

LEADING AT ALL LEVELS

Practical Leadership for Public Impact



LEADING AT ALL LEVELS OUTCOMES

- Communicate with clarity and confidence
- Deliver feedback that drives growth
- Navigate change with composure
- Build trust across teams
- Increase accountability and performance
- Learn to lead regardless of job title



Complete
your LAAL
Certificate!

OVERVIEW

Leading at All Levels is a low cost, practical, leadership development experience designed to equip professionals at every level of the organization with the tools to communicate clearly, build trust, drive accountability, and deliver results.

WHAT MAKES LAAL DIFFERENT?

- Real-world and actionable
- Immediately applicable
- Focused on behavior change
- Designed for *all* roles

★ Follow the Learning Journey of 9 core courses to complete a certificate in Leading at All Levels. ★

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| 1 Customer Services in the Public Sector | 6 Managing Work |
| 2 Ethical Decision Making | 7 Exploring Supervision
(Optional for Certificate) |
| 3 Dealing with Change | 8 Introduction to Supervision |
| 4 Communicating with your Team | 9 Coaching for Supervisors |
| 5 Out-of-the-Box Thinking | 10 Leading Teams |



***Note:** Courses do **NOT** have to be taken in order. This path is recommended, but not required.