



Kah-Nee-Ta Management and Leadership Development Syllabus

Date: January through April 2006, start date and schedule is attached and will be detailed on the web site

Time: Workshops every other Monday from 1 PM to 5 PM, weekly learning is self-directed. The orientation will be held on thursday of the first week and the final workshop and celebration will be held on Thursday of the last week.

Location: Conference room details will be posted on the course web site before each workshop

Materials: All materials for the course and assignments are posted on the course web site at www.kahneetaeducation.com unless specifically stated otherwise.

Workshop Description

The purpose of this course is to help the manager develop professional management and leadership capabilities and capacities through participation in group learning workshops and self-study learning assignments. Each self-study learning assignment builds on the last and at the end of the course, all of the self-study learning assignments will fit together like a puzzle. If the manager does not fully get something in a self-study learning assignment, most likely it will be covered again by the end of the course as we will continue to discuss the topic.

Intended Learning Outcomes

- Coach and lead team members
- Present self professionally
- Model hospitality (customer service)
- Make decisions collaboratively with team
- Create learning conversations
- Manage to KNT policies and procedures

Learning Assessment Tasks

The learning outcomes will be determined by these three tasks that progressively build on each other:

1. **Procedure:** Develop and present a plan of action on how learner will build her/his team. Include the design of specific conversations that they will facilitate to build their learning community.

2. **Presentation:** Bring in final project for peer review. Adjust plan after peer review.

3. **Demonstration:** Implement plan after course and then come back for debrief in a group setting to include conversations about how to improve.

Course Content

<i>Themes, Issues, and Concepts</i>	<i>Skills</i>
Themes: Professionalism Social Systems Self Direction Deliver Value Effectiveness	1. Develop personal style of talking about KNT hospitality (Personal voice).
Issues: Employee retention Employee trust and rapport Agility to respond effectively Delivery of hospitality Selecting vital few	2. Coach and lead team members.
Concepts: Culture Conversation Coaching Leadership Management Hospitality Standards Expectations Participation Respect Fun Teamwork	3. Present self professionally
	4. Model hospitality (customer service)
	5. Make decisions collaboratively with team
	6. Create learning conversations
	7. Manage to KNT policies and procedures.

Learning Resources

This course is based on conversation as a way to learn, grow, and integrate those concepts a manager has been exposed to into personal practice. It is a safe environment for managers to ask questions and explore new ways to manage through coaching.

All of the resources will be found on the course web site at www.kahneetaeducation.com. There are learning assignments and activities for each week posted on the web site.

You will need a computer with web access to follow the assignments, read online or print off, create dialogues with others in the course online, or with the instructor. There are computers available at the education building in Warm Springs. 21 computers in all are available from COCC and from the Education Department. If you have a personal computer of course you can use that. Otherwise you will need to find a computer in your department or in HR to use during this course. We expect you to be self-directed.

A discussion board is built into the site so that managers can discuss among the group specific issues or ask the instructor questions. Online collaboration is encouraged to help the learning process.

Assessment

During the 10 week course, there will be weekly performance tasks that are designed to help the manage learn the concepts and demonstrate understanding of the material studied for the week. Each performance task will be listed in the weekly self-study learning assignment on the course web site. The final authentic assessment is listed on the first page of the syllabus and will be due at the final workshop.

Learning Activities

This training has five sessions consisting of two self-study learning assignments followed by a group learning workshop. The series of sessions spans 10 weeks for the course. These sessions are listed below. Details for each are found on the course web site.

Week 1: Orientation

Week 1: Self-study learning assignment — We are all one people: Comparative history of the Confederated Tribes of the Warm Springs and other Oregon cultures

Week 2: Self-study learning assignment — Living the vision: Framing everyday actions through the lens of who we are as an enterprise

Week 3: Group learning workshop

Week 3: Self-study learning assignment — We are a living system: Social systems and conversations that bind them

Week 4: Self-study learning assignment — We deliver value: Understanding the value we deliver and how to create an enterprise that will deliver it

Week 5: Group learning workshop

Week 5: Self-study learning assignment — Interpersonal communication skills: How we link to each other and our work

Week 6: Self-study learning assignment — The Language of Teamwork: Work preferences, how we allocate work, and link to each other

Week 7: Group learning workshop

Week 7: Self-study learning assignment — The vital few: Setting priorities, Pareto based event management and using decision making models to select best alternatives

Week 8: Self-study learning assignment — Coaching and performance review: Managing to standards

Week 9: Group learning workshop

Week 9: Self-study learning assignment — Meeting management: Work assignment and processes, roles, and techniques for effectively facilitating meetings

Week 10: Self-study learning assignment — Handling documentation, discipline, hiring, and separation

Week 10: Group learning workshop and Celebration

Schedule of Classes

We will run two concurrent courses; Session 1 and Session 2. You will choose one session. If you miss a workshop in your session, you may make up in the other session. This is why the sessions start a week apart.

Session 1:

Orientation: Thursday January 19, 11 am to 12 pm

Workshop 1: Monday February 6, 1 pm to 5 pm

Workshop 2: Monday February 20, 1 pm to 5 pm

Workshop 3: Monday March 6, 1 pm to 5 pm

Workshop 4: Monday March 20, 1 pm to 5 pm

Workshop 5: Thursday April 6, 12 pm to 5 pm

Session 2:

Orientation: Thursday January 26, 1 pm to 2 pm

Workshop 1: Monday February 13, 1 pm to 5 pm

Workshop 2: Monday February 27, 1 pm to 5 pm

Workshop 3: Monday March 13, 1 pm to 5 pm

Workshop 4: Monday March 27, 1 pm to 5 pm

Workshop 5: Thursday April 13, 12 pm to 5 pm