



Leadership Development Program

May - October 2025

Location: DCSS, 11150 International Drive, Rancho Cordova, CA 95670

Program Overview

The key goal of the leadership development program is to prepare and develop Child Support Supervisors to adapt and grow their leadership skills.



Key Goals

- Gain awareness and understanding of your leadership strengths and gaps.
- Understand how your leadership style impacts others.
- Build trust and respect; learn ways to adapt to the differences of others.
- Understand the complexities of leadership and building their leadership capacity.
- Learn and practice skills in a safe environment.
- Building internal and external networks of support.

Program Schedule

(Tentative)

Dates Coming Soon!

Pre-Session – 1 Hr

*Orientation for Participant's
Supervisor-Virtual*

Session 1 - 2.5 Days

*Program Orientation Leading People:
Understanding Self & Others*

Session 2 - 2 Days

*Leading People: Leadership & Implicit Bias
Leading with Emotional Intelligence
Leading Change & Driving Results*

Session 3 – 2 Half Days

Leader As Coach -Virtual

Session 4 - 2 Days

*Leading Through Conflict
Leading for Performance*

Session 5 – 2 Days

*Leading Teams
Leading Across Boundaries*

Session 6 – 2 Days

*Resilient Leadership
Wrap-Up: Learnings & The Continuing Journey
Graduation/Celebration*

Program Registration

For more information and to register, please contact:

administrative@csdaca.org





Session Outline

Each session may include pre-reading, reflective work, and or assessment completion. All session times are 8:30am-4:00pm unless otherwise stated.

Pre-Program:

Orientation for Participant's Supervisors

- Overview of the program
- How you can support your participant through coaching and feedback

Session 1: Leading People: Understanding Self & Others

- Understand the difference between managing and leading.
- Become more self-aware, improve communication, learn to leverage strengths, and identify blind spots
- Improve trust, communication, and engagement with your team
- To understand your impact on others and adjust your leadership style to effectively build relationships with others
- Define personal leadership goals through self-evaluation, dialogue & feedback
- Develop goals for your developmental activities
- Prepare for your executive coaching engagement

Session 2: Leadership & Implicit Bias

- Help identify individual and institutional biases at any decision point within child support services
- Identify potential biases at any decision point within child support service delivery
- Discuss five factors that can affect service delivery, e.g., implicit bias, stereotypes, colorblindness, microaggressions and language
- Discuss the impact of bias on interpersonal and institutional decision-making
- Conduct a bias impact assessment to help identify the impact of bias in everyday decision-making

Leading with Emotional Intelligence

- Understand the influence that emotions have on actions and behaviors
- Discover each of the five composite scales of self-perception, self-expression, interpersonal, decision-making, and stress management, while exploring the competencies that form these scales
- Analyze how emotional intelligence impacts your capabilities as a leader and the implications for these strengths and development opportunities

Leading Change & Driving Results

- Provide insights into personal preferences for managing change
- Increase teamwork by understanding the advantages and strengths that each style brings to an organization
- Understand and apply a brain-based model for collaborating with and influencing others

Session 3: Leader As Coach

(Virtual): 8:00 am - 12:00 pm each day

- Understand & practice the foundational skills for being an effective coach
- Address issues with openness and respect
- Transform performance management with coaching conversations and a culture of feedback

Session 4: Leading Through Conflict and For Performance

- Understand the role emotions and stories in conflict
- Learn and practice tools to effectively manage conflict situations
- Understand what performance management is and know why it is important
- Understand the best practices and tools in employee performance

Session 5: Leading Teams

- Understand how to set your team up for success
- Understand the characteristics of high-performing teams
- Understand different problem-solving models for best practices

Leading Across Boundaries

- Understand how partnership across boundaries increases productivity and overall satisfaction
- Understand how misunderstanding and miscommunication happen across organizational lines and how to change that. Know how your behaviors impact others
- Understand how we reflexively fall into traps that inhibit our ability to effectively integrate across the organization
- Understand how you can interact more strategically and effectively with all levels in the organization

Session 6: Resilient Leadership

- Individually assess key stressors affecting your performance
 - Learn practical ways to build renewable sources in each area
 - Develop actionable steps to improve your performance

Wrap Up: Learnings and the Continuing Journey

- Review program learnings
- Share impact and learnings from developmental activities
- Create action steps to keep the learnings alive

Graduation

- Celebrate accomplishments!