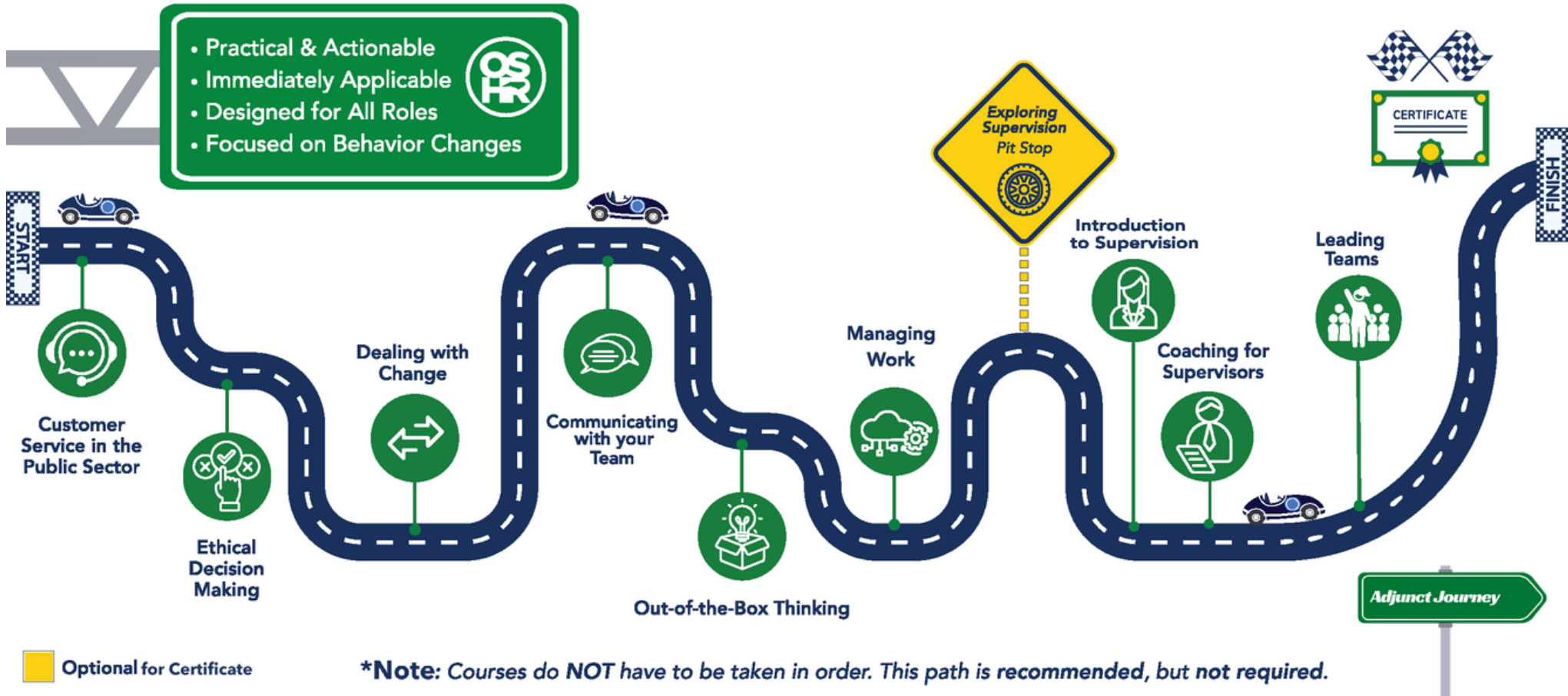


Leading At All Levels: Learning Journey

Practical Leadership for Public Impact



- Practical & Actionable
- Immediately Applicable
- Designed for All Roles
- Focused on Behavior Changes



Earning your Certificate of Completion

Participants who successfully complete all nine courses in the program will earn a certificate of completion, recognizing their commitment to professional growth and development.

Course Descriptions

Customer Service: Step into the front lines of public service and master the skills to confidently handle any customer interaction. In this half-day dynamic session, you'll discover the power of active listening to truly understand and meet your customers' needs while building trust and delivering results that make a lasting impact.

Ethical Decision Making: In this empowering half-day session, you'll explore three essential steps to making ethical decisions with clarity and confidence. Dig deep into the values and morals that guide your actions and uncover what ethical behavior really is. Learn how to stay resilient in uncertain times.

Dealing with Change: Step into the front lines of public service and master the skills to confidently handle any customer interaction. In this half-day dynamic session, you'll discover the power of active listening to truly understand and meet your customers' needs while building trust and delivering results that make a lasting impact.

Communicating with your Team: Great teams don't just happen; they are built through intentional communication and trust. In this session, you'll uncover the real dynamics behind effective discourse through teamwork. Learn assertive communication techniques that will prevent misunderstandings and reduce conflict. Help your team go from surviving to thriving!

Outside-the-Box-Thinking: Ready to break free from business-as-usual thinking? In this creative course you will explore unconventional approaches to problem-solving that challenge assumptions and spark innovation. This session will equip you with the tools to approach any problem with fresh eyes and confident ideas.



Managing Work: Feeling overwhelmed by completing priorities? It's time to work smarter, not harder. In this hands-on course, you'll explore six powerful matrices designed to help you organize, prioritize, and execute tasks with confidence.

Exploring Supervision (Optional for Certificate): Think you might want a Supervisory position but are not sure? This multi-faceted two-day course provides an opportunity to see what it really takes to be a Supervisor in NC state government. Designed for employees who might want to pursue their first supervisory position.

Introduction to Supervision: Ready to step into supervision with confidence? Learn to lead structured conversations and deliver valuable feedback. Through practical exercises, you will sharpen your skills and map out your first steps toward becoming an effective, inspiring supervisor.

Coaching for Supervisors: In this course, you will dive into realistic scenarios around sensitive workplace issues. Walk away with a powerful coaching toolkit that will help you guide your team toward growth, accountability, and long-term success. Be ready to lead with understanding and courage.

Leading Teams: Great teams are shaped by intentional, skilled leaders. In this course, you will discover how to address dysfunction head-on, foster trust and collaboration, and run meetings that get results. This course will give you the tools to lead with intention confidence, and influence.



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