



CPS HR  CONSULTING

Personalized Leadership Development for Executives

An exclusive one-on-one training series
from CPS HR Consulting

Presented by Tara Zagofsky, PhD
Coach | Trainer | Facilitator

OVERCOME OBSTACLES TO ACHIEVE YOUR GOALS

CPS HR Consulting is committed to helping you and your public agency succeed. Leadership development is one way we can help you make a significant impact across all your teams and for the customers you serve. That's why we now offer this special, one-on-one series as part of our Training & Development services.

OVERVIEW OF PERSONALIZED LEADERSHIP DEVELOPMENT

Is dealing with stress and challenging situations part of your everyday reality? If you are an executive leader, addressing tensions and conflicts are expected as a part of your job. Nothing will serve you and your team better than enhanced confidence and competence in managing difficult situations.

Based on validated research, Personalized Leadership Development from CPS HR is a series of 1-on-1 sessions that equips you with the skills and tools you need to intervene effectively.

We will customize your skill development around your specific needs. The training uses your own conflicts and situations as learning tools by helping you identify causes and consequences of behaviors from multiple perspectives. Acquire the skills needed to effectively resolve both current and future challenges.

The series includes:

- 10 1-on-1 training sessions focused on your biggest challenges at work. Group sessions are also available.
- Confidential 1-hour weekly sessions
- Resources
- Certificate of completion
- Personalized action plan
- Fulfills 10 hour of required Leadership Development training
- Conflict dynamics profile

RESULTS TO IMPROVE YOUR AGENCY IMMEDIATELY

Personalized Development Training from CPS HR will:

Improve your confidence and competence as a leader. You will come away a more confident leader, equipped with the communication tools, self-awareness and deeper understanding of conflict dynamics to professionally and effectively manage situations as they arise.

Strengthen your communications and relationships. After completing this training, you will not only address challenges more effectively, but you'll also prevent conflicts before they happen.

Help you effectively resolve workplace conflicts. By deconstructing current or recent disputes, you will better understand the causes and consequences of each conflict. As you develop a plan to manage the conflicts, you will evaluate alternative plans, rehearse options and commit to action aligned with your goals.

PERSONALIZED DEVELOPMENT TRAINING CURRICULUM

While CPS HR will customize your training according to your needs, the following outline provides an example of session objectives and areas for skill development.

Session 1: Foundation

Set training goals, expectations and understandings regarding roles and confidentiality.

Session 2: Assessment

Relate the assessment findings with your approach to addressing challenges at work.

Session 3: Narrative

Discover how narratives shape interpersonal dynamics by examining a difficult situation.

Session 4: Deconstruction

Deconstruct key elements of your situation from multiple perspectives.

Session 5: Strategy

Develop the best approach to manage the difficult situation and optimize outcomes.

Session 6: Skill Development Session A

Express yourself with clarity and power to build understanding and trust.

Session 7: Skill Development Session B

Improve communication with active listening and discovery questions.

Session 8: Skill Development Session C

Develop skills for collaborative negotiations and prepare for resistance.

Session 9: Reconstruct

Rehearse interactions to manage the situation most effectively and improve the relationship.

Session 10: Evaluate

Debrief the real interaction and review session learnings, insights and recommendations.

TESTIMONIALS

"We offered it to the entire team and nearly everyone took it and gave the course high praise. Whether they were new to management or had long careers in state government like myself, they walked away with new skills and approaches dealing with conflicts."

- *Lauren Zeise, Office of
Environmental Health Hazard
Assessment*

"The one-on-one sessions foster a welcoming environment to practice real-world scenarios while equipping you with the toolkit and confidence to take on future conflicts in any professional setting. This program has been my favorite and most valuable training in my entire state service career!"

- *Clint Williams, Department of
Pesticide Regulation*



ABOUT THE FACILITATOR

Tara Zagofsky has been helping government and private sector leaders successfully manage difficult conversations and divisive disputes since 1999. She has built her expertise in roles at the US Department of State, the International Institute for Facilitation and Change and the UC Davis Extension Collaboration Center. Her experience spans 20 years and 20 countries, including substantial work with California state agencies, nonprofits and local and international governments.



ABOUT TRAINING SERVICES FROM CPS HR

CPS HR delivers a comprehensive range of professional development services for both organizations and individuals. Since 2004, we've delivered training to those who work in public sector organizations, including federal, state and local agencies, boards, commissions and non-profits. Our curriculum is specifically designed for public sector employees and covers more than 150 soft skills.

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cpshr.us | 916.263.3614 Option 3
trainingcenter@cpshr.us