

Lead to Succeed

*A leadership development program
to enhance leadership skills and
maximize team performance.*

After completing the
Lead to Succeed
development program,
You will be able to:

- ♦ Create a smooth, productive team with unity, despite cultural or character differences.
- ♦ Cultivate the fine balance needed to supervise friends and former peers in a delicate and effective manner.
- ♦ Establish respected boundaries in supervisor—subordinate relationships.
- ♦ Develop and positively initiate project plans through goal setting that your team will support and achieve with pride.
- ♦ Be empowered, gain confidence, and win the respect of your boss, peers, team members, subordinates, and clients.

Presented By:



THE PREMIERE MANAGEMENT
CONSULTING FIRM



2009

Seminar Dates

Opening Session

February 23, 2009

Discussion on Leadership

March 30, 2009

MR/DD Program Services Menu

April 28, 2009

Government and Social Service Organizations

May 27, 2009

Fiscal Development

June 22, 2009

Human Resource Development

July 27, 2009

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What is Your Leadership Role?

The role of a supervisor describes you as being “in charge”. But you know all too well that your job description goes way beyond with all the hats you must actually wear, especially in today’s professional world. The relationships are much more complex between supervisors and the teams. You are a boss, a friend, a teacher, a coach, an example, and a mentor.

Your responsibilities include:

- Delegating
- Training
- Motivating
- Encouraging
- Praising
- Delivering Criticism
- Disciplining
- Working Under Pressure
- Meeting Deadlines
- Resuming Balance
- Organizing People, Projects, and Time

Regardless of your experience with supervising, you can always benefit from new ideas and skills that will keep you at your peak performance.

The *Lead to Succeed* Seminar is 6 days of power-packed learning and enhancing solid skills to help you maximize your management role and motivate your team.



“Where Great Ideas Begin”

What will You Learn?

Make the Transition to

Supervisor. Successful supervisors know that the title comes with transition. *Lead to Succeed* will help you learn how to handle these changes and get your new role under total control.

Overcome the Early Obstacles. Effective supervisors recognize early on that certain challenges will arise. How you choose to deal with them has a critical impact on the relationship with your team. These challenges include:

- Supervising friends while maintaining performance.
- Supervising older, experienced employees or younger inexperienced ones.
- Steering clear of supervisory traps.

Get the Work Out. Good, well-respected supervisors give clear, easily understood instruction that are readily accepted. You can acquire this skill by:

- Creating a basic work plan.
- Learning smart ways to set goals and assess productivity.

- Making job assignments with clear expectations.
- Using listening skills to your advantage.

Give it your Personal Best. The style of leadership you choose depends on your employees and the tasks to be accomplished. Consider how you will guide your team through issues such as:

- Handling social/emotional relationships.
- Being willing to take initiative.
- Building a positive work climate.
- Dealing with negative attitudes.

Adjust to the Inevitable Changes.

Top supervisors regularly assess employee performance and make changes when needed. You will learn:

- When disciplinary action is needed.
- How to avoid legal problems when you take disciplinary action.
- Positive ways to encourage an employee to do a good job.

More Benefits from *Lead to Succeed*

Discover how to obtain positive results from criticism and discipline.

Learn good habits for improving listening skills.

Discover effective methods for giving clear-cut instructions.

Identify the most common traps encountered by new supervisors and find out how to steer clear of them.

“The ability to get the most up to date information on current issues has always been something I can count on.”

Michael A. Proulx, RSBA
Assistant Superintendent
of Business & Operations
Montgomery County Board of
MR/DD

“Ken has always made himself and his company’s resources available to Pike County in a helpful and professional manner.”

Jeffrey A. Noble
Executive Director
Pike County Board of
Developmental Disabilities.

“We at Dublin Management Group, LLC have found MCG to be very knowledgeable and they have the best interests of their clients at heart. They are progressive and are willing to be creative in problem solving. In the current economic cli-

What is the *Lead to Succeed* Leadership Development Program?

The Lead to Succeed leadership program is an individual development program in which participants from all areas serving individuals with disabilities will have the opportunity to broaden their perspectives, enhance leadership skills and learn from others. Classes are limited to 50 participants to allow for the free flow of communication and the sharing of ideas. The core of the program is designed for those who wish to share knowledge and experiences, while improving leadership and communication skills.

How will it work?

The key areas of curriculum focus will be

specific skill development, leadership development, goal-setting, and communication. We will focus on enhancing general knowledge of the workplace environment, government agencies, and increasing overall knowledge of programs for individuals with disabilities. The program will be separated into 6 monthly sessions scheduled from 9:00 a.m. to 4:00 p.m. All sessions will be held in central Ohio and approved by MR/DD for 36 continuing education units (CEUs).

The success of the program will be in direct proportion to the enthusiasm of the individual participants and the sup-

port received from board administrative personnel. As we look toward the future of the MR/DD field, the vitality of our industry will depend largely on the leadership of the staff and managers in the MR/DD community.

Some classes may include preparation of written (3-5 pages) and oral (5-10 minutes in length) reports. The purpose of the additional class assignments are to improve the written and oral communication skills of the participant. Homework assignments may be based on the proceeding month's topic and will enhance in-class discussions.

Curriculum

1. [February 23, 2009] Opening Session. Brief overview of the course curriculum, expectations of the participants and program goals. Participants will have input in the overall development and goals of the workgroup. The initial session will include an overview of the MR/DD industry's range of services, service history and summary of basic MR/DD concepts. The morning session will end with an interactive explanation of where we are as an industry and an explanation of how we got here. The afternoon session will begin with a "Dealing with Change" Presentation and will end with a session of effective communication skills. Interactive activities will be included throughout the day's presentation.

2. [March 30, 2009] The morning session will be a discussion led by Leadership Participants who have been assigned specific reading assignments. Class discussions will cover a multitude of topics including the hierarchy of the current MR/DD leadership, board member roles and activities, general leadership skills, inter-personal relationships, group dynamics, cultural diversity, leadership skills versus management skills and assessing the differences between mission and vision statements. The afternoon session will be: The Emotionally Intelligent Team. This will be a review of understanding and developing the behaviors of success.

3. [April 28, 2009] The morning session will discuss MR/DD Program Services Menu. Participants will explore in detail the various adult service programs and the challenges faced in providing traditional services in a competitive climate. The discussion will focus on services for transitioning youth, options for individuals with an MR/MH diagnosis, creating a culture for positive behavior supports, and addressing the role of supporting people with a variety of service needs. The afternoon session will discuss: Power and Influence; and will include a review of 10 rules for gaining power and influence with understanding how new technology, global competition, and demographics are affecting today's industries.

4. [May 27, 2009] The morning session will review: Government and Social Service Organizations. Participants will learn about the various government departments and their interaction with the MR/DD industry. Participants will also learn about the various social service organizations and resources available for people with special needs. Discussions will include measuring the effects of privatization of traditional MR/DD services, barriers faced by consumers and how best to overcome them. In the afternoon, we will discuss the "Measure of a Leader" including the Legendary Leadership Formula for

producing exceptional performers and outstanding results.

5. [June 22, 2009] The morning session will be: Fiscal Development: Overcoming the myths that keep government agencies from dramatically improving. Participants will learn how budgets are developed and monitored, the difference between governmental and traditional accounting, explanations of common sources of revenue and expenditures, the fiscal decisions faced by the MR/DD industry, and how to perform job costing (exercising and development of a profit driven organization in a social service world). Yes, we do make widgets! The afternoon session will define: The 360° Leader. We will define how to develop your influence from anywhere in the organization, as described by author, John C. Maxwell.

6. [July 27, 2009] The morning session will include: Human Resource Development. Participants will learn about the intricacies of health insurance and what we really pay for, employee compensation plans, performance pay and performance reviews, labor relations and developing and adhering to board policy. The afternoon session will cover: Success Built to Last. You can discover the secrets of enduring success from an elite group of people who have achieved lasting impact in their field for over 20 years.

The Lead to Succeed program can be modified to meet specific needs and an on-site training can be customized for you agency.

“10 Quality Management Ideas to think about...”

1. **Leadership.**
2. **The learning organization.**
3. **Organizational excellence.**
4. **Outsourcing.**
5. **Project management.**
6. **Stakeholders.**
7. **Strategic alliances.**
8. **What business are you really in?**
9. **The 80:20 principle.**
10. **The five forces of competition.**

Who will Benefit from *Lead to Succeed?*

New Supervisors.

You have gained the title. Now gain the skills to back it up — Exceed your expectations.

Senior Supervisors.

If you haven't received any supervisory training in quite sometime, you will want to brush up on your skills. Gain new ideas and learn the latest techniques in workplace leadership that reflect today's work challenges.

Mid-Level Supervisors.

You are certainly not new to supervising, but not quite where you want to be. Impress your coworkers and boss with a supervision style that may become the benchmark for your organization's success.

“Non” Supervisors.

You are not considered a supervisor and you don't wear the title — yet you are often called upon for some of the responsibilities. Gain the leading edge in how to supervise with *Lead to Succeed*. You will streamline your work with the valuable ideas you will learn.

Introducing your Facilitators:

Kenneth W. Albert, M.Ed., CPA, President of MCG, Inc., has worked in the non-profit and government accounting field for over 20 years. He has been an intricate part of the Ohio Medicaid programs beginning with his tenure with ODJFS in 1986. His experience includes Medicaid Auditor for ODJFS and Fiscal Officer for ODMR/DD Office of Federal Funds. Mr. Albert has served on numerous committees assisting with the development of various programs for public and private organizations who serve individuals with disabilities. He has intimate working knowledge of all aspects of government and nonprofit programs and financial operations. Mr. Albert specializes in assisting organizations with short-term and long-term financial planning, strategic planning, and human resource development. Mr. Albert is known as a dynamic speaker who is affluent on a wide array of subjects including programs, staff development, and finances. He is frequently asked to speak at county board in-services, board member trainings, and OACBMR/DD conferences. He currently serves as Finance Director for a number of county boards of MR/DD in Ohio. Mr. Albert earned his Masters of Educational Administration from Ohio University in 1998 and has been leading MCG's successful team since 2001.

David S. Kessler is President of Dublin Management Group. He has almost 30 years of human resource and personnel experience serving as a professional labor relations consultant for 14 years, a director of human resources for one of the largest county boards of mental retardation and developmental disabilities for 3 years, and worked 7 years with Blaugrund, Herbert & Martin law firm. Mr. Kessler has conducted dozens of wage and benefit surveys for cities, villages, counties, and individual county agencies, as well as private sector clients. Mr. Kessler has also negotiated in excess of one hundred labor contracts and represents management in labor relations.

Rich Bourgault currently serves as Vice President/Senior Consultant of Dublin Management Group and brings over 30 years of successful leadership and experience in both the private and public sector arenas. He has served in many roles on both sides of the labor table, having overseen the operations of several organizations of diverse sizes and missions. Rich serves as an instructor for Ohio's Certified Public Management Program. He has assisted organizations in the areas of leadership development, organizational development/alignment, project management (from formulating the scope of work through final product review), personnel, human resources, labor relations/negotiations, pension plan rollout, dispute resolution, compensation development/analysis, facility/construction project management and training strategies.

Susan Dlouhy is President of Norwich Consulting Services where her innovative approaches help organizations develop realistic solutions that apply to today's business climate. Her areas of expertise include assisting agencies with Rehabilitation Accreditation Commission (CARF), developing outcome measurement systems, strategic planning and program design. Ms. Dlouhy has worked more than 20 years in a variety of administrative roles supporting people with disabilities.

Lead to Succeed

Registration Form

Name: _____

Title: _____

County: _____

Phone: _____

Email: _____

You may fax this form to MCG at 740.927.3289 or call Brandy at 740.927.3929 to register. You may also email your registration information to:
bgibbs@medicaidconsultinggroup.com.

Lead to Succeed is approved for continuing education units in the following areas:

- Adult Services/Day Habilitation
- Early Intervention
- Investigative Agent
- Service and Support Administration
- Supt/Asst Supt (Services/Programs/Supports Stream)
- County Board Members

Tuition cost is \$499 per person for the 6-month *Lead to Succeed* Leadership Program. The cost includes class materials and lunch. Special discounts are available for groups of six or more from the same agency.

The program may be customized for on-site trainings. Please contact Kenneth W. Albert at 740.927.3929 to discuss this options and programs rates.

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