

The logo for the Center for Achievement in Public Service (CAPS) features a green background with a blue geometric pattern of overlapping hexagons on the left side. The text "Center for Achievement in Public Service (CAPS)" is written in white, bold, sans-serif font on the right side of the green background.

Center for Achievement in Public Service (CAPS)

Leadership

Enhancing Productivity with Remote Workers

Managing a Virtual Team

Virtual Teams: Strategies for Success

Working Remotely – Playlist

Becoming a Servant Leader

Why Every Leader Needs to Leadership (series, below)

- Remote Leadership 1: Introduction
- Remote Leadership 2: Awareness
- Remote Leadership 3: Human Side of Engagement
- Remote Leadership 4: Expression
- Remote Leadership 5: Connections
- Remote Leadership 6: Coaching Conversations
- Remote Leadership 7: Trust
- Remote Leadership 8: Support Your Team
- Remote Leadership 9: The Moment
- Remote Leadership 10: The Thinking Process
- Remote Leadership 11: The Pause
- Remote Leadership 12: Main Reasons for Resisting Innovation
- The Passion Shift: Career to Calling

Remote Leadership (series, below)

- Remote Leadership: Building Trust in the Virtual Environment
- Remote Leadership: The Unique Aspects of the Virtual Work Environment
- Remote Leadership: Classic leadership with a Virtual Twist
- Remote Leadership: Maximizing Virtual Tools
- Remote Leadership: Building Trust in the Virtual Environment
- Remote Leadership: Collaborative Goal Setting at a Distance
- Remote Leadership: Getting Ready for your Virtual Presentation
- Remote Leadership: Keys to Remote Accountability
- Remote Leadership: Leading a Virtual Meeting
- Remote Leadership: The Pitfalls of Web-Based Meetings
- Remote Leadership: Helping Others Achieve Goals
- Remote Leadership: Managing Remote Teams
- Remote Leadership: Applying Coaching Remotely

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Customer Service Management

Managing Remote Customer Service Teams – Basic information about setting norms and expectations for meetings which are applicable to any virtual team – not just customer service.

Bud to Boss

This series provides insightful information and practical tips for managers, supervisors, and leaders. Though primarily designed for people new to a leadership role, the topics are relevant and highly informative for any leader.

Emerging Leaders

An eight-part series of classes to help you prepare rising stars to be great leaders.

Becoming a More Effective Coach

Effective coaching can take an employee from good to great. In this video, you will learn the fundamentals of effective coaching, including when to use individual coaching or team coaching, how to determine if an employee is coachable, and how to coach employees who are sensitive to criticism.

Difficult Discussions with Employees

Difficult conversations are, well, difficult. But the more you put it off, the worse the situation can become. In this video, you will get a five-step plan to help you handle difficult conversations, including preparing your talking points and focusing on facts over feelings.

Coaching Crash Course: Coaching Basics

Coaching has so many benefits on an individual and organizational level, so it should be personalized to each employee for it to be the most effective. This video will give you starting points for developing your coaching skills.

Managing the Five Generations

The workforce is made up of five generations, and it is only natural that they will have different motivations and priorities. It is important to understand the nuances of each generation so you can effectively manage them. In this video, you will learn how to effectively engage each generation, as well as how to avoid harmful stereotyping.