



Roles for Success in an Empowered Environment

OBJECTIVES	<ol style="list-style-type: none">1. Provide clear roles for leaders and followers for success in an empowered environment2. Gain agreement on these roles and behaviors by leaders and followers to help build trust that allows behavioral change
COURSE SUMMARY	<ul style="list-style-type: none">• Overview empowerment• Overview of Partners in Service leadership workshop• Traits of a leader• Traits of a follower• Impact of trust• Roles required for an empowered partnership• What to do when it isn't working
KEY TOPICS	<ol style="list-style-type: none">1. Ten Commandments of Trust2. Five Characteristics and Ten Commitments3. But I'm Just One – Summary Exercise
TARGET GROUP	All employees
CLASS SIZE	10-30
RECOMMENDED DURATION	1 day
PREREQUISITE	None
INSTRUCTIONAL FORMAT	<p>Lecture, discussion, and group exercises. This session is usually emotional, with employees surfacing deep-rooted issues related to management. Issues are captured and forwarded to management. This information can be used in preparing for Executive Visits and in follow-up leadership classes.</p> <p>Designed to be used in conjunction with the leadership class Partners in Service. Supervisors received this information in that class. It is recommended that a core of supervisors be trained and utilized as co-instructors.</p>
COMPANION COURSES	Partners in Service and Managing Yourself Through Change