

STEPPING INTO LEADERSHIP



SELF, TEAM AND ORGANIZATION

The Stepping Into Leadership program is designed for both supervisors and leaders in your organization who aim to improve their leadership and supervisory tools and skills. Based on a practical Competency-Based Leadership Development Model and Assessment, the program focuses on self, team and organizational leadership skills and behaviors. The training also incorporates CliftonStrengths® principles that help participants identify and utilize their personal strengths.

Applicants must commit to the entire 56 hours of instruction, scheduled over a fourteen-month period in a mix of in-person and virtual courses. Classes must be taken in sequential order as listed. Homework, assigned prior to and throughout the program, will maximize the value of the class instruction.

Course Schedule - Group 6

April 24, 2024 • 1–4 pm
April 25, 2024 • 8 am–3 pm
In Person - MMUA office, Plymouth

LEADERSHIP OVERVIEW

What is Leadership? What is Leadership Development (LD)? What role does LD play in an organization? The CliftonStrengths® assessment will be completed by all participants prior to the next session.

WORKPLACE IMPACT

Understand one's work style and know how to integrate with others' styles and approaches; explore how to harmonize effort to achieve the desired results.

CRITICAL THINKING

Explore the capacity for objective analysis and thoughtful evaluation of issues and information.

June 5, 2024 • 8–11 am
Virtual - Live

EMOTIONAL INTELLIGENCE

Examine awareness of and ability to control emotions; discuss how to appropriately express emotion and ways to manage relationships thoughtfully and empathetically.

June 26, 2024 • 8–11 am
Virtual - Live

FLEXIBILITY AND RESILIENCE

Grow willingness to compromise, adjust to change, deal effectively with pressure and remain optimistic and committed to successful outcomes.

July 18, 2024 • 8–11 am
Virtual - Live

MASTERING YOUR PROFESSIONALISM

Recognize the importance of positive attitude, good judgment and appropriate workplace behavior.

| | |
|---|---|
| <p>August 8, 2024 • 8–11 am Virtual - Live</p> | <p>LEADER/FOLLOWER ORIENTATION Value and support followers and work to strengthen mutual trust and commitment to each other and organizational goals.</p> |
| <p>September 12, 2024 • 8–11 am Virtual - Live</p> | <p>EFFECTIVE COMMUNICATION PART I: Basic Communication Skills Speak and write clearly, concisely and convincingly in a manner appropriate for the audience. Listen effectively and clarify information as needed.</p> |
| <p>September 26, 2024 • 8–11 am Virtual - Live</p> | <p>EFFECTIVE COMMUNICATION PART II: Crucial Conversations Handle difficult conversations and communicate effectively across differing life experiences and perspectives.</p> |
| <p>October 17, 2024 • 8–11 am Virtual - Live</p> | <p>MANAGING CONFLICT Manage and resolve challenging circumstances or disagreements in a constructive manner and prevent counter-productive confrontations.</p> |
| <p>November 21, 2024 • 8–11 am Virtual - Live</p> | <p>DEVELOPING OTHERS PART I Coach others to their optimal performance by effectively delegating responsibility, offering ongoing feedback and providing learning opportunities.</p> |
| <p>December 12, 2024 • 8–11 am Virtual - Live</p> | <p>DEVELOPING OTHERS PART II Coach others to their optimal performance by effectively delegating responsibility, offering ongoing feedback and providing learning opportunities.</p> |
| <p>January 15, 2025 • 8–11 am Virtual - Live</p> | <p>BUILDING EFFECTIVE & INCLUSIVE TEAMS PART I Understand ways to inspire and foster team commitment, cooperation and coordination through increasing trust, facilitating conflict resolution and motivating team members to accomplish goals.</p> |
| <p>February 12, 2025 • 8–11 am Virtual - Live</p> | <p>BUILDING EFFECTIVE & INCLUSIVE TEAMS PART II Understand ways to inspire and foster team commitment, cooperation and coordination through increasing trust, facilitating conflict resolution and motivating team members to accomplish goals.</p> |
| <p>March 13, 2025 • 8–11 am Virtual - Live</p> | <p>ESTABLISHING VALUES AND VISION Take a long-term view, build a shared vision with others and influence the translation of vision into action.</p> |
| <p>April 17, 2025 • 8–11 am Virtual - Live</p> | <p>STRATEGIC THINKING Formulate objectives and implement plans consistent with the long-term interests of the organization, capitalizing on opportunities and successfully managing risks.</p> |
| <p>May 7, 2025 • 1–4 pm May 8, 2025 • 8 am–2 pm In Person - MMUA office</p> | <p>INNOVATION AND CHANGE Recognize opportunities, encourage new ideas and innovations, and develop or improve products or services in response to change.</p> <p>INFLUENCING AND NEGOTIATING Effectively persuade others, build consensus and gain cooperation to accomplish mutual goals.</p> <p>REVIEW OF COMPETENCY ASSESSMENT, CAPSTONE DISCUSSION, CERTIFICATES</p> |



STEPPING INTO LEADERSHIP PROGRAM INSTRUCTORS

DANA HAGENSON

Dana spent over a decade in the software industry, serving in individual contributor and leadership roles from product development to product management/strategy to human resources. As a professor at M State, she teaches students ranging in age from Gen Z to baby boomer in the areas of human resources and accounting.



Dana also develops and delivers customized leadership and team and personal development sessions for organizations across various industries.

As a Gallup Certified Strengths Coach, Dana has coached over

1,000 individuals and teams in discovering and harnessing the power of their individual and collective strengths to achieve both personal and professional strength. She earned an Accounting degree from Minnesota State University Moorhead and is a CPA and a Certified Professional in Human Resources.

STEVE WISCHMANN

Steve is the owner of Horizon Performance Solutions, LLC, a leadership and organizational development consulting company specializing in growing professional capacity and sustained success in people and teams. He retired at the rank of Captain/O-6 after three decades of service in the U.S. Coast Guard. His career included several command assignments, executive positions at the Department of Homeland Security and numerous operational assignments including two high-Arctic NATO support deployments. Steve has an M.A. in Public Policy and Management with dual



concentrations in policy analysis and public management. He served for six years as an adjunct professor at Hilbert College in Hamburg, N.Y., teaching both graduate and undergraduate courses in business management and public administration. Steve has extensive background in providing organizational and workforce development strategies and programs for small businesses and non-profits, corporate teams and government agencies.

PRESENTED IN CONJUNCTION WITH



QUESTIONS /
ADDITIONAL
INFORMATION

Rita Kelly
Director of Administration
Direct: 763-746-0707
rkelly@mmua.org

REGISTER ONLINE
mmua.org/event/stepping-04242024

April 2024 to May 2025 (see website for full list of dates)

Stepping Into Leadership is a 14-month course. Those registering are committing to participate in each session, in sequential order. Space limited to 20.



Minnesota Municipal Utilities Association
3131 Fernbrook Lane North, Suite 200, Plymouth, MN 55447
Phone 763-551-1230 Fax 763-551-0459
www.mmua.org

Attendee Information

Name : _____

Title: _____

Email: _____

Name : _____

Title: _____

Email: _____

Name : _____

Title: _____

Email: _____

Utility/Co.: _____

Address: _____

City: _____

State/Zip: _____

Main Contact: _____

Email: _____

Phone: _____

REFUNDS: By registering for this event, you are committing to the full program. MMUA will issue a refund on advanced registrations, less \$50 per person processing fee, provided MMUA is notified by 4:30 pm on April 2, 2024. Refunds issued to a credit card will be subject to an additional 3% fee. *Sorry, no refunds after April 2, 2024.*

PHOTOGRAPHS: By registering for this event, I/we, the individual(s) named above, authorize Minnesota Municipal Utilities Association (MMUA) to photograph me at this event and use such photographs in MMUA marketing pieces (both electronic and print). I understand that I will not be paid for giving this consent.

QUESTIONS: Please contact Rita Kelly by email rkelly@mmua.org or phone 763-746-0707.

Register online: www.mmua.org/event/stepping-04242024

Register by email: rkelly@mmua.org

Register by mail: Minnesota Municipal Utilities Association
3131 Fernbrook Lane North, Suite 200
Plymouth, MN 55447-5337

Registration Fee

Member Rate Per person:

\$3,700 full program

Non-Member Rate Per Person:

\$4,980 full program

Total Due: \$ _____

Payment

- Check Payable to MMUA
- Bill Utility/Company
Purchase order _____
- Credit Card *
 - Visa
 - MasterCard
 - Discover

* To pay by credit card, please call Rita Kelly at 763-746-0707 or provide name and phone number of the person we should contact for card information.

Name: _____

Phone: _____

Registration Deadline

April 2, 2024

(unless space sells out sooner)