

## Course Location, Dates, and Tuition

Date	Monday-Tuesday October 20-21, 2008	
Course Times	8:00a.m to 4:30p.m. daily	
Course Code	08Teams	
Tuition	Early / Evans	\$850
	Regular	\$900
Early Registration Deadline	August 22, 2008	
Cancellation Deadline	September 30, 2008	
Location	Talaris Conference Center Seattle, Washington	

## Who We Are

The Cascade Center, founded in 1984, is the executive education arm of the Evans School of Public Affairs at the University of Washington, and is a nationally recognized education provider for the public and nonprofit sectors. The Cascade Center mission is to promote innovative and effective leadership in public and nonprofit service by providing professional development opportunities to strengthen management, leadership, policymaking, and analytical skills.

The Cascade Center offers over 25 different leadership and management courses for senior and midlevel managers. Cascade Center courses are designed to help on-the-job managers and leaders develop their skills, make their programs more effective, and increase customer and employee satisfaction.

## How to Register

Online: [www.casacadecourses.org](http://www.casacadecourses.org)

To receive more information or a course brochure please email [cascade@u.washington.edu](mailto:cascade@u.washington.edu)

## Contact Us

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# CASCADE CENTER

Evans School of Public Affairs ▲ University of Washington

Presents

## Leading High- Performance Teams

*Diana Gale, Ph.D.*

*October 20-21, 2008*

## Course Description

Managing effectively in the public and non-profit sectors requires the broad use of teams and employee-led groups. Forming and chartering teams is critical for achieving successful results. Working through group dynamics so that team members participate and contribute requires skillful group management. Once teams have determined a direction, programs must be put in place to assure follow through. Participants will learn how to form and charter a team, frame an understanding of team performance, and assure effective practices for meeting management, creating decisions and practical skills for assuring program implementation.

## Learning Objectives

It is no longer possible to manage alone. To be effective in accomplishing complicated, multifaceted projects, you need to align with colleagues and allies who can work together effectively to get the job done. Managing effectively in the public and non-profit sectors requires the broad use of teams and employee-led task groups throughout the organization.

Forming and chartering a team is a critical first step. Next, you work through group dynamics and develop communication and decision-making protocols so that you are all on the same page and going in the same direction. Finally, you develop protocols to track and measure results so that you know the project is going in the right direction.

Participants will work with real time problem-solving exercises and case studies to learn skills and understanding of team development, trust, and performance. Participants can expect to come away from this course with the ability to do the following:

- Understand your own leadership style and how it contributes to group dynamics.
- Know how to form and charter a team and develop an accountability model.
- Be skillful at assessing and capitalizing on the diverse skill sets of team members in order to get the most out of your group.
- Improve performance through continuous feedback.
- Model leadership behavior as a group member.

## Lead Instructor



**Diana Gale** is currently the Chair of the Washington State Public Works Board, which biennially gives local governments more than \$300 million in loans for infrastructure upgrades and repair. Until recently she was also a Senior Lecturer Emeritus at the Evans School of Public Affairs. She became the first director of Seattle Public Utilities when the department was created in 1997. She was responsible to all aspects of Seattle's utilities including water, sewer, drainage, solid waste, engineering services and utilities customer services. Previously, Diana served as the superintendent of the Seattle Water Department, a regional provider. Prior to that, she was the director of Seattle's Office of Management and Budget. Diana earned her BA degree from Wellesley College in history and political science, and her master's and doctoral degrees in urban planning from the University of Washington.