

*Peregrine Leadership Institute Solutions For:*

***Government: Local, State, and Federal Agencies***

The *Peregrine Leadership Institute* offers a number of training workshops, leadership development, and agency consulting solutions that are proven to be beneficial for government agencies and advisory boards. We have 20+ years experience in State and Federal government. We also have 15+ years experience with local agencies and advisory boards. We understand the unique challenges associated with government and can work with you to meet your program objectives or to help launch new initiatives. Whether it is revitalizing an existing program, working group facilitation, or advisory board strategic planning, we have the experience and the most effective workshops for all of your needs.

The following are our recommended training packages and consulting solutions for government organizations.

- ***Strategic Planning for Governing Boards.*** This management service is offered to assist the governing boards with developing their strategic plans and charting the overall direction for their organization. We will first review the strategic planning process and then directly apply that process to the strategic plan of the client. We will cover the importance of organizational values, mission, and vision in shaping the strategic direction of the organization. We will then facilitate the development of strategic goals and objectives. We will also identify the resource requirements for meeting the desired outcomes. With the products produced from the workshop, the staff and management teams of the organization can then readily take the information to initiate their planning and execution processes.
- ***Workshop Facilitation.*** When two or more interest groups (companies, governmental agencies, citizen groups, nongovernmental organizations, etc.) must work on a project together, it is often best if the team is formally facilitated by trained professionals. Our facilitator experience includes local, regional, and national experience in facilitating groups working together on a problem management and issue resolution.
- ***Quality Customer Service.*** This program is designed for employees and supervisors who deal on a regular basis with customer service. We will teach the basics of customer service principles and then through practical application, show course participants techniques and tactics to improve customer service.
- ***Diversity in the Workplace: Seeking a Higher Standard.*** This program is an introduction to understanding and appreciating diversity in the workplace. The program teaches what is and what is not acceptable behavior. The program also discusses how to recognize and prevent sexual harassment. The program is designed for all employees, particularly those in leadership positions.

- ***Developing Effective Working Relationships.*** This program will help the participant to learn and understand that effective working relationships contribute to a safe and productive work environment. The course focuses on effective communications, active listening, working more effectively with co-workers, resolving conflict, and dealing with change. The course uses scenario-based examples to facilitate discussions and provide a frame of reference for the participants.
- ***Leadership Foundations.*** This 2-day workshop includes a comprehensive overview of leadership concepts, principles, and applications in the modern workplace. First we define leadership in today's context then we develop a common frame of reference from which to discuss and evaluate leadership. We then apply the frame of reference towards understanding the critical skills and actions needed for effective leadership. We also stress the important of personal and organizational values in shaping the leader. *Leadership Foundations* also serves as a very good team building event.
- ***Organizational Climate Assessments.*** Organizational climate is the general mood and feeling of the operational environment within the company. Organizational climate relates to what the employees think the agency as a whole is all about relative to critical issues including diversity, equal employment opportunity, the agency's values, legal compliance, consistency with current policies, consistency with the administration of current procedures, and possible reaction to change initiatives. Often it is the organizational climate that determines whether or not an agency will be able to move forward with new initiatives and change. We will design and implement a survey program that is specifically shaped to meet the needs of the agency and one that provides meaningful outcomes that can be readily translated into action plans for organizational improvement. We do not use "off the shelf" surveys, but rather we will build you a new instrument that is designed around your agency and your specific requirements.

Detailed descriptions of these items and our Course Catalog with descriptions for over 40 workshops, training sessions, and consulting solutions are available under *Program Descriptions* from our web page at [www.peregrineleadership.com](http://www.peregrineleadership.com).

Visit our *References* page to see what others are saying about obtaining the *Peregrine Advantage* for their organization.

All of our training programs and workshops can be used for CEU requirements.

To learn more about how you can obtain the ***Peregrine Advantage*** for your organization, contact us today at (307) 685-1555 or e-mail us at [info@peregrineleadership.com](mailto:info@peregrineleadership.com). Our mailing address is Box 741, Gillette WY 82717.

We are ready to assist you now with all of your business development needs.

***Peregrine Solutions Mean Continuous Improvement for Your Organization***