

# Leadership Certification Series

Amanda Newfield

Training Program Manager

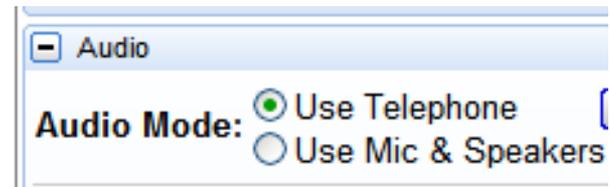
CPTP, State Civil Service

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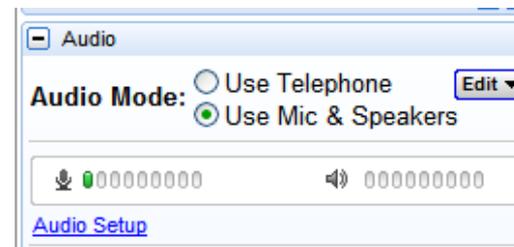
# Housekeeping

All lines are muted.

- **Using telephone?** Enable telephone and enter your access code and pin when requested.



- **Using mic and speaker?** Check your audio levels on screen.



# Overview

- Leadership Certification Series Overview
- Participation Eligibility
- Registration Process
- Next Steps

# Leadership Certification Series Overview

- Provides **12** certifications in a variety of topics
- Features online courses on a variety of topics
- Launches **August 6, 2012**

**Certification descriptions provided  
by end of this week**

# Certifications

## **Building Trust & Accountability**

Trust and credibility are important factors in the ability for leaders to make and carry out decisions in the workplace. This certification helps leaders build skills in demonstrating concern and decision making that is perceived as responsible, reliable, and trustworthy. It helps leaders to consider the impact and consequences of decisions and actions to ensure they are trustworthy and ethical.

# Certifications

## **Conflict Management**

Leaders must face and manage conflict within the workplace. This certification increases the leader's ability to prevent, manage, and/or resolve workplace conflict.

# Certifications

## **Creativity and Innovation**

Leaders must be able to use analytical and creative thinking to create innovation and resolve problems in the workplace. This certification builds skills in thinking both creatively and analytically, making smart decisions, and negotiating agreements with others in the workplace.

# Certifications

## **Cultivating Organizational Leadership**

Leaders must be able to influence others including co-workers, subordinates, and leaders. This certification focuses on building skills that enable leaders to gain others' support for ideas, proposals, projects, and solutions.

# Certifications

## **Employee Performance Management**

The relationship between employees and their supervisors is a critical aspect of a healthy organization. Supervisors/Managers should work with employees to set up expectations for performance and then evaluate and provide regular constructive feedback to employees about their performance. This certification builds skills in evaluating employee performance and developing employee talent.

# Certifications

## **Leadership Communication**

The ability to listen to others and effectively communicate is critical to a leader's success. This certification builds skills in communication, interpersonal skills, and team leadership that help leaders to communicate ideas, thoughts, and facts and to understand and relate to co-workers.

# Certifications

## **Maximizing Performance Results I**

Leaders must have the ability to make decisions and solve problems involving varied levels of complexity, ambiguity, and risk. This certification develops the ability to approach problems using a logical, systematic, and sequential approach and to make decisions that ensure the productivity of the work team.

# Certifications

## **Maximizing Performance Results II**

Building on skills developed in Maximizing Performance Results I, this certification focuses on identifying and responding to current and future customer needs and defining tasks and milestones that achieve organizational objectives.

# Certifications

## **Promoting a High Performance Culture**

Leaders encourage engagement and promote performance for their employees. This certification increases skills in promoting equal and fair treatment and opportunity for all staff and effectively recruiting, selecting, development, and retaining a competent staff.

# Certifications

## **Strategic Planning I**

Supporting, promoting, and ensuring alignment with the organization's vision and values are important steps to developing strategic plans for a department. This certification guides leaders to understand how an organization can develop strategic initiatives and effective change initiatives that ensure success. This includes building the ability to manage, lead, and enable the process of change and transition while helping others deal with their effects and understanding how an organization must change in light of internal and external trends and influences.

# Certifications

## **Strategic Planning II**

Building on skills developed in Strategic Planning I, this certification focuses on building skills in flexibility, global perspective, and organizational awareness.

# Certifications

## **Work-Life Balance**

Managing the emotional and social aspects of the workplace are important to ensuring a stress-free work environment. This certification develops skills associated with managing stress and emotions in the workplace as well as navigating the social aspects of the workplace.

# Certifications

- CPTP monitors progress online
- Completed certifications awarded certificates and certification award letters
- Completions uploaded and tracked in LEO monthly

# Participation Eligibility

- Open to supervisors in supervisory groups 2 and 3
- Agencies may specify other requirements
- May be offered to others, including unclassified employees, if available

**Priority registration for supervisors in  
supervisory groups 2 and 3**

# Registration Process

## CPTP Leadership Certification Registration Information

Amanda Newfield

Sent: Fri 7/13/2012 2:21 PM

To: Foster Alessi

**Complete one spreadsheet for each agency. Use the exact name on the e-mail.**

Dear Foster Alessi,

**AGENCY:** CS-Ethics Administration

**AVAILABLE LICENSES:** 3

Comprehensive Public Training Program (CPTP) is excited to offer the Leadership Certification Series to your supervisors in Supervisory Groups 2 and 3. Your agency, CS-Ethics Administration, has 3 seat(s) in the Leadership Certification Series. These seats are reserved for supervisors in Supervisory Groups 2 and 3 only. Registration for the Leadership Certification Series is optional.

It is up to your agency to determine how you would like to encourage participation in this program. CPTP has developed several sample communication that you may use to market this new program to your supervisors. [Click here](#) to access this sample communication.

We ask that you identify participants and provide their names to CPTP by **July 23, 2012**. Please [click here](#) to download and use the Excel spreadsheet, **CPTP Leadership Certification Subscription Form**, to send the names of participants from your agency. Please be sure to use the agency name as it appears on this e-mail in this form. Return completed forms by e-mail to [CPTPLSO.Coordinator@la.gov](mailto:CPTPLSO.Coordinator@la.gov) no later than July 23, 2012.

# Registration Process

## CPTP Leadership Certification Registration Information

Amanda Newfield

Sent: Fri 7/13/2012 2:21 PM

To: Foster Alessi

Dear Foster Alessi,

**Available spots for the agency.  
Priority given to Group 2 & 3 supervisors.**

**AVAILABLE LICENSES: 3**

Comprehensive Public Training Program (CPTP) is excited to offer the Leadership Certification Series to your supervisors in Supervisory Groups 2 and 3. Your agency, CS-Ethics Administration, has 3 seat(s) in the Leadership Certification Series. These seats are reserved for supervisors in Supervisory Groups 2 and 3 only. Registration for the Leadership Certification Series is optional.

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# Registration Process

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To: Foster Alessi

Dear Foster Alessi,

**AGENCY:** CS-Ethics Administration

**AVAILABLE LICENSES:** 3

Complete the registration process by clicking on the link below to your supervisors in the CPTP Leadership Certification Series. These seats are reserved for your agency. The CPTP Leadership Certification Series is optional.

**Click the link to access the subscription form.  
One form per agency.**

It is up to you to identify participants and provide their names to CPTP by July 23, 2012. Please [click here](#) to download and use the Excel spreadsheet, CPTP Leadership Certification Subscription Form, to send the names of participants from your agency. Please be sure to use the agency name as it appears on this e-mail in this form. Return completed forms by e-mail to [CPTPLSO.Coordinator@la.gov](mailto:CPTPLSO.Coordinator@la.gov) no later than July 23, 2012.

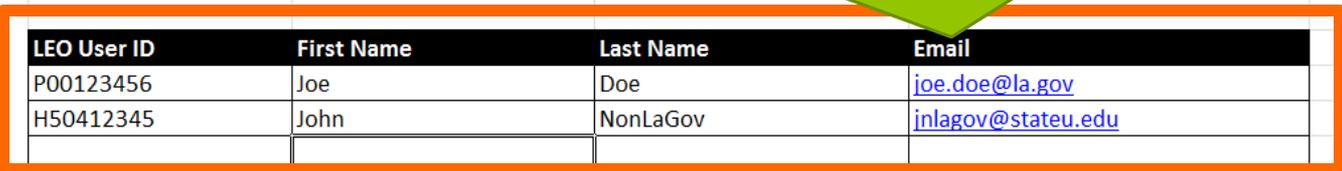
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# Registration Process

CPTP Leadership Certification Series Subscription Information			
<b>Training Coordinator Information</b>			
Name:	Jane Coordinator		
Email:	<a href="mailto:jane.coordinator@la.gov">jane.coordinator@la.gov</a>		
Phone:	123-456-7890		
Agency:	Agency Name in E-mail		
<b>LEO User ID</b>	<b>First Name</b>	<b>Last Name</b>	<b>Email</b>
P00123456	Joe	Doe	<a href="mailto:joe.doe@la.gov">joe.doe@la.gov</a>
H50412345	John	NonLaGov	<a href="mailto:inlagov@stateu.edu">inlagov@stateu.edu</a>

**Must have a contact e-mail.**



# Next Steps

- Invite or identify agency participants
- Complete registration forms and return to CPTP by **July 23, 2012**
- Inform participants that they will receive e-mails from CPTP and Leadership Certification Series system
- Encourage participation beginning **August 6, 2012**

# Next Steps

- Collect registration forms from agencies
- Enter all participants into system
- Notify participants of login information
- Provide website and web-based training on new system – **avail. 8/1**
- Provide support to you

# Next Steps

Next Webinar:

**Tuesday, August 7, 2012**

**1:00 – 2:00 PM**

# Q&A - User Call Tips

- Raise your hand using the hand icon when you would like to speak.
- We will un-mute your line.
- Type a question in the Q&A box.



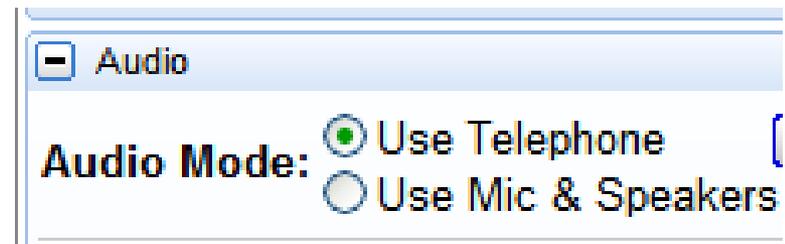
# Q&A - User Call Tips

- Those of you using the telephone option for audio will have to enter your audio pin to be able to speak.
- By default, your audio setting is set to 'Mic & Speakers'.
  - Open the Audio section to change



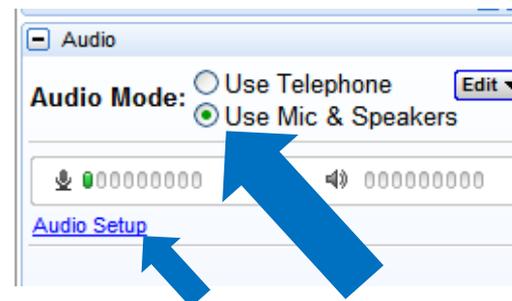
# Q&A - User Call Tips

- Be sure to select the 'Use Telephone' radio button.
- Then dial the telephone number.
- Enter the Access Code.
- Enter the PIN.



# Q&A - User Call Tips

- Those of you using the microphone and speakers option for audio will need click the 'Audio Setup' link.
- It is in the 'Audio' section of your control panel.



# Q&A - User Call Tips

## REMINDER:

- You must have a microphone attached to your computer to use the speakers/mic option.
- If you cannot use an audio option, type your questions into the Question box.

# Next Steps

Next Webinar:

**Tuesday, August 7, 2012**

**1:00 – 2:00 PM**

# Questions and Support

- Contact CPTP with any questions

[cptplso.coordinator@la.gov](mailto:cptplso.coordinator@la.gov)