

Municipal Utility Leadership Certificate Program



Leading Through Collaboration

- Discover when collaboration can be an effective and beneficial approach and why
- Learn how to establish and successfully communicate expectations to group members
- Recognize the inward attitudes and outward behaviors necessary to collaborate well
- Understand communication strategies that foster or hinder collaboration
- Recognize the scope of your network to increase the ability to collaborate
- Apply storytelling techniques to extend influence

Leading With Consistency

- How and why accountability matters to an organization and how to become more accountable to yourself and others
- Skills required for accountability, including goal setting and delegation
- Ways to build ownership in your organization
- Tools and techniques for ensuring employees feel valued and supported in their day-to-day responsibilities
- How to identify each employee's strengths and the best way to leverage them in the workplace
- Steps to foster an environment where workers are able to share feelings

Leading Through Coaching

- Understand how coaching can be used to develop your team.
 - Develop the coaching and mentoring skills that help improve individual performance.
 - Demonstrate the behaviors and practices of an effective coach.
 - Recognize employees' strengths and give them the feedback they need to succeed.
 - Identify employee problems and ways you can help to correct them.
 - Learn how to use assertive communication to express your needs and feelings appropriately.
 - Explore how to use emotional intelligence to bounce back from setbacks.
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