

Program Matrix/ Course Flow



SACRAMENTO
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	Topic 1 Setting the Vision	Topic 2 Embracing Change	Topic 3 Building Service Culture	Topic 4 Coaching & Mentoring	Topic 5 Sustaining Change	Topic 6 Networking & Storytelling
Competency	<i>Why vision is necessary and how it serves as the foundation for new culture</i>	<i>Change is organic and can be progressive</i>	<i>Overcoming resistance</i>	<i>Enabling your people to succeed by fostering personal development</i>	<i>Putting the right people into the right slots and letting them lead</i>	<i>Building Network & Presenting Hero Stories</i>
Duration	7 hours	7 hours	7 hours	7 Hours	7 hours	7 hours
Learning Objectives	<ul style="list-style-type: none"> • Provide course overview • Developing the Vision • Creating the Mission • Setting Goals • Living Vision, Mission & Values 	<ul style="list-style-type: none"> • Making service a priority • Developing and utilizing “levers of change” • Learning the principles of leadership decision-making • Influencing with and without authority • Provide structure for cooperation 	<ul style="list-style-type: none"> • Overcoming resistance to change <u>inside</u> my organization • Overcoming resistance to change <u>outside</u> my organization • Overcoming objections • Negotiating for the win/win 	<ul style="list-style-type: none"> • Understand foundational elements that influence all aspects of human communication in the workplace • Use strategies for improving organizational communication • Coaching shorthand 	<ul style="list-style-type: none"> ▪ Selecting and developing our team ▪ Instilling sense of accountability ▪ Promoting courage ▪ Permitting risk ▪ “Measure what we treasure” in setting performance objectives 	<ul style="list-style-type: none"> • Learn to develop a network of like-minded peers who can help create and sustain culture of service model throughout the enterprise • Tell the story of culture change in your organization • Rehearse “stump speech” about culture change and commitment to service • Practice telling story to the media



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