



Quick Facts

Length: 5 full day workshops and 2 one hour coaching sessions delivered over a 3 to 4 month period.

Class Size: 16 (average)

Venues: The residential component of the program will be held at one of several retreat style, purpose built venues on the outskirts of Melbourne, approximately one hour from the CBD.

Further information will be provided in the pre-course information pack.

Dates

For upcoming series dates please visit

www.lgpro.com/ignite

"I found the coaching a powerful way to explore ideas and problems with someone from outside my organisation with experience and empathy. My coach was both objective and supportive and this really helped me work out issues that had troubled me for some time."

Jonny Cortizo,
Team Leader, Moreland City Council

"It has given me the confidence to be a manager and it taught me how to manage staff in a better way. I now have the confidence to coach staff through problems and improve their skills and performance"

Olivea Sutton,
Administration Coordinator, Whitehorse City Council

General Information

Registration and Information Pack

To register: Complete the attached registration form and fax to LGPro on **(03) 9690 4217**. Registration forms are also available at www.lgpro.com/ignite.

Following receipt of your registration form an information pack will be forwarded to you including confirmation letter, venue information and pre-work materials in preparation for Day One. However, those delegates registering within five (5) working days of the event will receive their confirmation advice on site on the day.

Cancellations

An administration fee of 5% will be deducted from any refund payable due to cancellation prior to the program commencement. No refunds will be made for cancellations received within 14 days of program commencement. However, a substitute participant is welcome. All cancellations and substitutions must be faxed in writing to LGPro on **(03) 9690 4217**.

Program Changes

We reserve the right to defer, amend or cancel the program.

Program Facilitators

Joint Program Facilitators: Centre for Organisational Development (CFOD) and Collective Possibilities.

More Information

For more information regarding the Ignite program, please go to www.lgpro.com/ignite. To speak to LGPro directly please call **(03) 9686 3833** or email info@lgpro.com



A Leadership Learning Path for new Supervisors, Team Leaders and Coordinators in Local Government

"The actions you take during your first three months in your new job will largely determine whether you will succeed or fail..."

Michael Watkins – *The First 90 Days*



Overview

The LGPro Ignite program is a leadership learning path for new supervisors, team leaders and coordinators in Local Government across Victoria. The focus of the program is to enable those who have limited experience in managing and leading people to develop the competencies required to be successful in their role while supporting an effective transition.

The role of a new supervisor, team leader or coordinator is as much about leading people as it is about managing the delivery of a service. While new leaders are often technically competent, many have had limited opportunity to develop the critical skills needed for leading and managing people. The importance of developing these qualities for people in these roles is critical and cannot be underestimated.

Program Structure - You, Your Team, Your Organisation

LGPro Ignite is comprised of five full day workshops delivered over a three to four month period:

Me and My Environment	Coaching and Your Team	The Way Forward
MONTH 1	MONTH 2 AND 3	MONTH 4
DAY 1	DAY 3	DAY 5
<ul style="list-style-type: none"> Transition from team to team leader Understanding management & behavioural styles The head, heart & intuition in managing self & others Leading & influencing Power & rank in the workplace Managing highs and lows 	<ul style="list-style-type: none"> Communicating wants and needs Objective setting Core principles of coaching Business critical skills Understanding & interpreting group behaviour Applying the GROW Model 	<ul style="list-style-type: none"> Action learning project deliverable Goal setting for inspired performance Measuring success The way forward
DAY 2	DAY 4	
<ul style="list-style-type: none"> Making sustainable decisions Interpreting team dynamics Defining vision Understanding workplace culture Values fit with the organisation Creating partnerships & engaging key stakeholders 	<ul style="list-style-type: none"> Dealing with difficult situations Performance management Giving & receiving feedback Encouraging success Evaluating self performance 	
TWO DAY RESIDENTIAL	TWO ONE DAY WORKSHOPS AND ONE-ON-ONE COACHING SESSION	ONE-ON-ONE COACHING SESSION AND ONE DAY WORKSHOP

Workshops are interconnected with one-on-one coaching sessions to reinforce learning on the job and experiential learning activities including structured workplace 'chats' with participant's managers and teams.

"The program taught me a lot about myself and the importance of shared goals and vision. I deal with people a lot differently now. I look for the assets in individuals. I now try to focus on the solutions rather than the problem, using a solutions focused approach"

Nicole Hunter,
Community Development Officer, Knox City Council

Working with a group of learning and development professionals from across Victorian Local Government, the Ignite program was designed by LGPro to address the needs of all who are new to leadership roles. The LGPro Ignite program targets key development areas which have been identified by new supervisors, team leaders and coordinators as critical to their progression in Local Government.

The LGPro Ignite program comprises a series of practical sessions and components including:

- A Residential Immersion Experience
- A series of workshops designed to teach, support and motivate participants
- Two one hour individual coaching sessions to reinforce positive habits on the job
- Scenario practice unique to the Local Government environment
- Active involvement of participant managers through-out the program

"Participating in the Ignite Program gave me the confidence to take on special projects outside my normal role and also to act in team leader positions. It was a great professional development opportunity."

Dianne Donaghy,
Admin Officer Ouyen Service Centre, Mildura City Council

Key Benefits

- Acquire key skills for managing the performance of teams
- Explore the many challenges faced by team leaders, supervisors and coordinators in Local Government
- Refine skills and gain additional support in skill gap areas by working with qualified professional development coaches
- Clearly define goals and expectations in direct consultation with one up managers
- Improve critical interpersonal skills for engaging and leading people
- Encourage new managers to be leaders

Participant Profile

The program is designed specifically for those working within Local Government from metropolitan, interface and regional Councils across Victoria. The typical program participant will be in, or is to be appointed to, an entry-level supervisory, team leader, coordinator or management role and have limited experience in managing or leading teams.

If you would like to discuss if the Ignite program is right for you or your staff, please contact LGPro on **(03) 9686 3833** or email info@lgpro.com

Program Cost

Cost per participant varies on the basis of Council Classification:

Small Council	Medium Council	Large Council
\$3,000*	\$3,250*	\$3,470*

*Prices inclusive of GST

To confirm your council's classification please go to www.lgpro.com/ignite/cost

Cost includes attendance at all five workshops including all course materials, residential expenses (meals & one night accommodation) and coaching sessions.



Support Roles

Workplace Supervisor or Manager

The support and commitment of the participant's workplace manager is integral to a successful learning pathway. As a requirement of the field work between modules, participants will be asked to schedule regular workplace 'chats' with their manager to share their learning goals, insights and give and receive feedback about their progress. Managers are also invited to the afternoon session of the final day to view participant's graduation presentations, review professional goals and develop ways to measure future success. The aim of involving direct-line managers is to foster an ongoing developmental relationship providing a forum in which goals and expectations can be clearly established.

One-on-One Coaching

Participants will benefit from the guidance of a qualified Coach with two one hour coaching sessions. Coaching is the most effective method for individuals and teams to go beyond just setting goals. It is about the definitive action required to achieve those goals - following through, implementation and accountability in a team environment.

Coaches will:

- Work with participants to set goals
- Challenge participants to do things
- Help participants to gain clarity and focus for stronger results
- Provide participants with the tools, support and structure to accomplish more

Coaches are appointed from the Centre For Organisational Development's Coaching Bench. CFOD has a reputation for coaching excellence and provides coaching solutions to some of Australia's largest organisations and Local Government. If you would like to discuss this support role in more detail, please contact LGPro on **(03) 9686 3833**