

**Introduction to Leadership and Management Competencies
For Local Government Officials
Sarajevo, Bosnia and Herzegovina
March 19-21, 2010

Schedule

LEARNING OBJECTIVES: By the end of this 2 1/2-day program, participants should be able to:

- Distinguish between leadership and management roles and responsibilities
- Describe leadership on self government issues
- Draft a strategic plan and run an effective meeting
- Illustrate effective communication skills including listening, patience, providing feedback, and summarizing
- Apply problem solving skills to resolve various issues
- Discuss and perform interest based dialogue and consensus building