAINING CURRICULUM

FOR SUPERVISORS, MANAGERS, STAFF, AND EXECUTIVES

The TEXAS WATER POOL

Table of Contents

Classroom Training Parameters

- A minimum of two half-day sessions (one full facilitation day) is required per scheduled visit.
- A maximum of six half-day sessions or the equivalent will be scheduled per visit.
- There will be a limit of four scheduled visits per year, per district, unless there is a special project or pre-approved arrangements are made.
- Training will be confirmed 30 days in advance of the scheduled event date and final course selections need to be made at that time.
- Estimated participant numbers are needed two weeks prior to the scheduled event and a confirmation of final participant numbers one week prior to the event.
- Cancellation requires a minimum two week notice in advance of the scheduled event unless there are unforeseen circumstances such as weather related events, audits, etc.
- Facilitators will need access to the training area, one business day prior to the training date and for the duration of the training.
- Flyers and/or session specific objectives can be provided by the Fund by request to the onsite training coordinator for internal marketing purposes.

For information and to schedule training

visit our website at www.twcarmf.org.

Who Are We?

The Texas Water Conservation Association Risk Management Fund is a self-insurance pool formed in 1988 by Texas water districts and authorities. The Fund provides workers' compensation, liability, and property coverages for its members. The Fund's purpose is to provide coverage and risk management services for its members which allows members more control over managing their risks.

Part of the Fund's mission involves working as a partner with members to reduce risks inherent in their operations. The Fund demonstrates this commitment by providing a range of loss prevention services to support members in their own risk management efforts. These value-added services were developed and enhanced by the Fund over the years. They are tailored to the specific needs of members after collaborating with them.

Training for Success

The Fund recognizes the correlation between good supervision and reduced claims and losses. We partner with our members to provide training to assist in mitigating and preventing losses. Skilled, motivated supervisors, managers and staff are crucial in building and maintaining a member's safety and quality culture, and we understand that your success depends on that knowledge. Our goal is to bring new ideas, insights, and education on the latest trends and developments in areas relevant to effective supervision and management.

We Make It Easy For You

As a *Fund* member, we handle most of the logistics for you – trainer, presentation, learning guides, equipment and refreshments. The Member supplies the location and attendees.

Contact Us

For information and to schedule training call (512) 427-2427/ (512) 427-2425 or visit our website at www.twcarmf.org.

TWCARMF LEADERSHIP CURRICULUM

The following courses provide effective tools that apply to everyday workplace situations. The training is provided as a benefit and at no cost to TCWARMF members.

Half Day Sessions

The following half-day courses provide effective tools that apply to everyday workplace situations. The training is provided as a benefit and at no cost to TCWARMF members. The half-day courses are typically 3 to 3.5 hours in length, depending on the number of participants. There are no pre-requisites to attend these courses.

Please Note: We request either:
1. A half-day be preceded by a full-day of supervisor/staff training OR
2. 2 consecutive sessions to comprise a full day
   (e.g.: Class 1, 8:30–12:00; Class 2, 1:00–4:30)

We require a minimum of 8 a maximum of 25 participants.

Interviewing and Onboarding
Length of Training: 1/2 day classroom or 1.25 webinar
Supervisors learn to create a practical, step-by-step method to hiring the right talent. At the end of the workshop, participants will leave with a better understanding of how to conduct a prepared, practiced, and professional interview.
Objectives include:
• Review laws that relate to interviewing and hiring
• Learn best practices for screening applicants & conducting interviews
• Identify the success criteria for their employees
• Create questions to determine an applicant's fit
• Practice behavioral interviewing

Coaching and Accountability
Length of training: ½ day classroom or 1.25 hours webinar
Supervisors will learn to apply practical skills to help guide their staff through accepting accountability for their actions, coaching them to correct behaviors and improve performance.
Objectives include:
• Understand a supervisor's role
• Define effective coaching
• Discuss Facts, Objectives, Solutions, Actions (FOSA) and performance documentation
• Review constructive feedback techniques
• Practice effective coaching skills

Performance Management

Length of training: ½ day classroom or 1.25 hours webinar

How can you maximize employee potential and performance? Trainers encompass the current Performance Appraisal process at the Center and assist supervisors in developing best practices.

Trainers will review:
• The overall appraisal process
• Setting performance standards using SMART goals
• Practicing year-round performance management
• Encouraging employee involvement

Communicating Effectively

Length of training: ½ day classroom or 1.25 hours webinar

This will provide a hands-on, practical guide to understanding how to properly communicate, how it affects others, and how to communicate with clarity, purpose and understanding.

Trainers will focus on:
• Recognizing other people's communication styles
• Understanding the importance of non-verbal communication
• Assessing and understanding communication styles
• Discovering how to communicate effectively with others
• Practicing effective listening skills

Situational Leadership

Length of Training: 1/2 day classroom or 1.25 webinar

This course assists supervisors in discovering their default leadership style and how modifying that style, based on an employee or situation, can improve outcomes. Participants develop an atmosphere for improving employee morale and engagement. This seminar will assist supervisors in obtaining leadership skills for greater impact on their employees.

The trainer will:
• Define and model leadership behaviors
• Influence and motivate others
• Identify different styles of situational leadership
• Discover and adapt their style to successfully manage their employees

Applied Ethics for All

Length of training: ½ day classroom or 1.25 hours webinar

Each Center benefits from the diverse experiences their supervisors have had during their professional growth. This course is designed to hone their understanding of the professional expectations, behaviors, and responsibilities in their current roles.

Trainers will use group discussions, case studies and interactive learning activities to discuss:
• Defining inappropriate vs unacceptable behaviors
• Managing unethical employee behavior
• Establishing and maintaining professional boundaries
• Modeling correct behaviors

Managing Difficult People

Length of training: ½ day classroom or 1.25 hours webinar

As supervisors, we have to manage occasional, or ongoing conflicts. These interactions can impact daily employee management. Understanding our own conflict style and the conflict style of others will aid us in handling those interactions.

Trainers will focus on:

• Discussing difficult behavior; how it makes you feel and react

• Differentiating between proactive and reactive behavior

• Listing hot buttons and describing how we get angry

• Comparing paradigms of human interaction

• Review balance between courage and consideration

• Examining each conflict style and identifying your conflict style

Managing Different Generations

Length of Training: 1/2 day classroom or 1.25 hours webinar

There are multiple generations in today's workforce and has experienced unique influences that impact their work styles, attributes, and motivators.

Trainers will use interactive learning to:

• Define the different generation groups

• Discover what influences affect each generation

• List generational values, attributes, workstyles and workplace concerns

• Discuss stereotypes and filters

• Review workforce predictions

• Discuss how to motivate each generation

Leading Change

Length of training: ½ day classroom or 1.25 hours webinar

In today's workplace, change is constant. When we analyze the effect of change, it is important to consider the personal impact on those affected and help them navigate the process.

In this session, we will:

• Identify personal and professional change

• Discuss the circle of concern and the circle of influence

• Identify how transformation affects individuals in different ways

• Discuss why people are resistant to change

• Explain what happens during the stages of change

• Understand your change style

Workplace Stress

Length of training: ½ day classroom or 1.25 hours webinar

In today's demanding workplace, it is critical for leaders to successfully manage their stress and recognize employees' stress. The high price of stress can cause morale, productivity and retention issues.

Trainers will use interactive learning to:

• Identify causes of stress

• Discuss effects and impacts of stress

• Evaluate your stress level

• List stress warning signs
• Review healthy ways we deal with stress
• Practice stress management techniques
• Understand how to "Sharpen the Saw" by creating a Self-Care Plan

Successful Delegation

Length of training: ½ day classroom or 1.25 hours webinar
In order to be successful leaders, managers must be able to shift parts of their workload to employees. Effective managers must choose the right tasks to delegate, identify the correct people to delegate to, and delegate in a meaningful way that supports employee development.
Trainers will use interactive learning to:
• Understand what delegating is - and isn't
• Review the benefits of delegating
• Assess your current delegation skill level
• Decide what, when and who to delegate to
• Understand high potential and high performers
• Create a delegation plan

Coaching with Confidence

Length of training: ½ day classroom or 1.25 hours webinar
Coaching is an invaluable skill for supervisors. Coaching is the process of developing and supporting employees in their professional growth.
Trainers will use interactive learning to:
• Define coaching
• Discuss coaching opportunities
• Review 5 steps of effective coaching
• Apply coaching to real life situations
• Develop confidence using the coaching process
• Coach through difficult situations
• Determine what to do if coaching isn't effective

Building Team and Trust

Length of training: ½ day classroom or 1.25 hours webinar
One of the very first tasks of a supervisor is to build rapport and trust with your team. Effective teams are both High Performing and have High Trust.
Through discussion and activities participants will:
• Review the stages of team development
• Recognize common team dysfunctions
• Discuss strategies for building trust
• List the characteristics of high performing teams
• Examine the 5 B's of effective communication
• Identify behavior styles and management strategies

Respect in the Workplace

Length of training: ½ day classroom or 1.25 hours webinar

The manager/supervisor sets the tone for a respectful work culture. Embracing diversity is a strong part of the Community Center culture. Participants gain an understanding of the ways we are different and how our differences affect work. Sometimes these differences can have an impact on the workplace.

Participants will:

• Understand how to create and maintain respect

• Learn the value diversity plays

• Increase awareness and sensitivity of others

• Explore perceptions, biases, assumptions, prejudice and stereotyping

• Learn how manage disrespectful and harassing conduct

Active Listening

Length of training: ½ day classroom or 1.25 hours webinar

The skill of listening is an invaluable part of the communication process. How well a supervisor listens will have a major impact on your job effectiveness, the results you get and the quality of your relationships with others. Join us to explore the building blocks of active listening and discover how to improve your interactions with others in both content and context.

Objectives include:

• Why should I practice listening skills?

• The four key elements of good listening

• Discovering and reflecting on your listening style

• Adapting to the style of others

• Developing the habit of listening actively

Employee Motivation, Engagement and Recognition

Length of training: ½ day classroom or 1.25 hours webinar

Supervisors will be provided with useful techniques and skills in learning the best methods that fosters a motivational work environment, provides an opportunity for engagement and recognition. This creates a positive team culture for all to enjoy, even in the workplace.

Objectives include to:

• Review What a Manager Needs to Motivate, Engage and Recognize Employees

• Define Motivation & Types of Motivation

• Identify De-motivators

• Discuss Employee Engagement

• Review the Benefits, Levels and Approach of Engagement

• List Creative Ways to Recognize and Incent Employees

Emotional Intelligence: Understanding Your Emotions & Others

Length of training: ½ day classroom or 1.25 hours webinar

Emotional Intelligence is the ability for leaders to recognize emotions in themselves and others to help us make better choices and decisions. In the workplace, Emotional Intelligence allows you to consider factors that affect how things get done, is a good predictor of success in the workplace, and by tapping into the emotions of others and then directing those emotions, a leader can engage and manage interest, stimulating the team's enthusiasm and motivating them to move toward a specific goal.

Objectives of this course include:

• Define Emotion Intelligence and review the domains

• Discuss strategies to overcome barriers

• List the benefits of practicing Emotion Intelligence

• Create and action plan to enhance your Emotion Intelligence

Time Management and Organization Skills

Length of training: ½ day classroom or 1.25 hours webinar

The productivity of individuals and organizations relies greatly on their ability to efficiently manage time. Harnessing this critical resource increases both output and organizational effectiveness. In this course, participants gain the practical skills to develop and implement a framework for successful time management.

Topics include:

• Assess time management skills

• Identify urgent vs. important activities

• Prioritizing tasks

• Proactively scheduling tasks, constructing weekly plans and daily to-do lists

• Adopting simple strategies for interruptions, procrastination and inefficiencies

• Creating success behaviors, habits and patterns

All Day Sessions

The following all-day sessions are various modules combined for an all-day offering. These sessions are ideal for regional training.

Retaining, Encouraging & Developing Employees for Success
- The Role of a Manager and Supervisor
- Communication
- Basic Legal
- Interviewing and Selection
- Coaching and Counseling
- Documenting Discipline
- Performance Management

Leading a Team
- Motivation
- Managing Generations
- Building Trust
- Building a Team

Respect in the Workplace
- Recognize respect in the workplace and it's benefits
- Define Diversity and its value at work
- Become aware of the role of effective workplace communication in a respectful environment
- Review "shared space" etiquette
- Discuss disrespectful and unethical behaviors in the workplace
- Understand the types of discrimination and harassment and strategies of prevention

Managing Performance & Behavior
- Dealing with Difficult People
- Win-Win Attitude
- Conflict Styles
- Pro-Active Behavior
- Holding People Accountable
- Performance Coaching
- Documenting Performance and Behavior

The Coaching Way
- Leadership
- Situational Leadership
- Define Delegation
- Develop a Delegation Plan
- Define a Coaching Model
- Practice Coaching

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Contact Us

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