

Neighborhood House Association 2018 Leadership Academy *Leading for Organizational and Service Excellence*

Where: Marina Village Conference Center, 1936 Quivira Way, San Diego, CA 92109

Dates and Times:

Tuesday, March 13	9:00 AM - 4:30 PM	<i>Nominations for NHA 2018 Leadership Academy are now being accepted. If you are a current or emerging leader and are interested in attending, please complete the online application. Nominations are due to Training and Organization Development by February 27, 2018.</i>
Tuesday, March 20	9:00 AM - 4:30 PM	
Tuesday, April 3	9:00 AM - 4:30 PM	
Tuesday, April 10	9:00 AM - 4:30 PM	
Tuesday, April 24	9:00 AM - 2:30 PM	

Leadership Academy Overview

DAY 1 AM: Preparing to Lead Our Service Excellence Commitment

Module 1: *Character and Professionalism*

- Introduction of Service Excellence and I C A R E model
- Temperament: Understanding self in relation to others, leadership responsibilities, and Service Excellence
- Healthy Mindset: Demonstrating sound character and ethical conduct

Lunch

DAY 1 PM

Module 2: *Developing an Effective Leadership Style*

- Empathic and cognitive listening
- Healthy Heart: Exercising greater good principles to foster trust and build healthy relationships
- Interaction Styles: Managing self in relation to others, one's leadership role, and the I C A R E model
- Avoiding burnout—self-care, wellness and vitality
- Wrap up

DAY 2 AM: Leading Our Service Excellence Commitment

Module 3: *Performance Management & Accountability*

- Strategic and critical thinking
- Clearly communicating vision and expectations; establishing a monitoring system; and following up
- Successful conversations
- Giving and receiving feedback
- Coaching for greater effectiveness

Lunch

DAY 2 PM

Module 4: *Communications & Coaching Practice Lab*

- Listening
- Giving feedback
- Coaching
- Inspiring others
- Wrap up

See back of page for additional module information.

Contact Antonique Foster for additional information:

afoster@neighborhoodhouse.org / 858-244-8220 / Register online at: www.InnoVisions.org



Leadership Academy Overview

DAY 3 AM: Leading Our Service Excellence Commitment (continued)

Module 4: *Customer Relations & Engagement*

- Serving each other and clients with excellence
- Responding constructively to and managing conflict
- Cultural humility: setting the tone for respect, inclusion, and equity

Lunch

DAY 3 PM

Module 5: *Change Management and Team Work*

- Cultural humility (continued)
- Fostering cooperation and optimal team performance
- Understanding, anticipating, navigating, and leading change
- Wrap up

DAY 4 AM: Sustaining Our Service Excellence Commitment

Module 6: *Community, Politics, Money & Legal Matters*

- People, influence, negotiations, and politics
- Working effectively across functions, sites, and departments
- Understanding pertinent legal and budget matters

Lunch

DAY 4 PM

Module 7: *Reflection, Perspective, Planning & Action*

- Learning Community Peer Feedback
- Individualized Leadership Development Commitments and Action Planning
- Wrap up

DAY 5 AM: Graduation Day

Module 8: *Difference Making and Return on Investment*

Graduation Preparation

- Participants' capstone commitments

Graduation Ceremony

- Participants' presentations
- Keynote address
- Presentation of certificates

Lunch

DAY 5 PM

Module 9:

- Dialogue circle
- Accountability pairing

Academy is offered to NHA employees at no cost. Nominees must be approved by department Vice President/General Manager. Selected candidates will be notified via email.

