



## City of Denton MLM Leadership Series 2022:

Session I Program Overview

# 2022

# DENTON LEADERSHIP SERIES



An Innovative Learning Exchange Program

MLM is an innovative leadership program designed specifically for current mid-level managers in the City of Denton. For purposes of this program, mid-level manager is defined as any leadership position under the department head. The intent of this program is to help ensure that leaders at every level throughout the City understand what the expectations are of their leadership roles, have the tools and resources necessary to succeed in these roles, and are equipped to help those they serve grow, develop, and succeed as well.

The MLM program consists of 13 different classes, covering topics that include: leadership expectations, conflict management, personal leadership, and personal development. Courses will be facilitated by Department Heads, City Management, Outside Professionals, and Human Resources. By participating in MLM, leaders will have the opportunity to not just learn more about the principles of leadership but learn more about themselves and who they are as a leader. They will also have opportunities to problem-solve real-life management scenarios, establish relationships with employees from different departments, and better prepare for any potential future opportunities.

### **Kick-Off: Moving Forward Together**

**Thursday, January 13, 1:00pm – 3:00pm**

- Welcome
- Program Overview
- Leadership Expectations

### **Section I: Denton Leadership Expectations**

- **Denton Leaders: Wednesday, January 26, 1:00pm – 3:00pm**  
**Facilitators: City Manager's Office**
  - Organizational Values: One City, one Voice
  - Leadership lessons learned
  - Personal Leadership



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- **Diversity & Inclusion: Thursday, February 10, 9:00am – 12:00pm**  
**Facilitators: Micah Burton & Maddi Hurd, Talent Development Specialists**
  - Should we be talking about this?
  - Leadership responsibilities
  - Creating a workplace where people can tap their full potential
- **Outstanding Customer Service: Wednesday, February 23, 9:00am – 12:00pm**  
**Facilitators: Christa Foster, Customer Service Manager**
  - Responsiveness
  - The Power of Moments
  - Building Feedback Loops
- **CMO Check-In: Thursday, March 3, 1:00pm – 2:00pm**

## Section II: Leadership Toolbelt

- **Tough Issues and Hard Conversations: Thursday, March 10. 1:00pm – 3:00pm**  
**Facilitator: Carri Byrd, April David, Tiffani James, HR Business Partners & Sara Hensley, Interim City Manager**
  - Setting Expectations
  - Feedback & Follow-up
  - Accountability
- **Project Management: Wednesday, March 23. 1:00pm – 3:00pm**  
**Facilitators: Drew Huffman, Assistant Director of Parks & Recreation**
  - Identifying and managing goals
  - Planning and organizing
  - Guiding your team
- **Hiring & Interviewing: Thursday, April 7. 9:00am – 12:00pm**  
**Facilitators: Becky Diviney, Director of Capital Projects/City Engineer & Kendra Williams, Talent Acquisition Partner**
  - Needs assessment
  - Hiring for Fit
  - Interviewing
- **Leading Through Change: Wednesday, April 20. 9:00am – 12:00pm**  
**Facilitators: Dani Shaw, Director of Community Services**
  - Recognizing the need to for change
  - Change management
  - Creating champions and holding people accountable
- **Problem Solving: Thursday, May 5. 9:00am – 12:00pm**  
**Facilitators: Brian Boerner, Director of Solid Waste & Eugene McKinney, Deputy Director of Solid Waste**
  - Critical thinking, making decisions in the moment
  - Data gathering and fact-based decisions
  - Political savviness and knowing when to escalate



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- **CMO Check-In: Wednesday, May 11. 1:00pm – 2:00pm**

### Section III: Personal Development

- **Public Speaking: Thursday, May 18 9:00am – 12:00pm**  
**Facilitators: Ethan Cox, General Manager of Public Works & Tiffany Thomson, Director of Human Resources**
  - Speaking/Presenting
  - Clear and concise messages
  - Persuasive communication
- **Time Management: Thursday, June 2. 9:00am – 12:00pm**  
**Facilitator: Jennifer Bekker, Director of Libraries**
  - Making time for what's important
  - Prioritization
  - Meeting deadlines
- **Emotional Agility: June 15. 9:00am – 12:00pm**  
**Facilitator: Tyler Atkinson, Municipal Court Judge**
  - Flexibility and adaptability
  - Resiliency
  - Fueling the fire

### Wrap-Up

- **Thursday, June 23. 1:00pm – 3:00pm**
  - Building leaders (not just subject matter experts)
  - Non-linear career paths and career trajectory (Making the most of opportunities)
  - Where we've been and where we're going
  - Your license to lead