

IGNITED

Leadership Training
City of Tallahassee
Electric Utility



AGENDA

- Why
- Successes
- Who
- How
- Next Steps
- WIFM



Why

- Employee focus groups identified need
- Supervisors advancing due to technical skill
- Need to compliment technical with management & leadership (soft skills)
- Desired consistency in all operations, leadership, and teamwork
- Focus on our culture and real situations





#1 Public Utility
In America

City of Tallahassee
Your Own Utilities™



Successes

- Training well received
- Employees placed outside their comfort zone
- Speaking a common language
- Employees embraced opportunities to learn
- Employees felt their opinions were heard



Celebrating Success!



Who

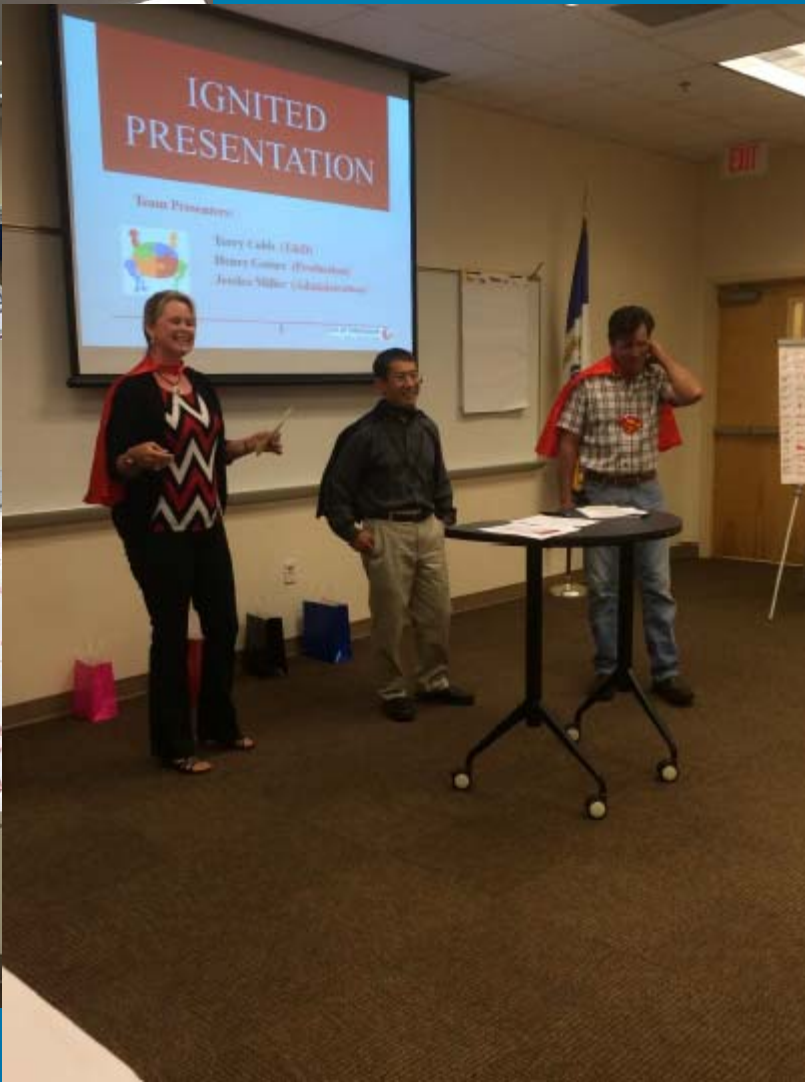
- 85 positions identified for training
 - General Manager
 - Division Managers
 - Supervisors
 - Working Foreman
 - Trainers
- Each class -12 employees with mix from all divisions



How

- Developed with Rainey Leadership Learning – Dr. Cheryl Rainey
- Pilot held April and May 2013
- Completed initial round September 2014
- Annual ongoing class with new supervisors





How

- Assessments and individual debrief sessions with Dr. Rainey before first class
- Four classroom sessions over six weeks
- Weekly conference calls
- Weekly individual & team assignments
- Managers as guest teachers
- Team teaching on graduation day



Happy Graduates!



Measurable Outcomes

- Decreasing complaints
- Increasing productive ideas
- Noticeably higher engagement
- Improved accountability
- Improved clarity of communication
- More effective/efficient meetings



Light Bulb Moment!



Next Steps

- IGNITED Graduates become teachers
- Lunch & Learns
- Expand training beyond supervisors
- Use IGNITED principles in promotion & new hires
- Creation of on-line training resources for communication & principles



WIFM



Instructions

- Break up into groups
- Come up with one real life scenario that could benefit from IGNITED Leadership Training
- List 3 benefits to the workforce



Take-Aways To Succeed...

- Incorporate real life scenarios
- Application during learning
- Spacing/Time to absorb and apply material
- Embraced by everyone in organization
- Tied into mission and vision!
- Mentoring and Coaching essential



Thank You!

