



State of Delaware Leadership Program

Project and Process Leadership Program

The Project and Process Leadership (PPL) is a specialized training program that builds on the foundation of the Continuous Improvement Practitioner (CIP) Program in a way that strengthens leadership and collaboration skills for advancing continuous improvement efforts in state government. The program emphasizes people-centered skills such as communication, coaching, and strategic thinking to enhance the effectiveness of CIP tools and increase engagement from team members, sponsors, and customers. Delivered through workshops and online courses, the program provides hands-on learning opportunities led by experienced facilitators. This program equips its participants with the tools needed to guide, motivate, and direct their teams to achieve business goals while strengthening Delaware's culture of continuous improvement.



"The Project and Process Leadership course empowered me to lead authentically, trust my instincts, and create meaningful impact."

- PPL Graduate



The Program

The program consists of a structured combination of online courses, instructor-led trainings, and workshops that are offered twice a year. Participants also benefit from peer-to-peer collaboration and real-world application of the skills they've learned. The program culminates with a final forum, where participants reflect on their learning, share their experiences, and discuss how they are applying these skills back in their agencies.

The program is focused on exploring three key areas:

I

Continuous Improvement Leadership

Develop the advanced leadership capabilities needed to inspire and guide teams through complex initiatives. Participants strengthen their communication and motivational skills, learn to manage conflict with confidence, and make informed, timely decisions that drive meaningful and sustainable results.

II

Facilitation Skills

Master the art of leading with influence by cultivating dynamic facilitation techniques. Participants gain the ability to design and lead highly productive meetings, deliver engaging and persuasive presentations, and foster authentic stakeholder engagement that accelerates buy-in and drives progress.

III

Strategic Thinking

Elevate your perspective from project execution to organizational impact. Participants learn how to align initiatives with broader strategic priorities, anticipate and mitigate challenges, and recognize opportunities for innovation that position their agencies for long-term success.

Eligibility

To be accepted in this program, you must have completed the **Continuous Improvement Practitioner Program**.

We also recommend (but not require) that you complete the **Leadership Essentials Curriculum**. This is a series of online training courses that provide basic but essential insights into effective leadership. It includes about 14 hours of training time, but many of the courses are only 10 minutes long.



Commitment

- To complete the program, participants must complete all required online and in-person training courses, attend application workshops in each of the three focus areas, and participate in the final forum exercise. They will also be expected to spend additional time outside of the training schedule for required assignments.
- Participants' commitment also extends to being active members of the of the GEAR Field Team.
- After completion of the program, graduates are expected to use the skills and knowledge gained to make ongoing contributions to continuous improvement projects and share the associated measurable outcomes for their organizations with the GEAR Board.

"Having the opportunity to complete this program has given me the confidence I needed to be a better leader and project manager. I'm already applying this knowledge to support my team!"

- PPL Graduate

Why Enroll?

The Project and Process Leadership Program goes beyond process improvement tools—it focuses on the people side of leadership. By completing this program, you will strengthen your ability to:

- Lead teams with confidence
- Align operations with strategy
- Build a culture of collaboration and innovation
- Engage leadership and stakeholders in meaningful change



Program Funding

This program is currently funded through the First State Quality Improvement Fund and provided at no cost to accepted applicants.

This program was developed in partnership with and supported by



Enrollment and Schedule

- Open enrollment will run from January 1 – February 1.
- Courses will be offered between March and December of each.
- All in-person sessions are limited to 15 participants per workshop. Registrations will be process on a first come, first served basis.

Application/Support Process

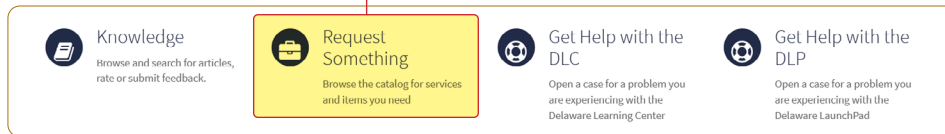
1. [Download and complete the Project and Process Leadership \(PPL\) application by February 1.](#)
Please be sure to obtain all required leadership approvals as noted on the application.

2. To submit your application or request support, log in to ID.Delaware.Gov

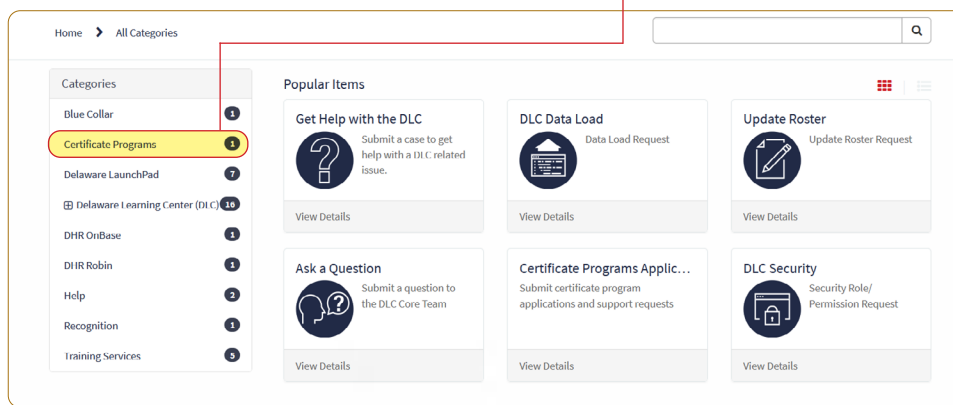
3. Click on the **Training and HR Solutions Support** tile.



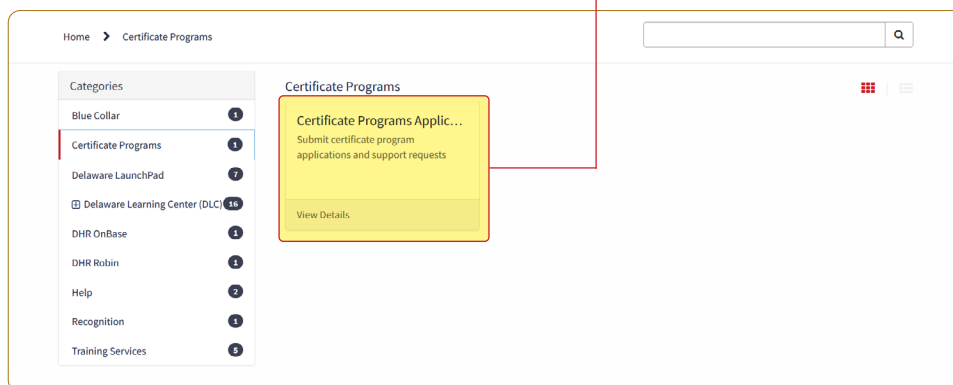
4. Click **Request Something**.



5. Click **Certificate Programs** from the left-hand menu.



6. Click on the **Certificate Programs Application** tile.



7. Complete the **Certificate Programs Application/Support form** by inputting the following (Note: some fields may auto-populate)

- **Contact's Name**
- **Contact's Organization**
- **Contacts' Email**

Application Process

8. a.) Click on the drop-down menu for **Program** and select **Project and Process Leadership (PPL)**

The screenshot shows a web form titled "Certificate Programs Application/Support". The form includes a "Submit" button at the top right, circled in yellow and labeled 'E'. Below the title, there is a paragraph of text and a section titled "Certificate Programs:" with a list of programs and their prerequisites. The form has several required fields marked with an asterisk: "Contact's Name" (filled with "Shelley Koon"), "Contact's Organization" (filled with "Department of Human Resources-Div of Training & H..."), and "Contact's Email" (filled with "Shelley.Koon@delaware.gov"). There are three dropdown menus: "Program" (labeled 'A'), "Support Needed" (labeled 'B'), and "Comments" (labeled 'C'). At the bottom right, there is an "Add attachments" button (labeled 'D'). On the right side of the form, there is a "Required information" section with two buttons: "Program" and "Support Needed".

b.) Click on the drop-down menu for **Support Needed**.

- *To submit an endorsed application select **Application Submission with Endorsements***
- *For all other requests for Project and Process Leadership Support requests, choose the appropriate topic.*

c.) You may add comments in the common section but they are not required.

d.) Click **Add attachments**. Click on **Choose a file** from the returned window. From the directory, navigate to your application document and click to attach.

e.) Click **Submit**.

Accepted participants will receive instructions for orientation and workshop registration.