

Department of Consumer Affairs **LEADERSHIP DEVELOPMENT**

Presented by:

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**Strategic Organization, Leadership and
Individual Development**

Begin With the End in Mind

- Learning opportunities revolve around HR Modernization leadership competencies
- These competencies are the cornerstone of all DCA training

LEADERSHIP COMPETENCY LADDER

ENTRY LEVEL

- Communication
- Customer Focus
- Ethics & Integrity
- Foster Diversity
- Interpersonal Skills
- Personal Credibility

LEAD AND JOURNEY LEVEL

- Analytical Thinking
- Conflict Management
- Developing Others
- Planning & Organizing
- Team Leadership

- Communication
- Customer Focus
- Ethics & Integrity
- Foster Diversity
- Interpersonal Skills
- Personal Credibility

SUPERVISOR

- Change Leadership
- Decision Making
- Thoroughness
- Workforce Management

- Analytical Thinking
- Conflict Management
- Developing Others
- Planning & Organizing
- Team Leadership

- Communication
- Customer Focus
- Ethics & Integrity
- Foster Diversity
- Interpersonal Skills
- Personal Credibility

MANAGER AND EXECUTIVE

- Vision & Strategic Thinking

- Change Leadership
- Decision Making
- Thoroughness
- Workforce Management

- Analytical Thinking
- Conflict Management
- Developing Others
- Planning & Organizing
- Team Leadership

- Communication
- Customer Focus
- Ethics & Integrity
- Foster Diversity
- Interpersonal Skills
- Personal Credibility

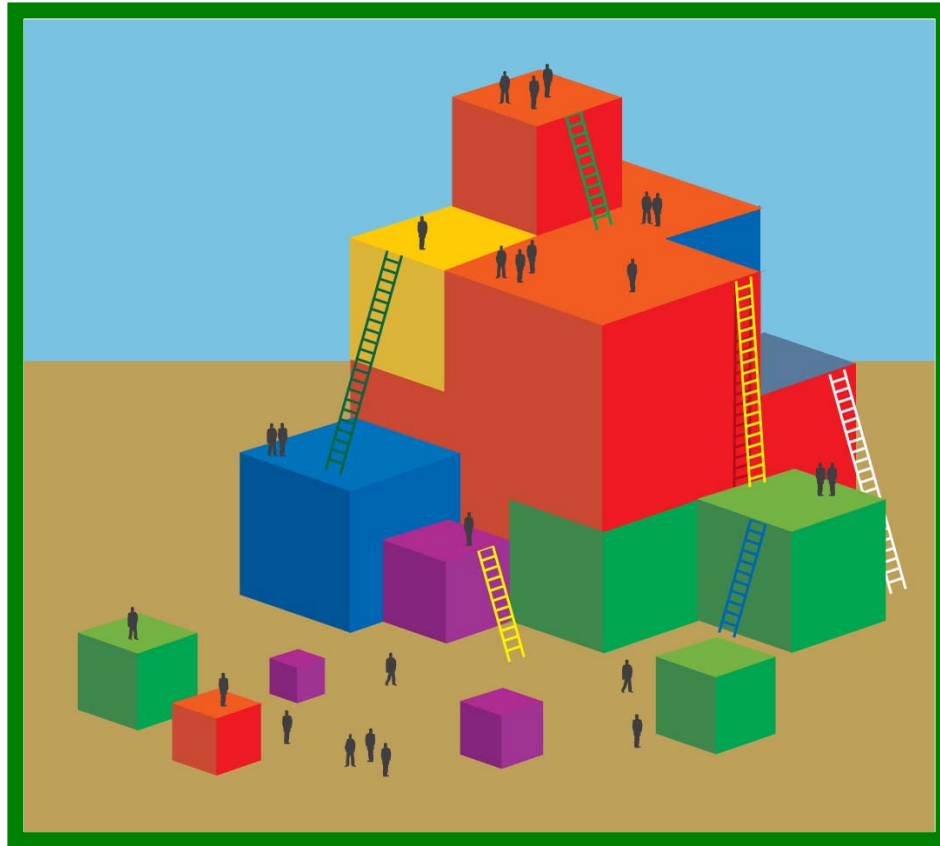


Competency Example:

Customer Focus

Identifying and responding to current and future client needs; providing excellent service to internal and external clients.

How Do We Help Employees Navigate the Ladder?



Individual Development Plans

- Provide structure for assessing the needs of the individual and the organization
- A method of identifying core group training for work units
- An opportunity to review and schedule mandatory training
- An opportunity to listen to your employee's career hopes and desires

Competency Focused Courses

- Customer Service Excellence
- Interpersonal Problem Solving
- How to Be a Better Communicator
- Diversity & Generational Differences

Encourage Non-Traditional Development Opportunities

- Job Shadow
- Mentoring
- Job Rotation



Workgroup Learning

- Learning for Workgroups Brochure
- Customized trainings for each unique workgroup



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