



2015 Group 1

Capstone

Participant Training Manual

Comprehensive Public Training Program



Revised 09/25/2015

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Learning objectives for this course include:

- Examining ways to build trust
- Managing and improving work processes
- Communicating top down messages
- Examining change management
- Ways to provide inspirational leadership
- Examining aspects of situational leadership
- Looking at various elements of emotional intelligence



Course Prerequisites:

- Building Trust (WBT)
- Managing and Improving Work Processes (WBT or ILT)
- Communicating Top Down Messages (WBT)
- Change Management (WBT)
- Inspirational Leadership (WBT)
- Situational Leadership I (WBT)
- Emotional Intelligence I (WBT)



Notes:



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Building Trust

Building Trust with employees is a vitally important aspect of a supervisor's overall effectiveness. Building trust can enhance loyalty, enhance productivity, and enhance effectiveness. Supervisors need to demonstrate behaviors that gain trust and maintain trust with their staff members.



Notes



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Managing and Improving Work Processes

There are three stages in a flow process chart:



Notes



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Managing and Improving Work Processes

Flow Process Chart Symbols:



Old Process

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Managing and Improving Work Processes

Flow Process Chart Symbols:



New Process

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Communicating Top Down Messages

Messages can be communicated downward in an organization through verbal formats, written formats, or a combination of both formats. Problems that can arise from downward communication include miscommunication, misinterpretation, and misinformation.



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The three phases of change are:

- Unfreezing—make the employees understand why change is necessary
- Transition—the employees begin behaving in ways that support the change
- Freezing—this is where the change actually is sustained



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Inspirational Leadership

Inspirational Leadership can provide for a more motivated staff and can encourage workers to go the extra mile when they see their supervisors doing likewise.



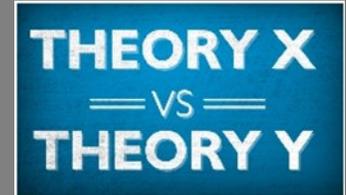
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Situational Leadership

Supervisors should adjust their leadership styles to appropriately address an employee's behavior or performance in a particular situation.



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Emotional Intelligence

There are several aspects of Emotional Intelligence to consider on both a personal level and a social level . They include self-awareness, self-regulation, self-motivation, social awareness, relationships , and management of others.



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