

INSIDE

Participant
Workbook

Case Studies

Practice Test Questions

Example Workbook

PATH TO



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M1: LEADERSHIP

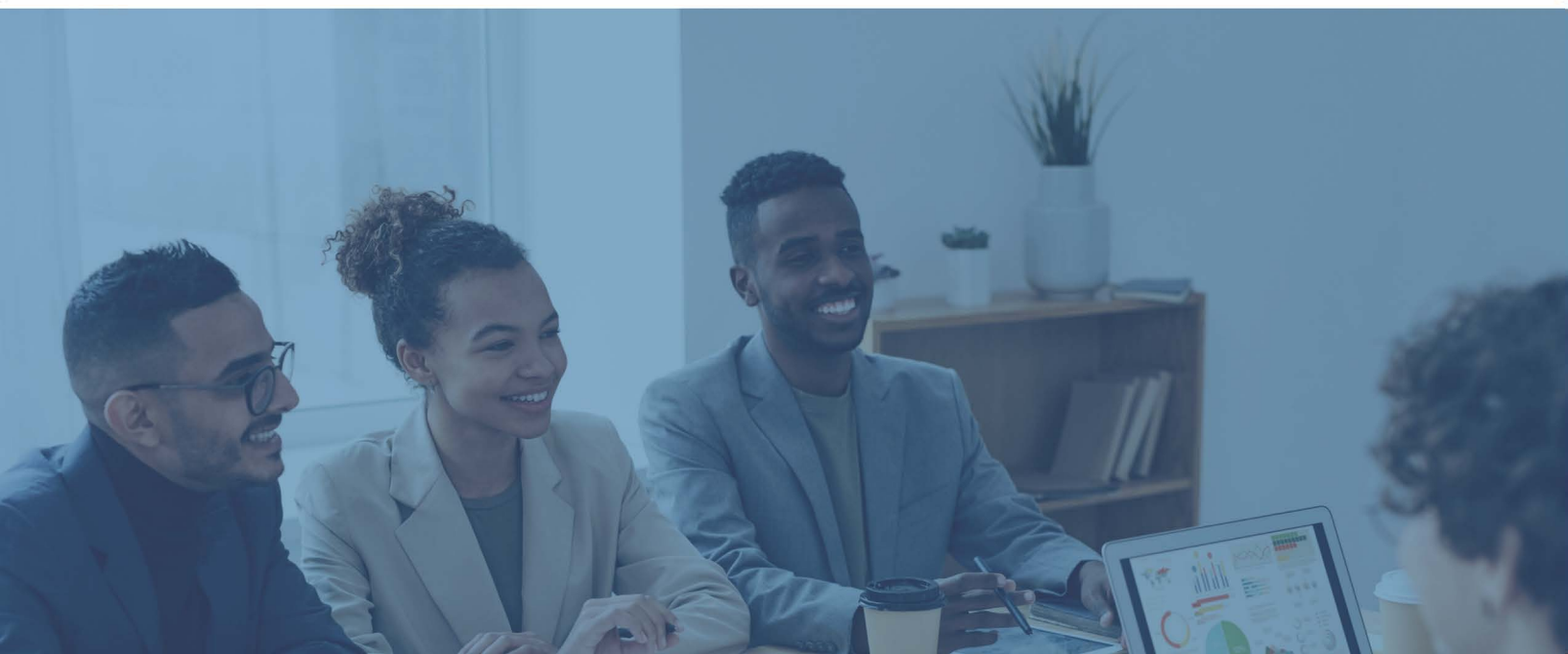
MODULE ONE:

LESSON ONE LEADERSHIP

By the end of this module, you will be able to:

Module Objectives (Illustrative Example)

Each module began with clearly defined learning objectives that helped learners understand the purpose and expectations of the session. Objectives focused on evaluating key leadership attributes, applying foundational supervisory principles, distinguishing core responsibilities within the organization, and synthesizing the multiple roles leaders perform. This structure ensured learners entered each lesson with a clear sense of direction and the specific skills they were expected to develop.



EXPLORING CHARACTERISTICS AND ATTRIBUTES OF EFFECTIVE LEADERS

Aligned to competency frameworks (specific standards removed for portfolio use)

Lesson One Overview

- Each lesson started with an overview that introduced the key topics and guided learners on what to watch for and focus on during the session.

M1 REFLECTION

Reflection Activity (Illustrative Example)

Each module included a brief reflection activity designed to help learners connect the lesson to their own professional practice.

Using a set of open-ended prompts, participants identified their strengths, considered areas for growth, and evaluated how the concepts aligned with their leadership approach.

These structured reflections supported adult learning principles and encouraged learners to apply the material in meaningful, practical ways.





CASE STUDY LESSON ONE

M1 CASE STUDY 1.1

Meet Stephanie



This part of the lesson presented the persona's background, giving learners the information they needed to make informed decisions in the case study.

M1 CASE STUDY 1.2



Meet CPI Justin

This part of the lesson presented the persona's background, giving learners the information they needed to make informed decisions in the case study.

Video Notes

What I Learned.

What I want to know
more about.

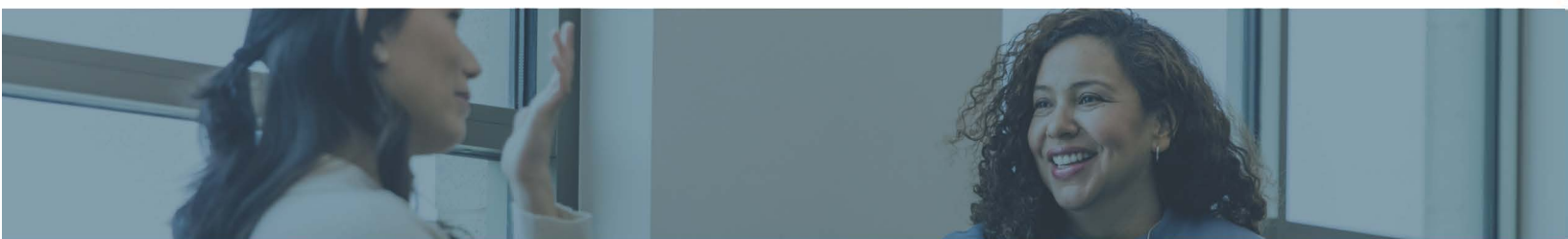
CASE STUDY ANALYSIS:

Example Scenario (Illustrative Only)

In this sample scenario, learners were asked to respond as supervisors to a challenging employee situation. The scenario described a staff member who consistently demonstrated unprofessional behavior, failed to follow directives, and repeatedly arrived late despite clear expectations. When corrective guidance was provided, the employee reacted with hostility and refused to comply.

To address the ongoing performance issues, the scenario guided learners through a simulated meeting between the supervisor, the employee, and a leadership representative. During the discussion, the employee became increasingly disruptive, escalated emotionally, and ultimately left the meeting abruptly.

Learners were then asked to apply supervisory best practices—such as de-escalation, documentation, coaching, and appropriate follow-up—to determine how they would handle the situation professionally and in alignment with agency standards.



PERSONAL CONNECTION: LEARNING ASSIGNMENT

Example Activity (Illustrative Only)

In this activity, learners were asked to create a visual overview of the major organizational programs and how they contribute to the agency's overall mission. The exercise encouraged learners to think critically and creatively by mapping out each program's primary functions, areas of influence, and impact on the individuals or communities they serve.

Learners synthesized information into a simple visual graphic—such as a diagram, flowchart, or concept map—to demonstrate their understanding of how these programs interconnect and support broader organizational goals.

