COURSE SYLLABUS

The First 90 Days for New State Government Managers Course

Build credibility in your first 90 days as a state agency manager by learning how to assess your team, set priorities, navigate civil service rules, and lead effectively.

> Group classes (Live Online) and onsite training are available for this course. For more information, email onsite@graduateschool.edu or visit: https://www.graduateschool.edu/courses/the-first-90-days-for-new-state-government-managers-course

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Course Outline

Module 1: Stepping Into the Role

- From individual contributor to state or local supervisor
- Mindset shifts and common new-manager traps
- Reflection: What kind of leader do I want to be?

Module 2: Listening and Learning in the First 30 Days

- Listening tours with employees, peers, and partners
- Reading the mission, the metrics, and the culture
- Activity: Build your listening plan

Module 3: Communication Skills

- Describe the importance of communication in your job role.
- Identify different types of communication styles.
- Analyze the audiences with whom you are communicating.
- Describe ways to adjust communication styles depending on the audience.

Module 4: Setting Direction and Early Wins

- Translating department goals into team priorities
- Identifying visible, high-impact early wins
- Activity: Draft your team's top three priorities

Module 5: Building Trust Through Conversations

- Running effective one-on-ones
- Team launch and re-launch meetings
- Difficult conversations on day 45

Module 6: Capstone — Your 90-Day Plan

- Capstone Activity: Build your 30/60/90-Day Plan
- Closing: Sustaining momentum past day 90