# In Week 2, participants heard from senior leaders at four different component sites about their unique missions, challenges, and leadership strategies, as well as how they work with DHS more broadly. Participants also learned about networking, negotiating, and building coalitions.

# DHS Capstone Program – Cohort 19, Week 2

*Session response rate: 56%*

*Number of responses: 14*

**Most Useful Content Areas and Site Visits**

**58%** U.S. Citizenship and Immigration Services

**58%** Immigration and Customs Enforcement

**92%** Working with Others

**69%** U.S. Secret Service

**92%** CBP Remarks

**84%** TSA Panel

**Growth Opportunities**

**What Worked Well**

**Enhancing Visits for Greater Insight.**

Respondents emphasized the need for a more holistic understanding of missions beyond protective missions. They also advocated for comprehensive visits to more agencies to grasp the information flow and processes better.

**Targeted discussions for SES Members.**

Respondents indicated a need for more tailored discussions on handling multi-faceted topics in line with the advanced roles of SES members.

**Insights on DHS.**

Respondents appreciated learning about the roles of the different DHS components and the opportunity to connect with other SES’s.

**Emphasis on Coalition Building.** Respondents found it valuable to hear from speakers about coalition building and the opportunity to connect.

%: Respondents who answered “very” or “extremely” useful/effective

**100%**

of respondents agreed or strongly agreed that they were engaged with the content throughout the session.

“The USSS visit should have been longer, as it only touched on the protective part of the USSS mission and left out key roles in the cyber, digital currency, and anti-counterfeiting missions.”

“Learning about and visiting the different DHS components was awesome! It was very helpful to me as a new executive in DHS understanding each component's areas of responsibility.”

**100%**

“We are already members of the SES, with some executives performing in their roles for 2.5 to 3 years. With that understanding, the presenters should narrow their talks to their experiences in dealing with multi-faceted topics.”

“I enjoyed the focus on building coalitions. It seemed to be a theme of several speakers, and it was nice to visit and meet with leaders throughout DHS.”

of respondents were very satisfied with the DHS’s customer service.

of respondents were very satisfied with the Partnership’s customer service.

of respondents had an overall good or excellent assessment of week 2.

**100%**

**100%**