

Leadership Development Program

Description of Project

Verizon Wireless has many types of leadership programs that are designed to encourage and promote employees in the company to leadership positions within their department or a different department within the organization. Leadership development is lacking within the concession department, which could create a more productive and strong alliance between the employees and upper levels of management. Part of the organizational strategy should incorporate adult development along with leadership development in any department, especially in the project management department. To identify opportunities for leadership development, a closer look at adult development theories needs to be explored.

The concession department at Verizon Wireless has several older adults that are loyal to the company and department. These employees have so much potential to do more responsible leadership roles than they are currently doing now. Exploring adult development processes in leader development will assist with promoting confidence in the employees that want to pursue higher managerial positions in the company that they may not think they are qualified to do. If the concession department at Verizon Wireless would embrace the need for leadership development through adult development, the department would create more diverse thinking when encountering issues and obstacles within management projects assigned to the department by upper management. There is a need to focus on the relationship between practices and processes of developing leaders in various contexts (Day, et al., 2008).

Analysis of Project

The primary area of focus for this endeavor was to provide the opportunity to introduce a leadership development program within the project management department to task these

targeted employees with an opportunity to learn and exercise leadership capabilities. The specific categories of focus were to:

1. Introduce leadership theories to the employees.
2. Review and identify their personal leadership model.
3. Practice leadership capabilities within a two-week interim position.
4. Create a 30-60-90-day development plan.

The ability to think critically and transform knowledge about how one views the self and the world are hallmarks of adult education and should be built into leadership development; effective leadership development requires deep, introspective work to build self-knowledge and understand the “self” within the organization and social context (Madsen., 2017, p. 152). I exercised the characteristics of transformational leadership and servant leadership to develop the leadership development program within the concession department.

Results of Project

I was able to receive 65% of the work staff to submit an application request to participate in this leadership development program. Each individual was given a two-week trial to experience a real-life leadership issue which allowed them to exercise what they learned to resolve the issue. After the two-week trial was over, the results of the leadership program were:

1. Acknowledgment of a personal leadership model.
2. Experience in a leadership role to add to their resume.
3. Self-aware of the importance of adult learning.

Day (2008) believes that adults continue to develop in their leadership compacity, and these developmental skills can be measured. Furthermore, the identification of myelination, which significantly improves the transmission of neural signals in the brain and was previously thought

to have ended in childhood, not only continues through adulthood but also shows a significant growth spurt in the 40s and 50s (Day et al., 2008, p. 37). This new leadership development program was presented to the director of the department with the benefits it has brought to the employees of the department that is now being presented to other directors in hopes that it will be adopted within other departments in the organization.

Measuring Success

After these training classes and leadership practices have been completed, we need to measure the success of how the program assisted the employee with their leadership goals in the project management department at Verizon Wireless. Their managers will address their performance appraisal that will look at how their personal performance has succeeded once they finished their manager role. Also, the employee's peers will provide feedback on the direct leadership characteristics the interim employee has exhibited since they have been through the new leadership development program.

References

- Day, D., Harrison, M., & Halpin, S. (2008) *An integrative approach to leader development: Connecting adult development, identity, and expertise* New York, NY: Routledge ISBN: 978-041596462-3.
- Madsen, S (Ed.), (2017) *Handbook of research on gender & leadership*. Northampton, MA: Edward Elgar Publishing. ISBN 9781785363863.