

# *Public Sector*

# LEAD WORKER ACADEMY

*This academy is designed to introduce Lead Workers and future Lead Workers to the core responsibilities essential for working in a lead role*

## **Target Audience:**

The Academy is designed for current and future Lead Workers.

## **Academy Fee:**

A \$100 fee per participant will be billed to your agency after the first session. The fee includes all sessions, class materials and refreshments. A \$25 fee will be charged to participants who cancel less than two weeks before the class and a \$50 fee will be charged for "no shows."

## **How to Enroll:**

If you are interested in participating, please look for an email announcing for this Academy. **Participation is limited**, so we encourage you to respond early. Participants are expected to attend all four sessions and will be awarded a certificate of completion at the end of the Academy.



**YOUR CAREER  
GROWS HERE**

**Regional Training & Development  
Consortium For Public Agencies**

*A collaboration and partnership between  
local agencies and the County of San Mateo*

### **Session 1 – *Being a Lead: “What’s It All About?”***

**Session Leader:** **Shawna Maltbie** - Human Resources Director - City of Daly City, will moderate a panel of Lead Workers and Supervisors

**Purpose:** During this session, participants will hear stories from Lead Workers and Supervisors about their experiences in transitioning to a new role. They will share insights on what to expect and how to prepare for lead roles. Participants will have the opportunity to ask the panel questions about the lessons they have learned along the way. Panelists will share insights on how to avoid pitfalls and make wise choices. This session will cover:

- The importance of professionalism in the workplace
- Tips for successful transitions
- The differences between line and lead roles

### **Session 2 – *Saying and Doing It***

**Session Leader:** **Joanne Bond** - Certified Leadership Coach

**Purpose:** At the heart of leadership is effective communication. In this interactive session, learn to sharpen your skills as a Lead communicator (versus peer). Work with other participants to appreciate the value of leading by example, communicating with clarity, delegating for productive outcomes, and holding effective conversations (not meetings). This course will cover:

- Lead role modeling
- Effective communications skills
- Delegation tips and tools
- Conversational meetings

### **Session 3 – *Day-to-Day Challenges for a Lead Worker***

**Session Leaders:** **Manny Hernandez** - Parks Manager - City of Foster City, **Chris Oshiro**, Senior Human Resources Analyst - City of San Mateo, **Maria Saguisag-Sid** - Principal Analyst - City of Brisbane

**Purpose:** This course will cover the day-to-day challenges and responsibilities that cross the Lead Worker’s desk. What is the Lead Worker’s role in the agency’s organization? How does a Lead Worker interact with management, staff and the public? How do you gather the tools and resources to be a successful lead? In this session, we will provide helpful tips and interactive discussions to guide you as a Lead Worker. Some topics for this session include:

- Management and Leadership
- Communicating with employees
- MOUs, City Ordinances, Personnel Rules and Regulations, and Department Policies
- Importance of knowing emergency procedures, workers compensation and leave policies
- Job specifications and the differentiation between line and lead staff
- Change dynamics

### **Session 4 – *How do I Get to Where I Want to Go?***

**Session Leaders:** **Kevin Miller** - Parks and Recreation Director - City of Foster City, **Anne Weiss** - Training Manager- San Mateo County

**Purpose:** This session will cover the steps to take to prepare to grow your career if you are interested in making the move. Learn what you and your agency can do to facilitate the process. Kevin and Anne will share their stories on how they transitioned from line to management positions. They will also discuss the traits they seek in lead personnel. In addition, they will cover:

- Developmental activities
- The purpose and value of networking
- The role of mentoring
- Career development planning
- Training and certificate programs
- Going above and beyond