

Developing the Next Generation of Leaders Across the Organization

Program Helps Emerging Leaders Build the Competencies to Drive the Agency's Future

The Challenge

With its apprentice model approach to leadership development, this agency had been developing technical and leadership capabilities within individual professional areas such as engineering, project management, and policy. This function-specific approach, however, was reinforcing silos within the organization, and it wasn't sufficiently and consistently building the broad-based skills the agency's future leaders would need. To prepare emerging leaders and support succession planning across the organization, the agency needed an organization-wide approach to leadership development—one that would provide a common framework for developing leaders in various tiers of the organization, in its headquarters location as well as in the field.

The Process

Focusing on the competencies required for successful performance at the leadership level, Management Concepts designed an organization-wide program with courses based on the Office of Personnel Management (OPM) Executive Core Qualifications (ECQs). The process included working with key stakeholders at the agency to ensure the customized content would meet its specific needs and mission.

The Solution

This cohort-based, multi-tiered customized program is comprised of three leadership and professional development programs:

- An eight-day Leadership Academy
- A five-day Professional and Leadership Skills Academy
- A three-day coaching skills program for supervisors who support participants in the other two programs.

The programs help participants develop the key strategic, people management, communication, and interpersonal competencies to prepare them for leadership and supervisory positions. The Myers-Briggs Type Indicator provides foundational context for learning and self discovery, and training topics include leadership, developing self-awareness, communicating in an emotionally intelligent way, partnering for collaboration, influencing and negotiating, building and sustaining effective teams, and preventing conflict.

Management Concepts also provides program management support, including facilitating pre-delivery planning, coordinating participants' pre- and post-course assignments and travel, managing conference center logistics, and providing recommendations for continuous improvement.

The Results

Now in its sixth year, the program has consistently received excellent reviews and feedback, with Management Concepts successfully updating the courseware to keep the approach fresh and current. Participants have built significant skills in key leadership areas, reporting results such as increased networking and relationship building, greater connection to the agency's mission, and increased understanding of their role as leaders in advancing the agency's mission. The program manager has also lauded Management Concepts for its program management support, including seamless program coordination and logistics. Agency leadership, recognizing the impact of the program, is now engaging Management Concepts to develop a customized mentoring program to deepen leadership development and further support change within the organization.

KEY FACTS

CLIENT

Large, multi-location agency

KEY OUTCOMES

- Increased leadership and relationship-building skills
- Seamless program coordination and logistics enabling efficient and effective rollout for 5+ years
- 500+ participants trained to date
- Second generation of program now in place, with updated courseware and fresh, current approach throughout agency, leading to additional projects, including development of custom mentoring program

CALL TODAY to learn how Management Concepts can help you achieve your performance improvement objectives.

888.545.8579