

# Leadership Development

## Our Approach



Victor 12, Inc. supports today’s leaders by developing the qualities of effective leadership and emotional intelligence that are essential for organizational success. We create and deliver positive learning experiences that drive higher, more efficient levels of engagement for emerging and seasoned leaders. Since leadership requirements vary by role, we leverage a flexible approach, maximizing the potential of leaders at every level of the organization, and then empower them to define and navigate their path forward.

From addressing performance challenges and improving communication skills to developing problem-solving approaches and identifying self-imposed barriers, Victor 12 offers a range of leader-specific services and solutions to enhance individual performance and skills while empowering leaders to develop others within their organization.

Our leadership development professionals and certified leadership coaches take a phased approach for developing, managing, measuring, and integrating each leader and executive development program. With a leadership curriculum grounded in traditional psychological and business principles, our experts focus on shifting behaviors that drive performance and results for the individual and the organization. Our approach includes rigorous evaluation of individual and organizational results.

## Realized Benefits



- Strengthen leadership and management competencies at all levels of the organization.
- Equip leaders with the knowledge and skills needed to handle continuously changing and uncertain environments.
- Establish a process for continuing to evolve in times of change.
- Expand visibility and clarity of specific roles and responsibilities for leaders and their staff.
- Develop and strengthen the agency’s internal coaching skills to improve individual, team, and organizational performance.
- Provide leadership and performance assessment, such as 360-degree feedback and personality type assessments, to relay valuable performance information from multiple perspectives.
- Create virtual, on-demand collaborative workspaces for real-time, anywhere exchanges and information access.



## Past Performance



**Veterans Benefits Administration (VBA) Training Program Support** Victor 12 provided ISD and Human Performance Technology (HPT) expertise to support training initiatives for all seven of VBA's business lines. We provide onsite expertise in the form of Learning Performance Consultants (LPCs) who work in VBA's Central Office (VBACO) with the Office of Human Capital Services (HCS) Training Management and Performance Improvement (TMPI) Division to design and develop, and deliver four leadership courses: Directors Development Program (DDP), Emerging Leaders Program (ELP), Leadership Enhancement and Development (LEAD), and Supervisory and Management Training (SMT). SMT courses are delivered via VILT. Victor 12 VILT Course Advocates provide instructor training, walkthroughs, session preparation, and technical support throughout the course. Victor 12 designed and developed the VBA Supervisor's Guide to HRM, a web-based job aid that provides supervisors with general HR guidance on the role of a supervisor, creating and filling positions, managing people, and managing the work environment. **Exceptional CPARS.**

**VA Leadership Development Directorate** Victor 12 facilitates VHA's premier leader development program, Virtual Aspiring Leaders Program (vALP). We provide experienced instructors, coaches, and facilitators to deliver a 21-week, cohort-based Virtual Leadership Course for 200+ high-performing leaders that are geographically distributed across the three VA Administrations. The course is composed of webinars, weekly team meetings, and self-paced activities. We support courseware development and maintenance efforts for vALP and other targeted VA leader programs to include New Supervisor Essentials (NSE) and Supervisor Manager Refresher Program (SMR). Through the soft skills training, we have trained over 2,000 individuals with an estimated \$3.1 million in travel savings to the customer. **Exceptional CPARS.**



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