

2017 ANNUAL CHILD SUPPORT TRAINING CONFERENCE & EXPO



**PARTNERSHIP
OF HEROES**

MAY 1-4, 2017 • GARDEN GROVE, CALIFORNIA

CHILD SUPPORT DIRECTORS ASSOCIATION OF CALIFORNIA

Executive Leaders & The Leadership Challenge

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Objectives

Upon completion of this workshop, you will be able to:

- Explain the Leadership Challenge
- Identify & Explain the Five Practices of Exemplary Leadership
- Identify how, as an Executive, you can leverage those Practices to be a better Leader
- Use this formula for staff development in your organization

The Leadership Challenge

I would know someone is a Leader because...

Why would anyone follow you?

What behaviors do Leaders commonly exhibit?

What data & evidence is available?

Is there a Leadership formula?

The Leadership Challenge

How can we, as Executives, become better
Leaders using data & evidence?

The Leadership Challenge

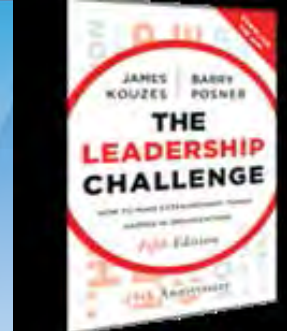
How to make extraordinary things happen
in an organization?

<https://youtu.be/1zQxlr6Ju5w>

The Leadership Challenge

The Leadership Challenge

By James M. Kouzes & Barry Z. Posner



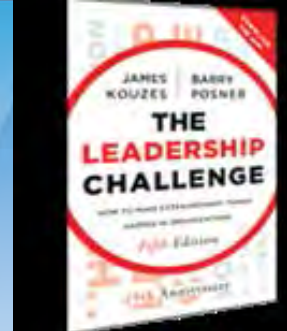
- Book first published in 1987
- Sold over 2 million copies
- Translated into 20 languages
- 5th edition released in 2012 marked the 25th anniversary

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The Leadership Challenge

The Leadership Challenge

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- 1983 – Researched thousands of leadership best experiences – all environments & cultures
- Found remarkably similar patterns of action
- Forged those practices into a model of leadership
- What must every leader practice to achieve success?

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The Leadership Challenge

The Five Practices of Exemplary Leadership

1. Model the Way
2. Inspire a Shared Vision
3. Challenge the Process
4. Enable Others to Act
5. Encourage the Heart

The Leadership Challenge

Model the Way

- Most fundamental way leaders earn and sustain credibility: DWYSYWD
- Model behavior effectively
- Clarify your values
- Find your own voice
- Express values to everyone in the organization

The Leadership Challenge

Model the Way

- Believe in the values
- Values should represent what the organization stands for
- Follow it with your actions!
- Set the example – words & deeds must be consistent

The Leadership Challenge

Inspire a Shared Vision

- Envision the future
- Imagine & believe in an exciting and attractive future
- Must be confident you can make that future come true
- Exemplary leaders imagine futures that do not yet exist

The Leadership Challenge

Inspire a Shared Vision

- Enlist others in a common vision
- Leadership is dialogue, not monologue
- Have intimate knowledge of your staff's hopes, aspirations, & values
- Create a unity of purpose
- Make your enthusiasm contagious!

The Leadership Challenge

Challenge the Process

- Most leadership involves change in the status quo
- Not one leader interviewed claimed to achieve a personal best by keeping things the same!
- Challenge the current process
- Search for opportunities to innovate, grow & improve

The Leadership Challenge

Challenge the Process

- Listen to your staff, customers, and folks on the front lines
- Look outside yourself and your organization for new processes
- Experiment & take risks
- Look for small victories = build confidence
- Failure is also a valuable learning experience

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The Leadership Challenge

Enable Others to Act

- Success requires a team effort
- Group collaboration & individual accountability
- Count the number of times you use the word “WE”
- Foster collaboration & build trust
 - Be the 1st to trust, be open, show vulnerability & be the 1st to let go of control

The Leadership Challenge

Enable Others to Act

- Engage others - peers, staff, managers, customers, etc.
- Make it possible for others to do good work
- Increase self-determination & competence of others
- Good leaders do not hoard power; instead, they give it away!

The Leadership Challenge

Encourage the Heart

- Create conditions of success
- Genuine acts of caring
- Uplift the spirits of your team
 - Bring others to life
- Recognize contributions
 - Expect the best
 - Personalize recognition

The Leadership Challenge

Encourage the Heart

- Show appreciation for individual excellence
- Celebrate values & victories through creating a spirit of community
- Align behavior with desired values

A word about Credibility...

Why would anyone follow you?

Honest
Competent
Forward Looking
Inspiring



DWYSYWD

Credibility is the foundation of Leadership!

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A word about Credibility...

People will not believe the message, if they don't believe the messenger.

Speaker Contact Information

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