

# Leading a Collaborative Culture

Wednesday, March 13, 2013, at the U.Va. Richmond Center, 8:30 am–3:30 pm

## Program Preview

Do you have great ideas at work but struggle to get the right people to listen? Do you have colleagues whose support you need but who do not seem to want to aid your efforts? At one time, individual skills and abilities were the paths to success. Today's workplace requires you to collaborate, build coalitions, and navigate through the diverse perspectives of others. The ability to collaborate is now a key to effectiveness. This workshop will help you assess your collaboration strengths and your areas of development. Join us and learn how to be a great collaborator!

Attending this class will help you to

- ▼ learn several key skills of Principled Negotiation as they apply to collaboration among teams, across agencies, and with customers themselves
- ▼ identify communication differences that can impede cooperation among colleagues and agencies
- ▼ learn how to move superficial collaboration to a deeper level, especially when conflict or lack of common vision are the barriers
- ▼ analyze how collaboration as well as lack of collaboration can affect customer service

## About the Trainer

Terrie Glass has almost 30 years of leadership and organizational experience. As president of Leadership Solutions, she specializes in developing new leaders and teams for government agencies at the local, state, and federal levels as well as for small businesses and corporations. Prior to starting Leadership Solutions, Ms. Glass enjoyed a 20-year career with Henrico County, serving in several leadership roles involving extensive hiring, program development, and human resource management. In addition to teaching, Ms. Glass is a frequent keynote speaker at professional-association meetings throughout Virginia. Ms. Glass received an MSW from Virginia Commonwealth University, where she is an adjunct faculty member.

## Who Should Attend

Supervisors, team leaders, managers and directors

## Program Details

### Date & Time

Wednesday, March 13, 8:30 am–3:30 pm

### Location

U.Va. Richmond Center, 804/662-7464  
2810 N. Parham Road, Suite 300, Richmond VA 23294  
<http://www.scps.virginia.edu/richmond/>

### Travel Directions

<http://www.scps.virginia.edu/maps/ridirections.htm>

### Cost

\$100, includes course materials and lunch  
Payment or PO# must accompany registration.

### Cancellations

A \$20 fee will be charged for cancellations made by March 6. Cancellations after that date and no-shows will be charged the full registration fee.

## Online Registration

Please call the Virginia Institute of Government at 804/371-0202 for your account password. Then you can register online at: <http://www.coopercenter.org/customer-portal>

**For more information, please visit**  
**[www.VaInstituteofGovernment.org](http://www.VaInstituteofGovernment.org)**

## Onsite Training

Let us bring the classroom to you. For details contact Billie Easton < [bee2u@virginia.edu](mailto:bee2u@virginia.edu) > 804/371-0202

## Questions?

Contact Chantel Robinson < [cer8t@virginia.edu](mailto:cer8t@virginia.edu) > or Salma Omer < [so3hb@virginia.edu](mailto:so3hb@virginia.edu) > or call 804/371-0202.

**New Class**



## Registration Form

*Please submit only one name per registration form*

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Name \_\_\_\_\_

Title \_\_\_\_\_

Locality / Agency \_\_\_\_\_

Mailing Address \_\_\_\_\_

City \_\_\_\_\_

State & Zip \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Please indicate any special dietary or physical needs.

Make checks payable to: **Virginia Institute of Government, U.Va.**

**TOTAL \$** \_\_\_\_\_

check [  enclosed  will be mailed ]

PO # \_\_\_\_\_

credit card [  VISA  MasterCard  AMEX  DiscoverCard ]

Account # \_\_\_\_\_

Exp Date \_\_\_\_\_

CCV \_\_\_\_\_

Cardholder's Name \_\_\_\_\_

Cardholder's Address \_\_\_\_\_

City / State / Zip \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

Fax registration form to 804/371-0234 or mail to

**Virginia Institute of Government, U.Va.**

700 East Franklin Street, Suite 700

Richmond VA 23219

Attn: Chantel Robinson



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