



THE UNIVERSITY OF ARIZONA

Eller Executive Education

FOUNDATIONS OF PUBLIC SECTOR LEADERSHIP

APRIL 13-17, 2020 | TUCSON, ARIZONA

Foundations of Public Sector Leadership prepares mid-level managers for the challenges of leading local, state, and federal government in today's ever-evolving environment. Public sector professionals are experiencing radical and ongoing change. Major macroeconomic, social, environmental and business trends will bring about a transformation in policies and in the way government and agencies are led and managed. Foundations of Public Sector Leadership is a customized five-day program that has been collaboratively designed between government leaders and professors from the University of Arizona. Seminars are practical and interactive, providing participants with an opportunity to develop core competencies and skills that are essential for every manager in the public sector. Outcomes include:

- ▶ Examine the cognitive bias of fixedness.
- ▶ Discover how team dynamics affect performance.
- ▶ Examine what teamwork skills contribute to team success.
- ▶ Enhance your ability to manage conflict as a public sector leader.
- ▶ Learn to avoid common decision-making errors.
- ▶ Manage your professional image and brand.
- ▶ Leverage trust to promote ethical behavior.

Program methodologies include case-based discussions and exercises from world-class faculty who have both research and extensive executive education experience. Leaders will learn the latest concepts and will gain techniques for applying these concepts in their workplaces. Our Organization Process Innovation (OPI) capstone group learning project offers participants the opportunity to work with others in applying their learning to current leadership challenges.

Participants earn a Certificate in Advanced Leadership from Eller Executive Education at The University of Arizona and return to their public sectors with core competencies and skills to help them address the transformations they are tasked with accomplishing. They are immediately able to apply the learning to their day-to-day work and lead more effectively.

Who Should Attend? Mid-level leaders in the public sector who seek to enhance their leadership skills and management effectiveness within the context of their organization. Past participants have included law enforcement and fire service supervisors, managers of local and tribal government, federal and state government managers and supervisors, elected officials, college administrators and board members of public institutions.

The program is delivered at the University of Arizona Tucson Campus at 1130 E Helen St. Tucson, AZ 85719. Program cost is \$2,500 per person. Please contact us for information on volume purchase discounts. Alumni of University of Arizona & Eller Executive Education are eligible for a tuition reduction benefit.

PAST PARTICIPANT TESTIMONIALS

"The program provided me valuable tools and strategies to incorporate into my management toolbox."
- Nathan Daou, City of Tucson

"Without hesitation, I recommend this highly valued program to any public entity looking to create better leaders."
- Michael Price, Mountain Vista Fire Department

"Content is complete with common sense best-practices proven in both the private and public sectors."
- Lieutenant Bart Rohr, Tucson Police Department

REGISTER ONLINE TODAY
executive.eller.arizona.edu



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PROGRAM SCHEDULE

DAY ONE

DRIVING INNOVATION

- ▶ Examine the cognitive bias of fixedness
- ▶ Illustrate remarkable templates used by primates and people Learn and apply four techniques for driving creativity

TEAM DYNAMICS

- ▶ Understand factors which contribute to team effectiveness
- ▶ Practice teamwork related skills in a structured environment
- ▶ Discuss different team-related techniques with leaders in other organizations

DAY TWO

INCREASING PERFORMANCE

- ▶ Demonstrate and describe seven different decision-making pitfalls
- ▶ Learn to avoid common decision-making errors
- ▶ Develop strategies to increase performance and morale through decision-making

LEADING TEAMS

- ▶ Learn when to and when not to utilize teams
- ▶ Examine trust and fairness as the building blocks of effective team leadership
- ▶ Apply the three Cs of team leadership: Correcting, Coaching, and Cutting Bait

DAY THREE

CONFLICT MANAGEMENT

- ▶ Explore how to consider opponent perspectives but don't forget you
- ▶ Learn to interpret non-verbal cues
- ▶ Discover conflict management techniques such as expanding the pie

PERSONAL BRAND

- ▶ Define the concept of personal image/ brand management
- ▶ Explore how one's brand affects one's career and leadership capabilities
- ▶ Discuss ways to start, maintain, or change one's professional brand

DAY FOUR

ETHICAL LEADERSHIP

- ▶ Drive the creation of an ethical organizational culture
- ▶ Implement incentive systems that encourage ethical behavior
- ▶ Determine when to nudge, when to teach, and when to enforce

OPI PREPARATION

DAY FIVE

OPI PRESENTATIONS & GRADUATION

INSIGHT TO ACTION

The impact of learning is not realized overnight. Eller Executive Education designs with business and learning outcomes in mind. We define your objectives with you, articulating intended outcomes and take a five-step approach to take insight to action in a way that is tangible and can be measured by you.



SYNTHESIZE

What did you learn?



TRANSLATE

How do you convert learnings to objectives?



PRIORITIZE

How will you spend time and energy?



BE ACCOUNTABLE

How will you ensure you change?



ADVANCE CHANGE

How will you help others?

