



USPS DAO & SAO Training

Transition from Warrior to Chieftain

When: Either Wednesday 3 February or Thursday 4 February, 2010

Where: USPS Annual Meeting, Orlando, Florida

Mission: Continue developing District and Squadron Administrative Officers as leaders and role models.

Objective: Pilot District Officer training that is scalable and repeatable at the Squadron level.

Goals:

- Provide leadership training consistent with USPS strategies
- Utilize courses/programs previously developed (Leadership Development, Operations Training and Instructor Development)
- Build new material designed specifically for the Administrative Department at the District and Squadron levels

Duration: 6 hours

Media: PowerPoint presentation

Materials: Detailed course notes provided to each student

Activities: Team exercises and practice case studies

Certificate: Successful students will receive a certificate

DB2000: Will add a field to indicate completion

Participants: District and nearby Squadron Administrative Officers, Other Bridge/Committee Officers

Maximum Attendance: 70

Agenda

Introduction and Ice-breaker 9:00am – 9:30am

Module 1: 9:30am – 10:30am: **Leadership Knowledge and Skills** – fundamental principles of leadership

and management in the USPS setting.

- Definition of Leadership
- Leadership vs. Management
- Principles of Leadership
- Cycle of Change

Break: 10:30am – 10:45 am

Module 2: 10:45am – 12:00pm: **Teambuilding Techniques** – methods for developing and managing

high-performance work teams and committees.

- Attitudes
- Art of Delegation in a USPS Setting – RACI (responsibility, accountability, consult, inform)
- Building and Managing Teams (Committees and other USPS work teams)

Break: 12:00pm – 1:00pm – **Working Lunch (begin Case Study)**

Module 3: 1:00pm – 2:30pm: **Problem Solving** – Conflict Resolution, Growth, Member Involvement, Preventing Squadron Dissolution – hands on application using the knowledge and skills gained in Modules 1 and 2.

- Case Study featuring *P/C Grumpy Dwarf, SN*
- Solution Report-out – summary of team prepared solution

Break: 2:30pm – 2:45pm

Module 4: 2:45pm – 3:15pm: **USPS Structure**, Jobs, Responsibilities and Traditions (Uniforms, Etiquette,

Flags) – Brief Review of Operations Training: Leadership *Summary Part 1 – USPS Application*

- Squadron, District, National Organization Structure and Meetings
- Symbols
- Communications and Etiquette

Module 5: 3:15pm – 3:45pm: **Planning and Executing Effective Meetings** – Rules of the Road for General, Committee, Dinner, Council, District and other USPS meeting settings *Summary Part 2 – USPS*

Application

- Meeting Protocols
- Qualities of a Good Meeting – How Good Leaders Conduct Meetings

Closing, Evaluation and Follow-up 3:45pm – 4:00pm

Course Leader: D/Lt Anita F. Walker, JN

Anita is a member of the National Leadership Development and Membership Committees, a Certified

Instructor, and an Operations Training Program presenter. She teaches Instructor Development and the

Public Boating Course. Anita has a BS in Economics from the University of Illinois and an MBA in Operations Management from Illinois Benedictine University. During her manufacturing/consulting days,

Anita was on the national training team employee faculty for Johnson and Johnson, Coopers & Lybrand,

Gemini Consulting and KPMG. Subjects included: Leadership Development, Team Building, Quality,

Operations/Supply Chain Improvement, Organizational Structure and Strategy, Organizational Turnaround,

Safety and other manufacturing/government topics.

Please call or email to indicate your interest:

We want to offer this new and dynamic training to as many members as possible, please indicate your

interest and preference for training either Wednesday (3 February) or Thursday (4 February) to

D/Lt Anita

F. Walker, JN, at 954 781 8061 or e-mail (anita5040@bellsouth.net).