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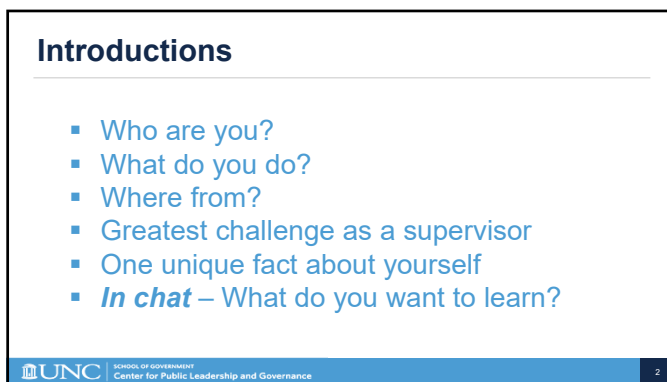
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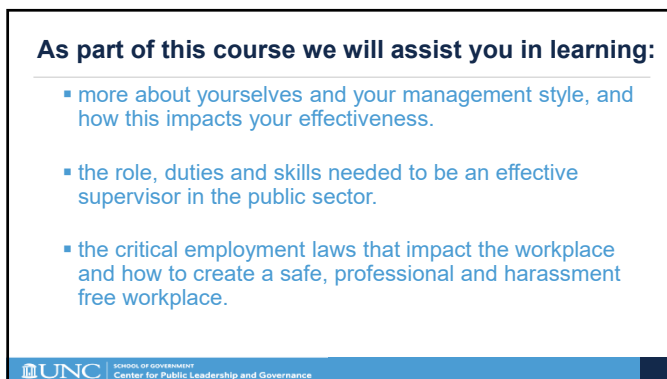
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### As part of this course we will assist you in learning:

- how to work effectively in a diverse environment and create a safe, professional and harassment free workplace.
- how to provide difficult performance feedback and have effective coaching conversations with direct reports.
- how to diagnose complex issues facing supervisors and design effective solutions.

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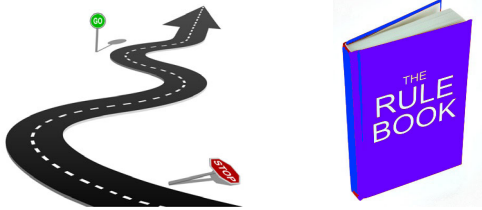
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### Expectations and Ground Rules



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### Virtual Session Ground Rules

- Actively Participate
- Be curious – ask questions
  - *Pose questions to “everyone” in chat*
- Honor Confidentiality (Vegas rule)
- Video on whenever possible
- Return from breaks on time
- Others?

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## Learning Agility

- Flexibility
- Speed
- Interpersonal Risk
- Performance Risk
- Reflection
- Experimenting
- Collaborating
- Information Gathering
- Feedback Seeking

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## Learning Model



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## Who Are Your Stakeholders?



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## Public Service

- A calling
- Not the pay
- Chance to serve others
- Opportunity to make a difference in other people's lives
- You don't manage or govern alone



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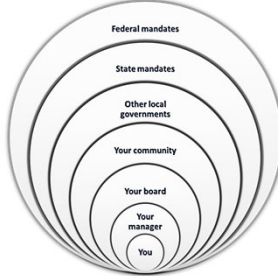
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## Levels of Government



Federal mandates  
State mandates  
Other local governments  
Your community  
Your board  
Your manager  
You

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## Citizens vs. Customers

<ul style="list-style-type: none"> <li>• Community</li> <li>• "We"</li> <li>• Focus on the common good</li> <li>• Responsibility</li> <li>• Access and Equity</li> </ul>	<ul style="list-style-type: none"> <li>• Individual</li> <li>• "I"</li> <li>• What's in it for me?</li> <li>• The customer is always right</li> <li>• Efficiency and responsiveness</li> </ul>
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**EG5** current EMSP slide  
Eleanor Green, 3/9/2020