Over the past three years, DART had provided more support to current Managers and Leaders by offering training on soft skills (leading, managing, coaching people and their personal needs) through Careerlink, our Training Center. An annual budget has been established and starting this year, DART has required Operational Supervisors and above to attend various courses as a job requirement. In addition, they have been told they will be expected to exhibit the skills learned, hold their team members accountable, and move DART towards being a 5-Star Organization, through their annual PMP (Performance Management Plan) Objectives beginning FY18.

A CIT (Customer Improvement Team) will be tasked to develop measurable PMP Objectives that support a PLS (Practicing, Leading and Serving) Leader for the following leadership traits.

As a group, give behavior examples for the following leadership traits and describe how you would measure the behavior.

|  |  |
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| **Leadership Trait** | **Behavior** |
| Person of Character | Makes insightful, ethical, and principles-centered decisions |
| Puts People First | Helps others meet their highest priority development needs |
| Skilled Communicator | Listens earnestly and speaks effectively |
| Compassionate Collaborator | Strengthens relationships, supports diversity, and creates a sense of belonging |
| Has Foresight | Imagines possibilities, anticipates the future, and proceeds with clarity of purpose |
| Systems Thinker | Thinks and acts strategically, leads change effectively, and balances the whole with the sum of its parts |
| Leads with Moral Authority | Worthy of respects, inspires trust and confidence, and establishes quality standards for performance |