



National Park Service
U.S. Department of the Interior

Leadership - The Critical Difference

March 31 – April 1, 2015 (2-day series)

Service-wide Webinar

The leadership role of a manager, supervisor, or team leader is rapidly changing and becoming more critical in today's complex work environment. Ever-increasing demands and limited resources make a leader's ability to create an environment where everyone wants to excel a greater asset than ever before. **"Leadership - The Critical Difference"** is designed to help participants understand and master leadership skills that will empower employees to enhance their performance while coping with change and new challenges.

WHAT'S COVERED:

- Understanding the "leadership" essentials for today and tomorrow . . . the leadership skills ranked "most critical" to succeed . . . what leadership is and why leadership is so critical . . . developing successful leadership skills and abilities.
- Leadership and "great" leadership . . . five key insights about leadership. . . selecting appropriate leadership styles and techniques for situations encountered.
- Leadership and motivation - increasing employees' levels of commitment and support . . . merging management and employees' goals and objectives to achieve dynamic motivational working environments . . . what a leader does . . . why leadership is motivational to those following.
- Leadership in team building - creating a proactive high-performance team . . . understanding the leader's role as a team's motivator and coach . . . what happens without leadership. . . unleashing employee potential, capability and creativity . . . developing and enhancing customer satisfaction through employee empowerment.

DATE: March 31 – April 1, 2015

TIME: 1:30 p.m. – 3:00 p.m.

**SESSION
LENGTH:** 1.5 hours

PARTICIPANTS: Managers and Supervisors

CLASS SIZE: 60

COMPETENCIES: Flexibility, Interpersonal Skills, Problem-Solving

INSTRUCTOR: Robert Potter, LLC

TUITION: Paid by WASO Learning and Development

**REGISTRATION
PROCESS:**

To register for this webinar, please go to <https://doilearn.webex.com>, select Training Center from the top menu, hit the “Upcoming” tab to locate the webinar and select “Register” link to the right of the webinar title. Be certain to search for the course in the “Upcoming” tab under date of the webinar: March 31, 2015.

COURSE Katrina Roberts
COORDINATOR: Training Manager
Capital Training Facility (CATF)
1201 Eye St., NW – 2nd floor
Washington, D.C.
Phone: 202-354-1471

WASO Learning and Development advances strategic service wide human capital development through competency-based leadership programs and specialized career field training for National Park Service employees and partners.