



February 2 - 4, 2020

**Walt Disney World
Coronado Springs Hotel**

A leadership development program for early to mid-career professionals with fewer than ten years of experience in TDM. The three-day retreat will bring together a cross-section of TDM professionals from around the country, representing public and private organizations. The program offers participants in-depth learning opportunities and group projects that will provide a strong foundation for individual growth, build a network of peers for continuous support, and prepare participants for leadership in their professions and ACT.

During this program, participants will:

- Spend three days learning from professional trainers, TDM experts, and ACT leaders.
- Build a national network of like-minded peers.
- Work with a team to advance a TDM focused project for ACT.
- Understand the role of a leader and their traits.
- Receive a leadership assessment to identify ways to increase effectiveness.
- Be introduced to leading with Emotional Intelligence.
- Improve communication skills for leading others.
- Improve their coaching and mentoring skills.
- Strengthen their understanding of TDM.
- Learn about ACT and how to achieve personal and professional growth through the organization.
- Return home ready to take on new tasks and lead with confidence!



Leaders are made rather than born.

—Warren Bennis



Program Calendar

January 23—Pre-Retreat Webinar

2:00—3:30 (eastern) All About ACT

February 2—Orlando Retreat

8:30 – 9:00 Breakfast

9:00 - 10:00 Welcome and Introductions

10:00 – 12:30 Leadership Training Sessions

12:30 – 1:15 Lunch

1:15 – 4:00 Leadership Training Sessions

5:00 Special Event

February 3—Orlando Retreat

8:30 – 9:00 Breakfast

9:00-12:00 Leadership Training Sessions

12:00 – 1:00 Lunch

1:00 - 4:00 Leadership Training Sessions

5:00 – 6:00 Reception with ACT National Board of Directors

6:00—8:00 ImpACT! / Board Small Group Dinners*

*Attendee responsible for their own dinner

February 4—Orlando Retreat

8:30 – 9:00 Breakfast

9:00—9:30 ImpACT! Connection

9:30 – 11:30 Group Project Work

11:30—12:00 Program Recap and Review

12:00 – 1:00 Lunch with ACT National Board of Directors

1:00 – 2:00 Topic Presentations to National Board & Graduation

May 19—Mid-Year Webinar

2:00—3:30 (eastern) TBD

August 1—Project Presentations to National Board - Denver

4:00—4:30 Taking place during International Conference in Denver, CO (in-person or via phone)



“ImpACT is an excellent program that helped me strengthen my management skills and focus on building my career in transportation. The trainings and workshops provided a strong foundation for growth and practical experience for my current position. The program was also a great way to meet and network with other brilliant young leaders in the TDM world.”

- **Jacob Brett, 2019 ImpACT Participant**, Washington State Department of Transportation





Training Overview

The ImpACT! Leadership program has been designed to have an immediate impact as it merges best practice theory and your work-related experience to create a broad skill set. It is practical, contemporary and focuses on both personal and professional development.

Being an effective leader requires a range of skills including self-awareness, communication, empathy, vision, delegation, critical thinking, creative problem solving, motivation techniques and instilling inspiration in others. You will learn leadership skills you can implement immediately, including:

Your Personality Style and Leadership

- LDP Profile Review
- Personal Style Markers
- Leading Dimensions
- Profile Interactions

Leading with Emotional Intelligence

- Relationship Management and Influence
- Emotional Honesty

Kouzes & Posner's Leadership Challenge Model

- An Introduction to Kouzes and Posner
- Model the way
- Inspire a Shared Vision
- Challenge the Process
- Enabling Others to Act
- The Importance of Trust
- Encouraging the Heart

Encouraging Teamwork

- The Five Dysfunctions of a Team
- How Successful Teams are Built to Last

Influencing Skills

- The Art of Persuasion
- The Principles of Influence
- Influencing by Building Rapport
- Bridging the Gap

Problem Solving and Decision Making

- Define the Terms
- Four Step Problem Solving Process
- Defining the Problem

Coaching and Mentoring

- Coaching/Mentoring
- Introducing the G.R.O.W. Model
- Benefits of Setting Goals
- Setting SMART Goals

Providing Feedback

- Four Key Areas
- Types of Feedback
- Feedback Delivery Tools
- Feedback Using the SBI model
- Seeking Feedback

Managing Performance

- Common Performance Issues
- How to Manage Underperformance
- Taking Initial Action
- Taking Formal Action
- Underperformance Meeting Plan

Association for Commuter Transportation

- Mission and Goals
- Making the Most of Your Membership
- Leadership Opportunities for Professional Growth

Public Policy & Advocacy

- Understanding the Role of Policy
- ACT's Legislative Goals and Activities
- Key Policy Issues Impacting TDM
- Becoming an Effective Advocate



Overview of Participation

The development of strong leaders within the TDM profession is essential to achieving the goals of improving the quality of life of individuals, the livability of communities, and stimulating economic activity. The ImpACT! Leadership program recognizes and develops emerging leaders who have shown a commitment to professional service at the start of their career in TDM. The program provides selected candidates with leadership training and ongoing mentorship by identifying needs for volunteer service within ACT that match with each participant's leadership goals. It is the program's goal that the leadership training and experience provided shall inspire continued service within ACT throughout one's career.

Candidates must commit to the following:

- Attend a 3-night/3-day program, February 2-4, 2019, at Walt Disney World.
- Attend the ACT International Conference in Denver, CO, August 2-5, 2020.
- Attend a pre-retreat webinar and mid-year webinar
- Participate in PALs mentorship program following the ImpACT! Leadership Program.
- Complete periodic feedback surveys, during and after the program.
- Actively participate in a group project providing support to ACT.

Program Fees & Benefits

The \$2,250 tuition fee for the ImpACT! Leadership program, includes the following:

- Three nights of accommodation at the Coronado Springs Hotel at Walt Disney World
- Three breakfasts, three lunches, and one reception
- Workshop books and materials
- Travel to/from hotel and Orlando International Airport via Disney Magical Express

Additional Program Benefits:

- Complimentary access to 100s of online training workshops during and after participation
- Mid-year Leadership Training Webinar
- Complimentary registration for ACT's Legislative Summit or Fly-In
- \$200 discount for 2020 ACT International Conference in Denver, CO
- \$100 discount for 2020 TDM Forum (location TBD)
- Complimentary registration for one (1) Pre-Conference Workshop at International Conference
- Participation in PALs Mentoring Program
- Networking and learning opportunities throughout the year

Some ACT chapters provide scholarships to support member participation in the ImpACT! Leadership program. Participants should first apply and be selected for participation in the program before receiving support from their chapter.

Participating organizations, chapters and /or agencies sponsoring participants in the program are responsible for tuition, airfare and travel costs to and from the participant's home airport, and other expenses.



Application Requirements

1. A personal narrative on a separate sheet of paper that addresses the following:
 - Why participation in the ImpACT! Leadership Program is an important next step in your personal and professional development.
 - Demonstration of self-reflection in past leadership successes and challenges.
 - Thoughts on how a sustained, collaborative mentoring relationship will contribute to your leadership development.
 - Description of personal strengths, including how these align with selected areas of interest related to ACT leadership roles, councils, committees, current activities, and priorities.
 - Personal narrative should be 500 to 800 words in length. Applicant must write clearly and concisely in a professional manner.
2. A reference letter from a professional supervisor or ACT leader with first-hand knowledge of your leadership potential and qualities.
 - The letter should provide evidence of leadership potential and how the applicant has contributed and participated as a leader over time.
 - The reference letter should specifically address why the applicant is a good fit for the ImpACT! Leadership Program at this time as well as his/her ability to become a successful leader in ACT upon completion of the program.
 - The reference letter **must** be signed and sent on official letterhead.
4. A signed copy of the Participant/Employer Commitment Form
5. A current professional résumé.

All documents should be submitted together via email to info@actweb.org with the following subject line:
ImpACT! Leadership Application

Selection Criteria

The selection committee seeks diversity based on geography, gender, ethnicity and type of organization/program. Particular attention is given to candidates' personal statements as well as those of their references. No more than two people from any organization can be selected for participation in the program per year. Preference will be given to those who do not have experience working on ACT chapters, committees, councils, etc., and to those who meet the following criteria:

1. Be a TDM professional of any age with 2 – 10 years of experience working at a professional level in TDM, and
2. Be able to attend ACT's International Conference, and
3. Expressed desire to serve on an ACT Chapter, Council, or Committee upon, and
4. Be an ACT member.



ImpACT! Leadership Application Form

Name: _____

Title: _____

Organization: _____

Address: _____

City: _____ State: _____ Zip: _____

Email: _____

Phone: _____

How many years have you been working in the TDM industry? _____ years

Have you participated in any other leadership programs (in TDM or any other industry)? Yes / No

If yes, which ones? _____

Upon completion of the ImpACT! Leadership Program, how would you like to be involved in ACT? Please select up to two (2) items.

Chapter Leadership

Council Leadership

National Board

Conference Planning

Membership Committee

Governance Committee

Program & Events Committee

Professional Development Committee

I have included or submitted the following:

Personal narrative

Reference letter

Participant/Employer Commitment Form

Professional resume

Signature: _____ Date: _____