




 NATIONAL CENTER ON  
Parent, Family and Community Engagement

# The Leader's Toolbox Session 1a




Family Services  
Manager Institute


## Welcome and Introductions



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# Session Audience Console

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# Reflection

Share Your Thoughts Using the Q & A Tool.

**Is there a difference between a manager and a leader?**

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## Learning Objectives

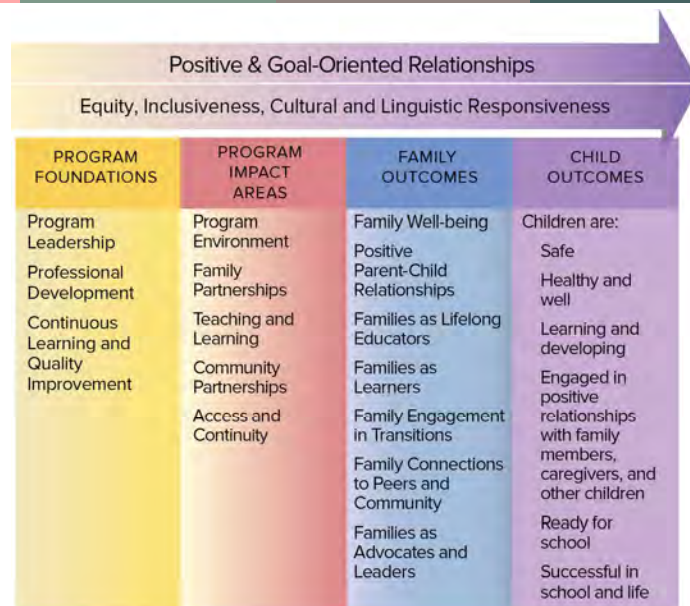
- Explore leadership concepts aligned with the Head Start PFCE Framework that can be used in the PFCE manager's journey as a change agent.
- Discuss strategies and resources that may assist in enhancing your knowledge, skills and leadership practices.



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## Head Start Parent, Family, And Community Engagement Framework



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## Key Messages

- The manager does things right. The leader does the right thing.
- Empathy is a display of strength from a leader.
- Leadership skills can be learned.

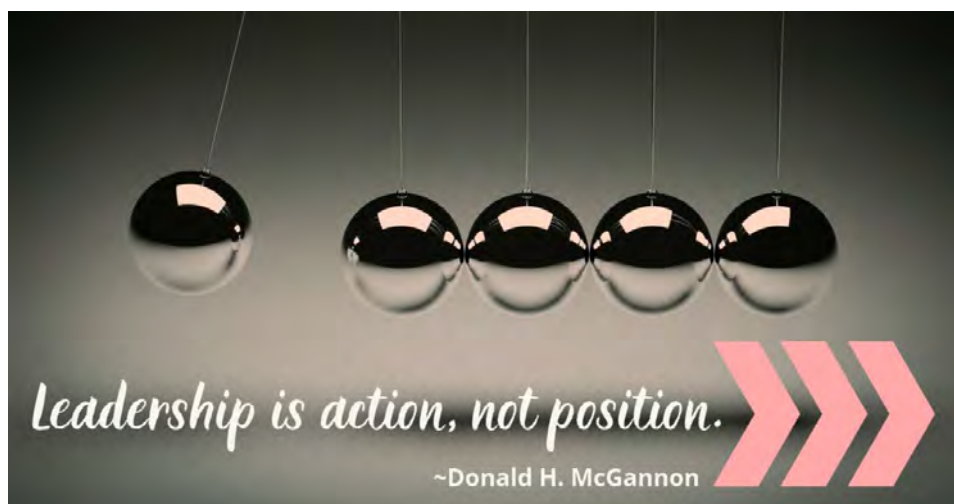


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Kouzes, J. M., & Posner, B. Z. (2017). *The leadership challenge: How to make extraordinary things happen in organizations*. John Wiley & Sons.

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## What is Leadership?



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## Leadership Defined

A BRAVE LEADER IS  
SOMEONE WHO SAYS, "I SEE  
YOU. I HEAR YOU. I DON'T HAVE  
ALL THE ANSWERS,  
BUT I'M GOING  
TO KEEP LISTENING  
AND ASKING QUESTIONS."

~ Dr. Brené Brown

WHEN WE SAY LEADERSHIP  
IS A CHOICE, IT BASICALLY  
MEANS YOU CAN CHOOSE THE  
LEVEL OF INITIATIVE  
YOU WANT TO EXERCISE IN  
RESPONSE TO THE  
QUESTION: WHAT IS THE BEST  
I CAN DO UNDER THE  
CIRCUMSTANCES?

~ Stephen Covey

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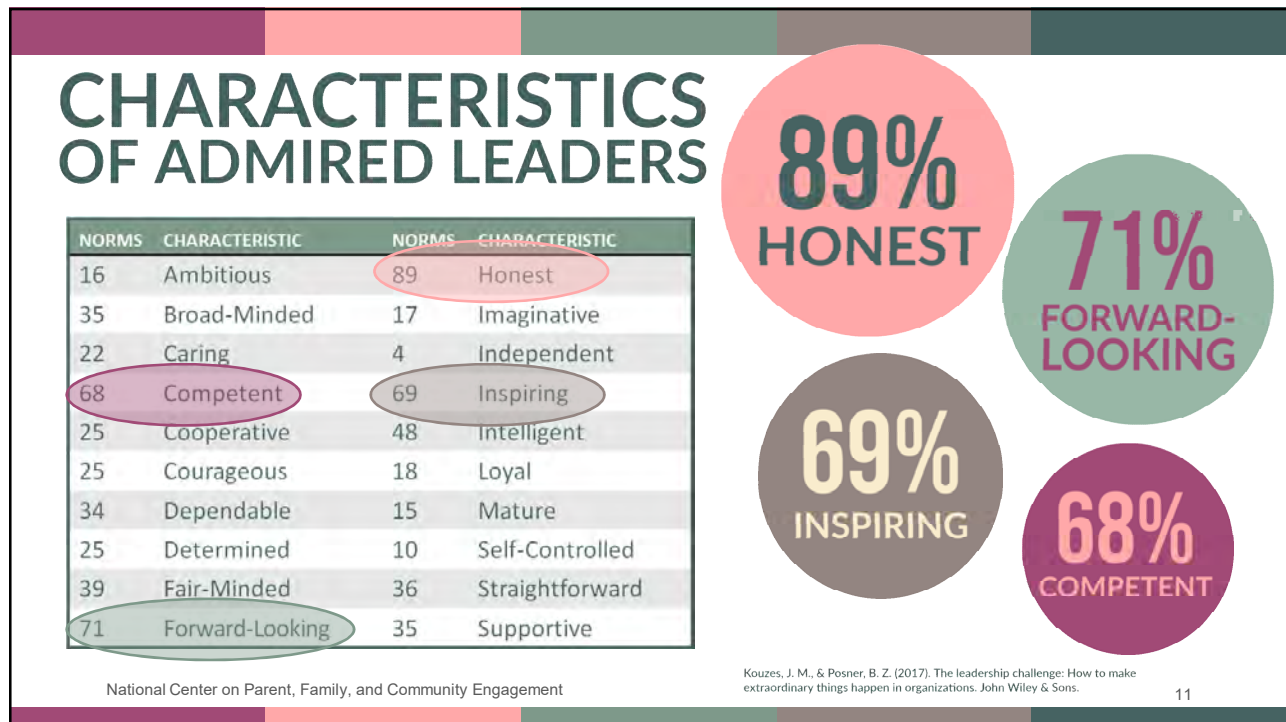
## Foundational Concepts

- Leadership is everyone's business.
- Leadership is a relationship.
- Leadership development is self-development.
- The best leaders are the best learners.
- Leadership development is an on-going process.
- Leadership development takes deliberate practice.
- Leadership is an aspiration and a choice.
- Leaders make a difference.



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## What Leaders Do...

- Listens Actively
- Displays Empathy
- Encourages Healing
- Exhibits Humility
- Demonstrates Awareness
- Employs Persuasion
- Conceptualizes into the Future
- Possesses Foresight
- Commits to the Growth of People

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## Dr. Brené Brown on Empathy



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## Wrap Up

- Leadership is an action you have the opportunity to display in your daily work.
- As a leader you can develop the characteristics that you see most helpful to guide your team and maximize its performance.

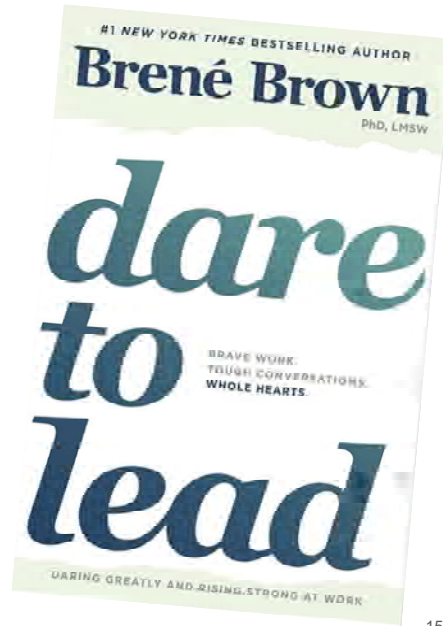


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## Resources

- Dare to Lead by Dr. Brené Brown
- Reflect and Plan Handout



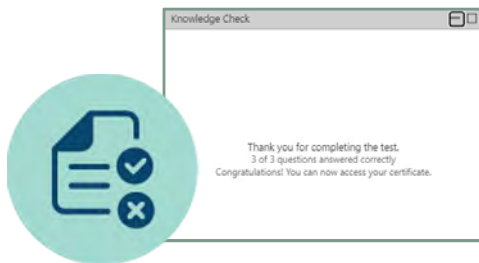
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## Knowledge Check and Certificate of Completion



Media Player   Slides   Question & Answers   Speaker Bios   Resource List   Call to Action   Knowledge Check   Certificate of Completion   Help



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# Reflection

Share Your Thoughts Using the Q & A Tool.

- What is your vision for the family services provided by your program?
- How can you communicate your vision to others so they can help you put it into practice?



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