

# Missouri Leadership Development 2.0

## Executive Summary

**Problem** How can the State of Missouri increase the number of front-line supervisors who are aware of and using the State's core leadership and talent development tools within their teams by June 1, 2021?

In the State of Missouri, front-line supervisors are directly responsible for **83% of the workforce**.

Front-line supervisors must have supervisory and leadership core competencies in order to successfully support:

 **Team members**       **Customers**       **Executive leadership**

Based on the correlation between the Team A's overall research, empirical data, survey responses and review of the QPS data, front-line supervisors:

- Lack Support
- Lack Training
- Inconsistently use current leadership tools

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**Solution** The State of Missouri must challenge mid-level leadership to mentor front-line supervisors. Front-line supervisors should be held accountable for using resources that will foster leadership core competencies at the personal and organizational level.

Therefore, Team A focused on **seven core competencies**:

 Build Relationships       Drive Change       Think Critically       Create Accountability  
 Develop People       Inspire Others       Communicate Clearly

**Team A challenges Departments to implement the following recommendations by June 1, 2021 unless otherwise noted:**

**1. Onboarding Processes:**

- DISC Assessment, \$50.00/ea.
- Quick Reference

We recommend improving supervisor onboarding by requiring completion of a DISC assessment within one month of hire. Additionally, Departments should develop a Quick Reference that is given to supervisors at the time of hire, advising where to access existing Leadership Development tools, personnel resources, required training, mentoring network, etc.

**2. Individual & Organizational Assessments:**

- Engage Tracker modifications

We recommend utilizing a drop down of suggested topics in the Engage Tracker to measure and compare reported coaching against QPS response data. Suggested topics include: Role Clarity, Technical Skills, Emotional Intelligence, Leadership Skills, and Engage 2.0 Growth Model.

**3. Required Core Learning Experiences:**

- Missouri Way, in-person or in MOLearning (est. available end of March 2021)

We recommend structuring a required core learning experience for consistency across Departments. Front-line supervisors should complete Missouri Way by September 30, 2021 and all supervisors should complete by December 31, 2021. Expect completion within one year of hire for all new supervisors.