Leadership Excellence & Achievement Program (LEAP)

SC Department of Health and Environmental Control

CSTE Leadership Development Webinar

Chandelle Anderson

Discuss…

1. SC DHEC and it's leadership development program
2. components and structure of the training program
3. program eligibility and application process
4. program tools and resources
5. program wins
6. lessons learned and best practices

Who We Are:

South Carolina Department of Health and Environmental Control
Healthy People. Healthy Communities.

Vision
Healthy people living in healthy communities.

Mission
To improve the quality of life for all South Carolinians by protecting and promoting the health of the public and environment.

Core Values
Non-negotiables of our Agency character, defining how we interact with others, shaping our decision processes, and guiding our organizational beliefs about how we achieve our mission

Embracing Service: **Inspiring Innovation:**   **Promoting Teamwork:**   **Pursuing Excellence:**

Leadership Excellence & Achievement Program

24 employees selected in each cohort
11 Month Leadership Training Program

Components of the LEAP Program

- 10 monthly training sessions
- Mentorship Program
- Group Project
- Cross program collaboration

Training Session Structure

1. Looking at yourself as a leader
2. Working with other leaders
3. Developing skills needed to be a better leader

Looking at yourself as a leader

- **Assessments**
  - 360 Feedback Reviews
  - Herrmann Brain Dominance Instrument
  - Myers Brigg Type Indicator
- **Interpersonal Skills**
- **Mentorship Program**

HELLO
my name is

Leader

rapportleadership.com

Working with other leaders

- **Group Dynamics**
- **Group Projects**

Developing skills needed to be a good leader

- **Change Management**
- **Emotional Intelligence**
- **Conflict Management**
- **Public Speaking**
- **Verbal Communication**
- **Resiliency**
- **Ethical Decision Making**

Learn and Lead

Months	Session Topics
August 2017	Welcome and Orientation
September 201	Interpersonal Skills/ Group Project Introductions
October 201	Budgets and Finance/ Group Dynamics
November 2017	Leadership/ 360 Feedback
January 2018	Public Speaking/Verbal Communication
February 2018	Midpoint Project Presentations/ Ethical Decision
March 2018	Change Management
April 2018	Conflict Management
May 2018	Group Project Presentation/ Emotional Intelligence
June 2018	Resiliency
July 2018	Graduation

Program Eligibility

- High potential employee
- Employed with agency for at least 1 year
- Must have support of their supervisor, bureau chief, and deputy director

Application and Selection

The nomination application includes:

- Nomination Rubric
- Core Values Check List
- Letter of recommendation from supervisor
- Letter of Endorsement from deputy director

The process begins with the employee's interest and then goes up the chain of command

Selection Tool: Nomination Rubric

Scoring Nomination Rubric	
Employee Name:	
Criteria:	**Score:**
Demonstrates Innovation	
Exudes Energy and Ambition	
Acts as a Catalyst to Get Things Done	
Uses Science to Make Decisions	
Overcomes Obstacles	
Generates Trust and Respect	
Actively Seeks to Improve	
Communication Skills	
Demonstrates Flexibility and Adapts to Change	
Demonstrates Empathy	
Total Score:	

Score Values:
0 – Not Observed or Not applicable
1 – Inadequate
2 – Developing
3 – Proficient
4 – Skilled
5 – Exceptional

Selection Tool: Core Values Checklist

Core Value	Application of Values by Employee	Observed	Not Observed
Embracing Service	Takes initiative and provides superior customer service. Believes that customer service is everyone's responsibility and encourages others to provide exemplary customer service.	☐	☐
	Delivers services that are respectful of the communities and constituents we serve.	☐	☐
	Helps others find solutions to the questions and challenges they have.	☐	☐
	Provides timely, consistent, and helpful communications.	☐	☐
	Follows through on their commitments.	☐	☐
Inspiring Innovation	Makes time to be intentional about thinking differently.	☐	☐
	Works to solve problems, challenges the status quo, and pursues change together to find solutions.	☐	☐
	Encourage teammates to try something new, even if it doesn't work.	☐	☐
	Seeks and incorporates feedback and ideas from our partners and our customers.	☐	☐
	Learns from their experiences and continues to be focused on building the future.	☐	☐
Promoting Teamwork	Works to build unity, supports the goals of our agency and team and cares for one another.	☐	☐
	Respects all voices. Is respectful of others, even if they disagree.	☐	☐
	Takes ownership of our common goals and works collectively toward that success.	☐	☐
	Works through conflict professionally and actively listens with an open mind.	☐	☐
	Takes time to have fun and enjoy work together.	☐	☐
Pursuing Excellence	Takes pride in every detail of their work.	☐	☐
	Sets clear goals to raise our standards and deliver our best.	☐	☐
	Focuses on getting timely results while working on the highest priority activities.	☐	☐
	Always takes full responsibility for their choices, decisions, actions and attitude.	☐	☐
	Dedicates time, resources, and energy toward the pursuit of continuous improvement.	☐	☐

Other tools used in LEAP

- Project Proposal Template

- Mentor/Mentee Matching Survey

- Leadership articles for mentor meeting discussion

- Books used throughout the program
  - *One Minute Manager*, Ken Blanchard
  - *Drive*, Daniel Pink

Program Wins

- 38% of participants were promoted to higher positions within the agency since being in the LEAP program.

- 66% of LEAP participants expressed that they intend to apply for a leadership position at DHEC within the next 3 years.

Program Wins

- 100% of participants agreed that participating in the LEAP program has better prepared them for future employment in the agency as a leader.

- 100% of participants agreed that they have been able to apply the skills and information provided during the LEAP session in their work.

Lessons Learned and Best Practices

1. Provide enough structure to guide participants
2. Have the support of the agency/department leadership
3. Maintain the integrity of the program
4. Simplify the logistics
5. Evaluate and identify the needs of the potential leaders in your agency/department

LEAP 2018 Cohort

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