

Neighborhood House Association 2023 Leadership Academy *Leading for Organizational and Service Excellence*

Where: Marina Village Conference Center, 1936 Quivira Way, San Diego, CA 92109
OR Live Online*

Dates and Times:

Wed, Feb 15	9:00 AM - 3:30 PM
Wed, Feb 22*	1:00 PM - 5:00 PM
Wed, Mar 1*	1:00 PM - 5:00 PM
Wed, Mar 8*	1:00 PM - 5:00 PM
Wed, Mar 22	9:00 AM - 3:30 PM

Nominations for NHA 2023 Leadership Academy are now being accepted. If you are a current or emerging leader and are interested in attending, please complete the online application. Nominations are due to Training and Organization Development by November 30, 2022.

Leadership Academy Overview

DAY 1: Preparing to Lead Our Service Excellence Commitment

Module 1: *Character and Professionalism*

- Introduction of Service Excellence and I C A R E model
- Temperament: Understanding self in relation to others, leadership responsibilities, and Service Excellence
- Healthy Mindset: Demonstrating sound character and ethical conduct

Lunch

Module 2: *Developing an Effective Leadership Style*

- Empathic and cognitive listening
- Healthy Heart: Exercising greater good principles to foster trust and build healthy relationships
- Interaction Styles: Managing self in relation to others, one's leadership role, and the I C A R E model
- Avoiding burnout—self-care, wellness and vitality
- Wrap up

DAY 2: Leading Our Service Excellence Commitment

Module 3: *Performance Management & Accountability*

- Strategic and critical thinking
- Clearly communicating vision and expectations; establishing a monitoring system; and following up
- Successful conversations
- Giving and receiving feedback
- Coaching for greater effectiveness

Lunch

Module 4: *Communications & Coaching Practice Lab*

- Listening
- Giving feedback
- Coaching
- Inspiring others
- Wrap up

See back of page for additional module information.

Contact Gail Taylor for additional information: gtaylor@neighborhoodhouse.org

Register online at: www.InnoVisions.org



Leadership Academy Overview

DAY 3: Leading Our Service Excellence
Commitment (continued)

Module 4: *Customer Relations & Engagement*

- Serving each other and clients with excellence
- Responding constructively to and managing conflict
- Cultural humility: setting the tone for respect, inclusion, and equity

Lunch

Module 5: *Change Management and Team Work*

- Cultural humility (continued)
- Fostering cooperation and optimal team performance
- Understanding, anticipating, navigating, and leading change
- Wrap up

DAY 4: Sustaining Our Service Excellence
Commitment

Module 6: *Community, Politics, Money & Legal Matters*

- People, influence, negotiations, and politics
- Working effectively across functions, sites, and departments
- Understanding pertinent legal and budget matters

Lunch

Module 7: *Reflection, Perspective, Planning & Action*

- Learning Community Peer Feedback
- Individualized Leadership Development Commitments and Action Planning
- Wrap up

DAY 5: Graduation Day

Module 8: *Difference Making and Return on Investment*

Graduation Preparation

- Participants' capstone commitments

Graduation Ceremony

- Participants' presentations
- Keynote address
- Presentation of certificates

Lunch

Module 9:

- Dialogue circle
- Accountability pairing

Academy is offered to NHA employees at no cost. Nominees must be approved by department Vice President/General Manager. Selected candidates will be notified via email December 15, 2022.

