



Emerging Leaders Certification Program

ELCP Overview

| LEVEL I: <i>Organizational Awareness</i> | |
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| Requirements | |
| CLASSES: | <ul style="list-style-type: none"> Attend a half-day class: <i>ELCP: What it Takes To Be a Leader</i> (NOTE: this class cannot count towards your 16 hours of classroom hours needed) Attend 16 hours of HR sponsored instructor-led class(es) that meet any of the capabilities listed below Attend “Lessons Learned” class in the Spring where you present the following: <ul style="list-style-type: none"> ➤ Classes taken ➤ Your projects completed ➤ Your videos watched ➤ Review Level I of the Leadership Plan |
| PROJECTS: | <ul style="list-style-type: none"> Complete three projects (see “Level I Project Suggestions” form) |
| VIDEOS: | <ul style="list-style-type: none"> Watch 8 OLTD YouTube videos. Playlists to choose from are Leadership/Professional Development, Management, Communication, Well-Being, Inclusion & Belonging |
| TIMEFRAME: | <ul style="list-style-type: none"> Two years |
| CAPABILITIES: | <ul style="list-style-type: none"> Communication Inclusion Leading Others Leading the Organization |

LEVEL II: *Customer Service the Henrico Way*

Requirements

CLASSES:

- Attend 8 hours of HR sponsored instructor-led class that meets any of the capabilities listed below (**NOTE: Discussion groups cannot count as classroom hours**)
- Attend four two-hour quarterly discussion group sessions.

- Attend “Lessons Learned” class in the Spring where you present the following:
 - Classes taken
 - Your project
 - Review Level II of the [Leadership Plan](#)

PROJECTS:

- Complete one customer service-related project of your choice (**NOTE: this project must be focused on improving customer service in a positive way.**)

TIMEFRAME:

- Two years

CAPABILITIES:

- Communication
- Customer Engagement
- Leading Self
- Leading Others
- Leading the Organization

LEVEL III: *Self-Awareness and Leadership*

Requirements

CLASSES:

- Attend two HR-sponsored instructor-led classes in the *Leadership/Professional Development* category (not including Retirement Planning seminars) that meets any of the capabilities listed below (**NOTE: Discussion groups cannot count as classroom hours**)
- Attend five two-hour discussion group sessions.
- Attend “Lessons Learned” class in the Spring where you present the following:
 - Classes taken
 - Your project
 - Review Level III of the [Leadership Plan](#)

PROJECTS:

- Complete one project (see [“Level III Project Suggestions”](#) form)

TIMEFRAME:

- Two years

CAPABILITIES:

- Communication
- Inclusion
- Courage
- Leading Self
- Leading Others
- Leading the Organization

LEVEL IV: *Empowering to Give Back*

Requirements

CLASSES:

- Attend a full-day Level IV Orientation session
- Meet with your assigned facilitation group to conduct your own leadership facilitated topics (**NOTE: number of meetings will be based on the size of your facilitation group**)
- Attend “Lessons Learned” class in the Spring where you present the following:
 - Facilitation Skills
 - Leadership Goal
 - Review Level IV of the [Leadership Plan](#)

PROJECTS:

- Create and focus on a personal leadership goal

TIMEFRAME:

- One year

CAPABILITIES:

- Communication
- Customer Engagement
- Inclusion
- Courage
- Leading Self
- Leading Others
- Leading the Organization