

# MANAGEMENT PRACTICES

Week I: January 24-29, 2010  
Week II: February 28-March 5, 2010  
Week III: March 21-26, 2010

## Training Syllabus



William Penn Mott Jr. Training Center



# Memorandum

**Date:** January 11, 2010

**To:** Supervisor

**From:** Department of Parks and Recreation  
William Penn Mott Jr. Training Center

**Subject:** Employee Attendance at Formal Training

An employee from your office will soon be attending the formal training program described in the attached. Please insure that the employee is fully prepared to attend the session and that the groundwork is laid for the employee's implementation of the training upon returning to work.

You can assist with capturing the full value of the training by taking the following steps:

### Prior to Training

1. Make sure that **specific** employee needs are identified and, if necessary, called immediately to the attention of the Training Coordinator.
2. Review with the employee the reason for the employee's attendance.
3. Review objectives and agenda with the employee.
4. Discuss objectives and performance expected after the training.

### Immediately Following Attendance

1. Discuss what was learned and intended uses of the training.
2. Review the employee's assessment of the training program for its impact at the workplace and review the due date of the Post-Training Evaluation form.
3. Support the employee's use of the training at the work place.

### Prior to Three Months Following Training

1. Employee after discussion with the supervisor login to the Employee Training Management System (ETMS) to complete the Post-Training Evaluation form.
2. Supervisor evaluates the effectiveness of the training on the employee's job performance and login to the ETMS to complete the Training Effectiveness Assessment form.

Thank you for your assistance in seeing that the full benefit of training is realized.



Tina Williams  
Department Training Officer

Attachment

cc: Participant

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### ***Mission Statement Training Section***

***The mission of the Training Section is to improve organizational and individual performance through consulting, collaboration, training and development.***

## TRAINING CENTER STAFF

Tina Williams.....Department Training Officer  
Pat Bost ..... Office Manager  
Joanne Danielson ..... Academy Coordinator  
Chuck Combs.....Training Specialist  
Dave Galanti .....Training Specialist  
Karyn Lombard.....Training Specialist  
Sara M. Skinner .....Training Specialist  
Connie Breakfield..... Cadet Training Officer  
Matt Cardinet.....Cadet Training Officer  
Pamela Yaeger ..... Assistant Program Coordinator  
Edith Alhambra..... Assistant Program Coordinator  
Bill Spencer ..... Assistant Program Coordinator  
Eric Marks ..... Assistant Program Coordinator

## THE MISSION

*of the California Department of Parks and Recreation is to provide for the health, inspiration and education of the people of California by helping to preserve the state's extraordinary biological diversity, protecting its most valued natural and cultural resources, and creating opportunities for high quality outdoor recreation.*



## FORMAL TRAINING GUIDELINES

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Welcome to formal training, an essential component in your career development.

Since 1969, our Department has been providing a continuously changing number of diverse training programs at its main training facility, the William Penn Mott Jr. Training Center, and other locations including Marconi Conference Center. The Department strives to enhance your learning and job performance with formal training of the highest quality.

Our Department's dedication to training is only one aspect of its commitment to you and to the public. This commitment is costly and represents an important investment in you and your career. You and the Department realize a return on that investment by your positive participation in formal training itself and post training follow-through.

The program you will be participating in is described in this training syllabus, which outlines what you can expect from this training and what is expected of you. This syllabus details what you should do before you leave for training; what to do when you arrive; what you will be doing while in training; and, importantly, what you should be able to do when you return to your work site. Specifically:

1. **SYLLABUS:** Your copy of this syllabus is an important part of your training experience and should be brought with you to training. Read it before you arrive and review it following the program along with material you received at training.
2. **PRE-TRAINING ASSIGNMENTS:** Your completion of pre-training assignments is essential to the success of your training. You are responsible for all reading assignments in preparation for classroom sessions. Time will be provided during working hours to accomplish any assignments which involve either individual or group efforts and resources.
3. **TRAVEL:** Arrange your travel to and from the training site through your District or Office. (No reimbursement for travel expense – including per diem costs – will be approved for travel not specifically authorized in advance by the District

Superintendent). Individuals may claim reimbursement for incidental expenses incurred as outlined in DAM 0410.6.

4. HOUSING: Housing will be assigned to you on a shared-room basis and will be available from 3:00 p.m. on the date of arrival to 10:00 a.m. on the date of departure. The Department provides your room and board expenses at the Marconi Conference Center only. No per diem allowance will be authorized for living off-grounds. This does not preclude living off-grounds at your own expense. In the event of an emergency, staff must know your room assignment; therefore, you may not switch rooms without staff approval. Overnight guests are not allowed.
5. **HOUSING CANCELLATION POLICY:** If you do not need lodging or must change or cancel your reservation, you must contact Karyn Lombard at klombard@parks.ca.gov at least 72 hours prior to your date of arrival. Lodging, registration and associated fees will be charged to the employee's District or Office if a training cancellation is received with less than 72 hours notice.

**The Training Section is committed to ensuring that the reservation that has been made for you is accurate and needed.**

6. MEALS: Meals will be provided from dinner on the date of arrival through lunch on the date of departure. Meals will be served at 7:00 a.m. for breakfast, 12:00 noon for lunch, and 6:00 p.m. for dinner. Hot or box lunches may be provided on some days. If you require a special diet, notify the Marconi Conference Center no later than one week before your scheduled arrival.
7. CLOTHING: Field uniforms as found in "Description of Required Field Uniforms", DOM Chapter 2300, Uniform Handbooks, not including optional items, will be worn daily by all uniformed employees during formal training sessions **unless otherwise specified in the Program Attendance Checklist.** Non-uniformed employees shall wear professional business attire.

Because we are on the conference grounds with other groups, and the image we project as State Park employees is important not only during working hours but off duty hours as well, your informal sportswear should be appropriate.

8. COURSE LEADERS: The formal training you will attend is developed and, for the most part, conducted by experienced State Park employees in field and staff positions. Some courses will be conducted by qualified instructors from other agencies and educational institutions. Your course leaders have proven their ability and knowledge in their profession, and provide a level of expertise difficult to match.

9. TRAINING SECTION STAFF: Karyn Lombard is your Training Specialist and has been assigned the responsibility for your training group. You may be asked to assist Training Section Staff in the logistics of your training program, please work with Training Section Staff to help make your training experience pleasant and meaningful.
10. ATTENDANCE: Regular attendance is a critical course requirement and your participation is important to the success of this training. All absences, except those of an emergency nature, must be approved in advance by the Training Specialist.
11. TRAINING MATERIALS: May be made available to you at both your unit and at the Marconi Conference Center. Handout materials issued at your unit should be brought to training for possible use. A conference binder or notebook will be issued to you at the training session for note taking and convenience in handling materials. Please bring your own pens and pencils.
12. CELL PHONES: As a courtesy to your fellow participants and course leaders ensure that your cell phone is turned off during classes. Participants should not be receiving or making cell phone calls during class time. Please limit those calls to your breaks.

Please remember that cell reception is poor at Marconi. There is a payphone which takes prepaid phone cards or coins. If you have a phone in your room you can also use a prepaid calling card. There is one computer available for checking email in the Administration Building. There is also wi-fi access, which requires a pre-established account or a fee for use which cannot be charged to your room.

13. TELEPHONE: Limit phone calls during classroom hours to urgent business or emergencies. Anyone wishing to contact you by telephone during working hours should call (415) 663-9020.
14. COLLEGE CREDIT: Most Training Section programs are accredited by Monterey Peninsula College for lower division credit. If you successfully complete an accredited program, you will receive either a letter grade or a credit/no-credit designation.
15. MPC STUDENT ID: If you have filled out an MPC application before, you have already been issued a student ID number to use in lieu of your SSN on future applications. You can obtain your MPC ID number by going to their secure website and providing your SSN number (no name required), and birthdate.

<https://autobahn.mpc.edu/scripts/autobahn.exe/Execute?Application=WebReg&Program=REPORT-SR-FIND-SSN>

Newcomers to training will still need to provide their SSN on the first MPC application only, after which a student ID number will be assigned and available at the web address above within a few weeks of the program's conclusion. You can store your MPC ID number in your ETMS Profile for future reference.

16. **POST-TRAINING ASSIGNMENTS:** In connection with formal training are to be completed under the direction of your supervisor.

◆ **Marconi Conference Center**  
 ◆ **PLANNING INFORMATION**

*To make your visit as comfortable and satisfying as possible, please take a few moments to read the following.*

◆ **CHECK-IN/CHECK-OUT**

Please check in at the Front Desk. Follow the signs for Check-in.

Check-in: 3 p.m. to 11 p.m.  
 Check-out: 7 a.m. to 10 a.m.  
 (Bring your key)

Late check-out (after 10 a.m.) will incur an additional day's charge.

◆ **DINING**

Meals are served in Redwood Dining Hall.

Breakfast buffet: 7 a.m. to 9 a.m.  
 Lunch buffet: 11:30 a.m. to 1:30 p.m.  
 Full service dinner: 6 p.m. to 8 p.m.

◆ **LODGING**

You may wish to bring: shampoo, flashlight, comfortable shoes for hilly trails. Please note cooking and other appliances, candles and incense are not allowed, and food should not be kept in your room as it attracts insects.

◆ **PARKING**

Please park in designated parking spaces only and observe the law regarding spaces for the handicapped. Campers, recreational vehicles and motor homes are not permitted.

◆ **DRIVING**

Please drive slowly and carefully, yielding to pedestrians, bicyclists and animals. The speed limit is 15 mph, and all signs and barriers must be observed.

◆ **GAS STATIONS**

The closest gas station is located in Point Reyes Station, 15 minutes to the south.

◆ **TELEPHONES**

Your guestroom has a private telephone number which you can give callers after you check in, as well as a port for your modem. All outbound telephone and modem calls require a toll-free 800 number. Bring your calling card for phone calls; check with your ISP for 800-number access. Most cellular phones DO NOT work at Marconi Conference Center.

◆ **MESSAGES, FAXES, MAIL**

If your callers would like to leave a message, give them this number:

**Front Desk Telephone: (415) 663-9020**

You may also want to give them your lodging building, room number and name of conference, to expedite receiving emergency messages.

We post messages for guests on the message board. We'll also post a notice if you receive mail or a package. *Emergency messages will be delivered.*

If you wish to receive a fax, use this number:

**Front Desk Fax: (415) 663-1731**

We will post a notice on the message board when your fax arrives and collect the service charge when you pick it up.

If you wish to receive mail, use this address:

(your name), (conference name)  
 c/o Marconi Conference Center  
 P.O. Box 789, 18500 State Route 1  
 Marshall, CA 94940

We will post a notice on the message board and hold your mail at the Front Desk.

no charge. Our commissary sells snacks, cold drinks, personal hygiene items, flashlights/batteries, writing supplies, stamps. We have a selection of Marconi souvenirs such as shirts, hats, mugs and other items that make wonderful remembrances of your stay with us. Our Front Desk staff can also help you with local information.

◆ **BUSINESS CENTER**

The Business Center is located in the Pelican Building lounge and is open 7 am to 11 pm. For your convenience, we are pleased to provide **free of charge**, the following services:

- ◆ Internet / E-mail
- ◆ Computer with MS Office
- ◆ LaserJet Printer
- ◆ Photocopier

◆ **WALKING & EXPLORING**

Marconi Conference Center is a unit of the California State Park system and all natural elements such as branches, pine cones, mushrooms and flowers are protected by state law and may not be removed. Camping and campfires are not permitted.

We suggest walking on designated footpaths to avoid poison oak. The pine needles can be slippery—please use caution. We recommend flashlights at night.

◆ **SMOKING**

State law prohibits smoking in or within 50 feet of Marconi Conference Center buildings. Ashtrays are located at entrances, on decks and on patios. Smoke only in paved areas and please use extreme caution when smoking on the property.

◆ **PETS**

With the exception of guide dogs for the handicapped, *pets are not permitted* in Marconi

Conference Center buildings and cannot remain on the property overnight. Dogs must be on a leash at all times.

◆ **ENJOY!**

We hope that between highly productive meetings you'll have some time to appreciate the rich human and natural history that surrounds us here. Please let us know if there is anything we can do to enhance your stay.



*Marconi Conference Center's guestrooms overlook Tomales Bay*

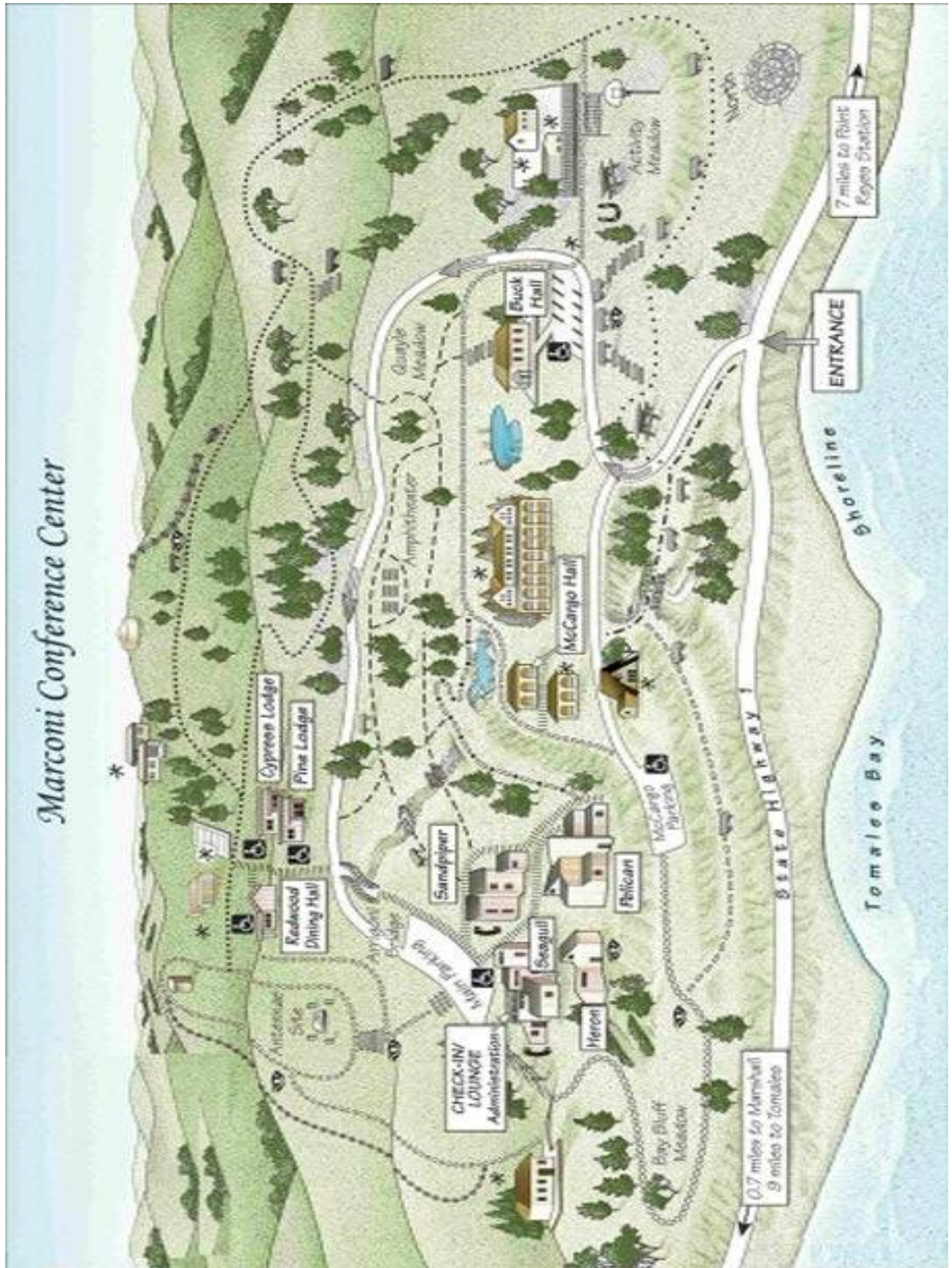
◆ **EMERGENCIES**

Between 11 p.m. and 7 a.m., the recorded message on (415) 663-9020 tells callers how to contact a guest or Marconi staff member in an emergency.

◆ **GUEST SERVICES**

In the front desk area we have games, reading material and a VCR with a selection of movie videos; volleyball, badminton and horseshoe equipment; ice, irons and ironing boards, all at





◆ **Marconi Conference Center**  
 ◆ **GETTING TO MARCONI**  
 (415) 663-9020



◆ **FROM SANTA ROSA**

Highway 101 South to Petaluma. Exit at East Washington Street. Turn right (west) on Washington Street, continue about 1.5 miles. Washington Street becomes Bodega Avenue. Continue on Bodega Avenue for about 7 miles. At Coast Guard sign, turn left (west) on Petaluma/Tomales Road. Continue on Petaluma/Tomales Road for about 7 miles to Highway 1 (Shoreline Highway). Turn left (south) on Highway 1, continue about 7-1/2 miles through Marshall until you see Marconi on the left.

◆ **FROM SACRAMENTO**

Take Interstate 80 West. Just before Vallejo, take Highway 37 west toward San Rafael. Continue west on Highway 37 over Highway 101 (stay to the right). Take South Novato Boulevard exit. Continue north on Novato Boulevard for about 8-1/2 miles through Novato. When Novato Boulevard ends turn right, continue about 1000 feet. Turn left (west) on Hicks Valley Road (sign indicates "To Marshall"). Continue on Hicks Valley/Wilson Hill Road about 2-1/2 miles until it ends. Turn left (south/west) on Marshall Petaluma Road. Continue for about 11 miles until it ends at Highway 1 (Shoreline Highway). Turn left on Highway 1 and continue about 1 mile to Marconi on the left.

◆ **FROM OAKLAND/EAST BAY:**

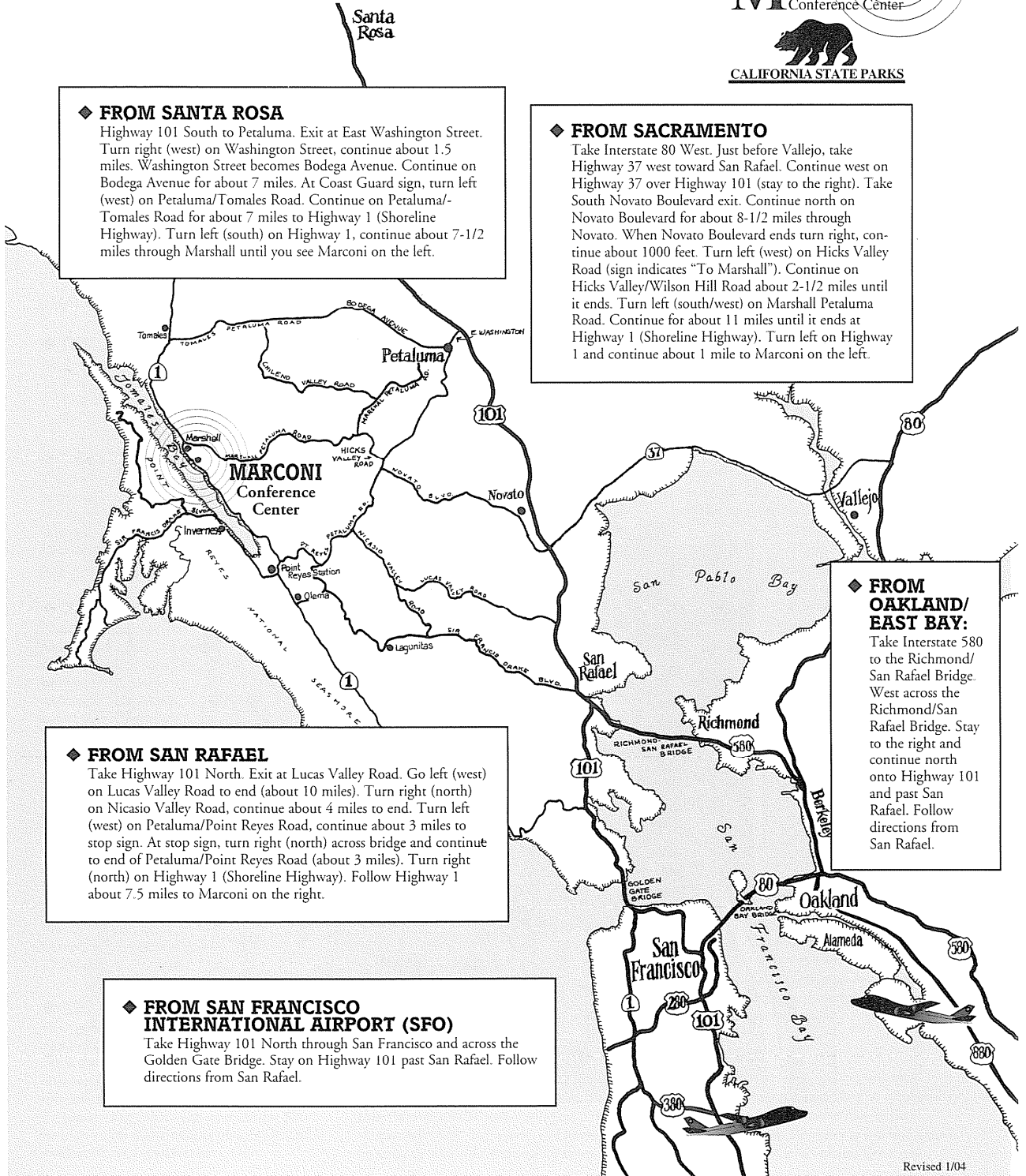
Take Interstate 580 to the Richmond/San Rafael Bridge. West across the Richmond/San Rafael Bridge. Stay to the right and continue north onto Highway 101 and past San Rafael. Follow directions from San Rafael.

◆ **FROM SAN RAFAEL**

Take Highway 101 North. Exit at Lucas Valley Road. Go left (west) on Lucas Valley Road to end (about 10 miles). Turn right (north) on Nicasio Valley Road, continue about 4 miles to end. Turn left (west) on Petaluma/Point Reyes Road, continue about 3 miles to stop sign. At stop sign, turn right (north) across bridge and continue to end of Petaluma/Point Reyes Road (about 3 miles). Turn right (north) on Highway 1 (Shoreline Highway). Follow Highway 1 about 7.5 miles to Marconi on the right.

◆ **FROM SAN FRANCISCO INTERNATIONAL AIRPORT (SFO)**

Take Highway 101 North through San Francisco and across the Golden Gate Bridge. Stay on Highway 101 past San Rafael. Follow directions from San Rafael.



Revised 1/04

## PROGRAM ATTENDANCE CHECKLIST

To assist you in your preparation for formal training session at the Marconi Conference Center

- Please inform Karyn Lombard ([klombard@parks.ca.gov](mailto:klombard@parks.ca.gov)) concerning any requests you may have regarding accommodations and/or accessibility. Securing lodging at another location will be at participant's own expense.**

**If you need to cancel or change your reservation, you must contact Karyn Lombard. Do not contact the Marconi Conference Center.**

- Be sure you have read and understand the Management Practices Group 22 Program Syllabus prior to the first scheduled session.
- Arrange your travel through your District/Section Office.
- Bring the following with you to training:
  - Management Practices Group 22 Program Syllabus
  - Professional Business Attire (uniforms are not required for this program)
  - Pens and pencils

**If you have questions or need assistance, contact Karyn Lombard, Training Specialist:**

**Phone:** 916-319-9657  
**Fax:** 916-319-9656  
**Email:** [klombard@parks.ca.gov](mailto:klombard@parks.ca.gov)

## **MANAGEMENT PRACTICES PRE-TRAINING ASSIGNMENTS**

### **PRE-ASSIGNMENT No. 1 – IT’S NOT ABOUT THE COFFEE**

Under separate cover, a book entitled “It’s Not About the Coffee” by Howard Behar, Prior President of Starbucks, International, will be forwarded to you. Mr. Behar will be providing a presentation and workshop. Please read and bring the book to Week One. No duplicates are available if you lose or forget your book.

### **PRE-ASSIGNMENT No. 2 – ISSUE MEMO**

Write a brief description of one of the top issues that you are currently addressing within your District/Program. The primary criteria that you bring to class is that the issue must be able to be resolved within the confines of current regulations, laws, policy, budget, etc.

On the first day of the Management Practices, Week One, your issue will be written on a flip chart. According to interest and feasibility of issues brought to class, the class will vote on which issues will be worked on during the course of the class. Teams will be formed in the class to help work on selected issues. In the event that your issue is selected, bring the appropriate information to class to develop an issue memo. Additionally, bring any other materials that will assist in preparing your issue for recommendation to the Park Operations Policy Group (POPG) or the Planning Policy and Programming Committee (PPPC) in Sacramento (this will take place via video conferencing).

During the three weeks of Management Practices, you and your team will have specific time to work on the issue memo and presentation. During the last several days of the program, you and your team will make a formal presentation to POPG or the PPPC. All team members must actively participate in this presentation.

**Deadline: The description of your issue is due January 11, 2010** to Liz Burko at [lburko@parks.ca.gov](mailto:lburko@parks.ca.gov). See Attachment No. 1 for the format for an Issue Memo.

### **PRE-ASSIGNMENT No. 3 – BOOK REPORT**

Select a book that you have recently read, or read a new book that helps define skills and examples that you can use in your role as a manager. Be prepared to give a quick, five minute report/presentation to the class on the key messages or learning moments that you found in the book and how that can be applied to the role of a manager.



## PRE-ASSIGNMENT No. 4 - CRITICAL INCIDENT MANAGEMENT

### **Scenario:**

You are a high level manager in your department. Even though you do not have specialized training in media relations or critical incidents, you have been asked to meet with a local television reporter at 1:00 pm today in front of your office to answer (**pick one**) of the following questions. Your assignment is to talk to the television reporter about your selected topic for 3 minutes (no more and no less).

**Deadline:** No later than January 11, 2010 email your selection to Course Instructor Lynn Rhodes and Course Facilitator Karyn Lombard:  
Lynn Rhodes: [lrhod@parks.ca.gov](mailto:lrhod@parks.ca.gov), Karyn Lombard: [klombard@parks.ca.gov](mailto:klombard@parks.ca.gov).

### **Please select one of the listed topics/questions for your discussion with the "Media":**

1. Please describe what type of a situation constitutes a critical incident. Additionally, give an example of one from California State Parks.
2. Why is it important to have an awareness of the role of the media when utilizing the Incident Command System and/or staffing an Incident Command Post?
3. How would you identify signs and symptoms of critical incident stress and what kinds of resources in that regard, are available after a critical incident?
4. What are the responsibilities of an Incident Commander?
5. Why do you think there are mandates for critical incident management? Describe the key mandates of various levels of government pertaining to critical incident management.
6. What are some of the key reasons for successful critical incident management? What makes the operation successful? What makes the operation unsuccessful?
7. How is an Incident Command Center structured? Who is in charge during the incident? How is the Incident Commander selected?
8. Please give a brief overview of the California Standardized Emergency Management System and the National Incident Management System (SEMS/NIMS).

## **PRE-ASSIGNMENT No. 5 - QUESTIONS FOR ADMINISTRATION MANAGERS**

The managers from the Administration Division will be visiting the class on Wednesday, March 3, 2010. In order to assist with the panel discussion and best meet your situation, we would like to have pre-determined questions for the managers prior to their arrival. Please prepare at least one question in one of the following areas: Budgets, Accounting, Personnel, Labor Relations, Human Rights, and Business Services. These questions will be collected from you by the close of Week One.

**PRE-ASSIGNMENT No. 6** - Review the agenda and come ready to participate in lively discussions about the topics. Questions and interaction among participants and instructors is critical to a successful class and your learning experience.

California State Parks  
Park Operations Planning Group  
Planning Policy and Programming Committee

**Issue Paper Template**

Issue

Briefly summarize the specific issues, how and from whom the issue originated. What has led to the current situation? Describe any unsuccessful attempts to resolve the issue.

Discussion

Briefly discuss the problem, including relevant facts, parameters and constraints as necessary:

- Mission/Values
- Policy
- Politics
- Funding and Personnel
- Other – Legal, trends, statewide impact

Alternatives Considered

List up to three alternatives. Include pros and cons for each alternative.

Recommendation

Briefly discuss the recommended course of action (or justify the recommended alternative).

PPPC Action Requested

Bullet format outlining the PPC action(s) requested.

Presentation expectations.

Expectations of class in general.

## **POST TRAINING ASSIGNMENT**

Prior to ninety days after the completion of this program, the employee and his/her supervisor should sit down and discuss the impact and assess the effectiveness this program has had on the employee. Then both the supervisor and employee should login to the Employee Training Management System (ETMS) and complete the Post-Training Evaluation form (an email will be sent to both employee and supervisor notifying them that the evaluation needs to be completed). Once you login to the ETMS, you will need to fill out the evaluation form before you will be able to do anything else.

The post-training evaluation process is intended to provide a bridge between classroom instruction and the on-the-job application of training. The information obtained through this process will assist the training participant, supervisor, and Training Center in providing a return on the investment the Department has on training.



**MANAGEMENT PRACTICES GROUP 22**  
**WEEK I**  
**January 24–29, 2010**

**Sunday**  
**January 24**

1500- **CHECK-IN:** Marconi Conference Center All

1800- **DINNER**

**Monday**  
**January 25**

0800-0830 **WELCOME AND INTRODUCTION:** Introduction of facilitators, course norms and standards. Bring your syllabus and pre-assignments completed! Lombard/Armas/Burko

0830-1200 **PROGRAM ORIENTATION:** Lombard/Armas/Burko

- Participant introductions
- Expectations and challenges
- Assignments – book reports/issue memo
- How can I improve my performance?

1200-1300 **LUNCH**

1300-1500 **PRESENTATIONS/BOOK REPORTS/ISSUE MEMO:** Discussion of participant assignments and class presentation requirement – assignment of issues memos and teams. Burko/Lombard

1500-1700 **TEAMS FOR ISSUE MEMOS:** Teams meet to discuss issue memos.

1800- **DINNER**

1900-2100 **EVENING NETWORKING SESSION**

**Tuesday**  
**January 26**

0800-1200 **LEADERSHIP – HOWARD BEHAR – LECTURE AND WORK SHOP:** Mr. Behar will provide a workshop on his book “It’s Not About the Coffee”. Behar

1200-1300 **LUNCH**

**MANAGEMENT PRACTICES GROUP 22**  
**WEEK I**  
**January 24–29, 2010**

1300-1500	<b>PARK OPERATIONS POLICY GROUPS AND PLANNING POLICY AND PROGRAMMING COMMITTEE:</b> What they are, why do we need them and why do we need to know about them.	Cahill/Anderson
1500-1700	<b>DISCUSSION OF ISSUE MEMO:</b> Work in groups.	Cahill/Burko
1800-	<b>DINNER</b>	

**Wednesday**  
**January 27**

0800-1200	<b>SEMS/CRITICAL INCIDENT MANAGEMENT:</b> Participants will learn what constitutes a critical incident, recognize and understand the responsibility of roles during a critical incident and policies that need to be followed.	Rhodes
1200-1300	<b>LUNCH</b>	
1300-1700	<b>RISK MANAGEMENT:</b> This session provides participants with a definition of the concept of risk management, understanding of the common elements of risk management and techniques to mitigate the risks confronting our agency.	Rozzelle/Kramer
1800-	<b>DINNER</b>	

**Thursday**  
**January 28**

0800-1200	<b>TRANSITION TO MANAGEMENT:</b> At the conclusion of this session participants will be able to identify positive components of leadership and management and effectively identify the dynamics of transitioning from supervision to management.	Gould
1200-1300	<b>LUNCH</b>	

**MANAGEMENT PRACTICES GROUP 22**  
**WEEK I**  
**January 24–29, 2010**

1300-1700	<b>VALUES/ETHICS:</b> This session will identify situations surrounding unethical actions and behavior, how to prevent the behavior and how such behavior should be handled.	Gould
1800-	<b>DINNER</b>	
1900-2100	<b>WORK ON ISSUE MEMO</b>	
<b>Friday</b> <b><u>January 29</u></b>		
0800-1145	<b>PRESENTATION SKILLS:</b> Managers present in front of a variety of audiences. This session will provide an opportunity to practice presentation skills.	Lombard/Armas
1145-1200	<b>TAKE HOME IDEAS AND A LOOK AHEAD:</b> Ideas to use right away and a preview of the next week's session.	Lombard/Armas
	<b>DEPART:</b> Box Lunches Available	

**MANAGEMENT PRACTICES GROUP 22**  
**WEEK II**  
**February 28–March 5, 2010**

**Sunday**  
**February 28**  
 1500-

**CHECK IN:** Marconi Conference Center

All

**Monday**  
**March 1**  
 0800-1200

**PERSONAL AND PROFESSIONAL GROWTH:** This session will provide participants with skills to adapt to personal and professional change, manage stress and career goal setting.

Lombard/Armas/  
 Burko/Williams

1200-1300

**LUNCH**

1300-1600

**LEADERSHIP:** Participants will learn to identify traits necessary to be a competent leader, understand what it takes to be an effective leader, and identify leadership behavior of those leaders they currently work with.

Jenkins

1600-1700

**BOOK REPORTS**

Class

1800-

**DINNER**

1900-2100

**BOOK REPORTS**

Class

**Tuesday**  
**March 2**  
 0800-1000

**PERSONNEL ISSUES:** Participants will understand the role of a manager in personnel issues, identify performance measures and gain knowledge of dealing with employee performance issues.

Wassmund/  
 Armas

1000-1200

**BUDGET PROCESS/FISCAL MANAGEMENT:** Participants will learn to analyze, discuss and create a mission driven budget.

Clark/Vasquez

1200-1300

**LUNCH**

**MANAGEMENT PRACTICES GROUP 22**  
**WEEK II**  
**February 28–March 5, 2010**

1300-1500	<b>BUDGET PROCESS/FISCAL MANAGEMENT:</b> continued	Clark/Vasquez
1500-1700	<b>PRESENTATIONS:</b> Book Reports	Burko
1800-	<b>DINNER</b>	
1900-2100	<b>DEPARTMENT EXPECTATIONS OF MID-MANAGERS:</b> Presentation by Deputy Director of Park Operations.	Perez

**Wednesday**  
**March 3**

0800-1000	<b>DEPARTMENT ADMINISTRATION:</b> Panel discussion, including question and answers provided by Administrative Division and Human Rights managers.	Bohlmann/ Taylor/Kroll/Yue/ Kellogg/Sathre/ Friedman
1000-1100	<b>ADMINISTRATION EXPECTATIONS OF MID-MANAGERS:</b> Presentation by Deputy Director of the Administration Division.	Lopez
1100-1200	<b>MEDIA RELATIONS:</b> Participants will understand the importance of speaking with one voice when communicating with the media and identify effective ways to establish good working relationships with the media.	Stearns
1200-1300	<b>LUNCH</b>	
1300-1500	<b>MEDIA RELATIONS:</b> continued	Stearns
1500-1700	<b>POP-COP:</b> Participants will understand the importance to developing contacts, relationships and the trust of the community.	Poppelreiter

**MANAGEMENT PRACTICES GROUP 22**  
**WEEK II**  
**February 28–March 5, 2010**

1800-         **DINNER**

1900-2100    **BOOK REPORTS**

Class

**Thursday**

**March 4**

0800-1200

**LEGAL ISSUES:** Participants will learn the importance that proper management of legal issues reduces liability to the department in a variety of areas.

Lynch/Tobias

1200-         **DEPART:** Box Lunches Available

**Friday**

**March 5**

**NO CLASS:** Furlough Day

**MANAGEMENT PRACTICES GROUP 22**  
**WEEK III**  
**March 21–26, 2010**

**Sunday**  
**March 21**

1500- **CHECK IN:** Marconi Conference Center All

**Monday**  
**March 22**

0800-1200 **STRATEGIC PLANNING:** Participants will understand the importance of goal setting based on where we are vs. where we want to be. Gordon

1200-1300 **LUNCH**

1300-1700 **MANAGING ORGANIZATIONAL TRANSITIONS:** This session will focus on managing change and facilitating transition during challenging times. Lombard

1800- **DINNER**

1900-2100 **EXPECTATONS FROM THE DIRECTOR** Coleman

**Tuesday**  
**March 23**

0800-1200 **MANAGING ORGANIZATIONAL TRANSITION** Lombard

1200-1300 **LUNCH**

1300-1700 **TO BE ANNOUNCED** TBA

**Wednesday**  
**March 24**

0800-1200 **ISSUE MEMO PRESENTATIONS:** Video Conferencing for Executives Class

1200-1300 **LUNCH**

1300-1700 **ISSUE MEMO PRESENTATIONS:** Video Conferencing for Executives Class

1800- **DINNER**

**MANAGEMENT PRACTICES GROUP 22**  
**WEEK III**  
**March 21–26, 2010**

**Thursday**  
**March 25**

0800-1200      **PARTICIPANT PRESENTATIONS:** Video      Class  
Conferencing for Executives

1200-1300      **LUNCH**

1300-1700      **PARTICIPANT PRESENTATIONS:** Video      Class  
Conferencing for Executives

1800-            **DINNER**

**Friday**  
**March 26**

0800-1000      **INTEGRATING THEORY INTO PRACTICE**      Sturm

1000-1100      **WRAP UP:** Evaluations and Paperwork      Lombard/Armas/  
Burko

1100-1200      **DEPART:** Box Lunches Available



**MANAGEMENT PRACTICES**

**PROGRAM OUTLINE**

	<b><u>Hours</u></b>
Program Orientation .....	4.0
Role of the Manager/Transition to Management .....	12.0
Leadership .....	16.0
Ethics .....	4.0
Critical Thinking and Decision Making.....	4.0
Personal and Professional Growth .....	4.0
Legal and Personnel Issues/Administrative Updates .....	10.0
Fiscal Management .....	4.0
Critical Incident Management.....	4.0
Media and Media Relations.....	3.0
Communication/Presentation Skills.....	12.0
Risk Management .....	4.0
COP/POP .....	2.0
Strategic Planning .....	4.0
Presentation Projects/Book Reviews/Follow-up .....	<u>17.0</u>
<b>TOTAL HOURS .....</b>	<b>104.0</b>

## **P.O.S.T. MANAGEMENT PRACTICES LEARNING GOALS**

### **1.0 THE ROLE OF THE MIDDLE MANAGER/TRANSITION TO MIDDLE MANAGEMENT**

Participants will be able to identify the knowledge and skills, both personal and professional, which make-up the role of a mid-manager. Participants will also gain knowledge of the tools that will help facilitate a successful transition to management.

Specific goals are to provide participants with:

1. the ability to understand the role and responsibilities of a mid-manager;
2. knowledge of the factors that influence and shape the transition from supervision to management;
3. the ability to identify the management processes within the Department and how this role provides opportunities to effect change and deal with the constraints managers will face;
4. the ability to identify the social, technological, economic, environmental, political, and organizational issues as they relate to the role of a mid-manager;
5. an understanding of the players in the management process: the roles they play, the dynamics between players, and the impact those dynamics have on leadership and the mid-managers role in the management process; and
6. future forecasting and the effect of how advanced planning, or lack thereof, can have on leadership and the organization.

### **2.0 STRATEGIC PLANNING**

After completion of the segment, participants will be able to understand basic models of planning and the role of planning in making management decisions.

1. Provide overview of some of the major State Park efforts and documents and how they affect the Department
2. Understand the role and basic elements of General Plans.

3. Understand the role of District Planning
4. Understand how you can use these concepts in your role as Manager

### **3.0 CRITICAL INCIDENTS/CRITICAL INCIDENT MANAGEMENT**

Participants will gain the awareness, knowledge and skills required to become effective critical incident managers. Specific goals are to provide participants with:

1. the ability to identify what type of situation constitutes a critical incident, especially those specific to the Department;
2. the ability to recognize and understand the manager's responsibility during critical incidents, including responsibilities relating to the protection and safety of subordinates and citizens;
3. an understanding of the resources available during a critical incident;
4. a working knowledge of the responsibilities of the incident commander;
5. an awareness of the role of the media when a critical incident occurs;
6. a working knowledge of the California Standardized Emergency Management System and the National Incident Management System (SEMS/NEMS);
7. the ability to identify signs and symptoms of critical incident stress (and what to do about them);
8. the difference between ethical and unethical responses to critical incident management demands; and
9. the ability to develop a detailed plan of action that will mitigate or eliminate critical incident problems.

### **4.0 COMMUNITY ORIENTED POLICING AND PROBLEM SOLVING: COP/POP MANAGEMENT PRACTICES**

By the end of the session, participants will:

1. Discuss the definition of Community Oriented Policing and Problem Solving(COP/POP).

2. Review the principals that are incorporated by Community Policing Programs.
3. Generate ideas and discuss how to build partnerships with their community.
4. Participate in a group learning activity that demonstrates how to address community problems using partnerships they have developed.
5. Discuss ways to effectively delegate COP/POP strategy and philosophy to subordinate command staff.

## **5.0 FISCAL MANAGEMENT AND BUDGET**

Purpose: To provide participants with additional understanding of the state of California budget process, funding allocations, expenditure projections, and to introduce participants to the Labor Information Database (LID).

Programs Objectives: By the close of this four-hour session, participants will:

1. Know how the State of California Government receives funding and how the Governor's Budget is enacted into law.
2. Recognize how the Departmental budget is allocated BP-1, CAT-1, CAT-2, Deferred Maintenance Projects, and more.
3. Categorize levels of expenditure importance of a budget.
4. Analyze, discuss, and create an operational budget.
5. Analyze a District's operational budget to its allocation.
6. Define ways to articulate projections, budget deficits, and proactive alternative solutions to budgetary constraints.
7. Evaluate the importance of Section 41, salary savings, and staff benefits.
8. Formulate funding alternative solutions in order to minimize the impact on programs as a result of budget deficits.
9. Identify what information can be extracted from the Labor Information Database (LID).
10. Demonstrate understanding of leadership issues and ethical considerations by identifying the impact of issues such as padding a budget, inaccurate projections, and false statistics.

## **6.0 ETHICS**

Participants will be able to identify the primary ethical challenges facing middle managers and create strategies for handling these challenges in an ethical manner. Specific goals are to provide participants with:

1. the ability to identify, define and categorize unethical activity;
2. the warning signs and early indicators of unethical activity;
3. methods to prevent unethical activity; and
4. the cost (personal and organizational) of engaging in unethical activities.

## **7.0 LEGAL ISSUES**

Participants will be able to identify and manage common legal issues facing park management agencies. Specific goals are to provide participants with:

1. an awareness of the legal and liability issues that face departmental middle managers;
2. five potential harms resulting from poor management of legal issues; and
3. an awareness of the importance of quality control when managing legal issues.

## **8.0 RISK MANAGEMENT AND SAFETY**

By the close of the session the participant will be able to:

1. Using class discussion, the students will express an appropriate definition of DPR risk management and how it impacts them directly.
2. In a small group exercise, the students will be able to recognize at least three types of common DPR situations which require risk management early in the development of an issue.
3. Using group scenarios, the students will be able to identify potential risk and opposition to the Department in their current work assignment from the perspective of stakeholder groups and individuals.

4. Students will be able to list several DPR resources available to assist them with effective risk management.
5. Using case examples, students will be able to describe strategies to effectively minimize and manage risk to themselves and the Department.
6. In teams, the students will develop appropriate interdepartmental talking points in response to a case study scenario.
7. The student will be able to discuss the techniques for performing an effective risk management assessment in their workplace.

## **9.0 PERSONNEL MANAGEMENT**

1. The students will understand the changes in supervisory responsibility of a manager in personnel matters including liability issues.
2. The students will be able to identify the steps in an Equal Employment Opportunity (EEO) investigation, Skelly hearing and an Internal Affairs (IA) investigation by using examples from the Department.
3. The students will understand the grounds for discipline for legal causes of set forth on Government Code Section 19572 by use of scenarios.
4. The students will identify and describe the following compliance issues by using examples they have dealt with:
  - a. Americans with Disabilities Act (ADA)
  - b. Fair Labor Standards Act (FSLA)
  - c. Fair Management Labor Act (FMLA)
  - d. Workers Compensation
  - e. Title VII
5. The student will understand the importance of Appraisal and Development Plans (ADP's) and expectations. Hand out - Effective Phrases for Performance Appraisals.
6. The students will identify the unions within the Department, how to work with union representatives and the importance of documentation.
7. The students will have an understanding of the importance of recruitment, retention and mentoring by sharing strategies that have worked in the Department and other private and public agencies.

## **10.0 MEDIA RELATIONS**

Participants will gain an understanding of the role of the media and how DPR personnel interface with it. Specific goals are to provide participants with:

1. an understanding the role of the media and the steps to respond to media requests;
2. the ability to write a simple media release and plan media events;
3. an understanding the basic elements of crisis management from a media perspective; and
4. the ability to handle media requests for access to parks and evidence.

## **11.0 PERSONAL AND PROFESSIONAL GROWTH**

Specific goals are to provide the student with:

1. the ability to identify, rank and measure their relationship with specific values in their personal and professional life;
2. an inventory tool to assess their individual satisfaction with the expression of their values;
3. ways to organize their time to better represent their identified values;
4. an understanding of the factors that contribute to the stress levels in their life;
5. tools and techniques to evaluate stress and specific ways to minimize stress that works against their goals; and
6. ways to effectively set goals that represent their personal and professional vision.

## **12.0 MANAGING ORGANIZATIONAL TRANSITIONS**

By the close of the session participants will be able to:

1. Describe the critical difference between managing change and facilitating transition.
2. Identify where people are located in the three-phase transition process.

3. Create and implement effective strategies to:

- Help others manage endings and losses.
- Lead others through the neutral zone.
- Support wholehearted new beginnings.