

BEYOND COMPLIANCE: FOUR FITS OF DYNAMIC LEADERSHIP

Leadership, Integration, and Innovation

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KEY OBJECTIVES

Improve service consistency across programs

Strengthen integration among partners

Support AI readiness and innovation



ABOUT THE PRESENTER - DR. TERRENCE DUNCAN

- Assistant Professor – Liberty University
- SME Healthcare Economics, Doctoral Chair, Research Methodologist
- 15+ years healthcare, HR, project management, risk management, strategic leadership
- 3x published author, academic/international publications
- 7xaward winning faculty, entrepreneur, community advocacy
- 3x featured keynote speaker at professional conferences
- Consultant, Business Loan Broker, Trainer



WORKFORCE SYSTEM COMPLEXITY

- Multi-partner environment
- Shared customers across programs
- Layered accountability structures
- Constant change and evolving requirements



CURRENT SYSTEM GAPS

- Siloed services limiting coordination
- Inconsistent case management practices
- Staff burnout and high turnover





WHAT IS WIOA TITLE I?

WIOA Title I provides employment and training services for adults, dislocated workers, and youth. Delivered through American Job Centers (AJCs), these performance-driven programs coordinate resources to help job seekers gain skills and find meaningful employment.

TITLE I PERFORMANCE EXPECTATIONS



Employment Rate &
Median Earnings



Credential Attainment
& Skill Gains



Employer
Effectiveness
Indicators



WHY LEADERSHIP FRAMEWORKS MATTER

Tools do not change behavior. Policies do not ensure consistency. Leadership drives execution. When leadership aligns with organizational goals, outcomes improve across the entire workforce system.

INTRODUCING THE FOUR FITS

Mental Fit, Emotional Fit, Team Fit, Personal
Power Fit

A Framework for Workforce Excellence

Leadership Icons



Mental



Emotional



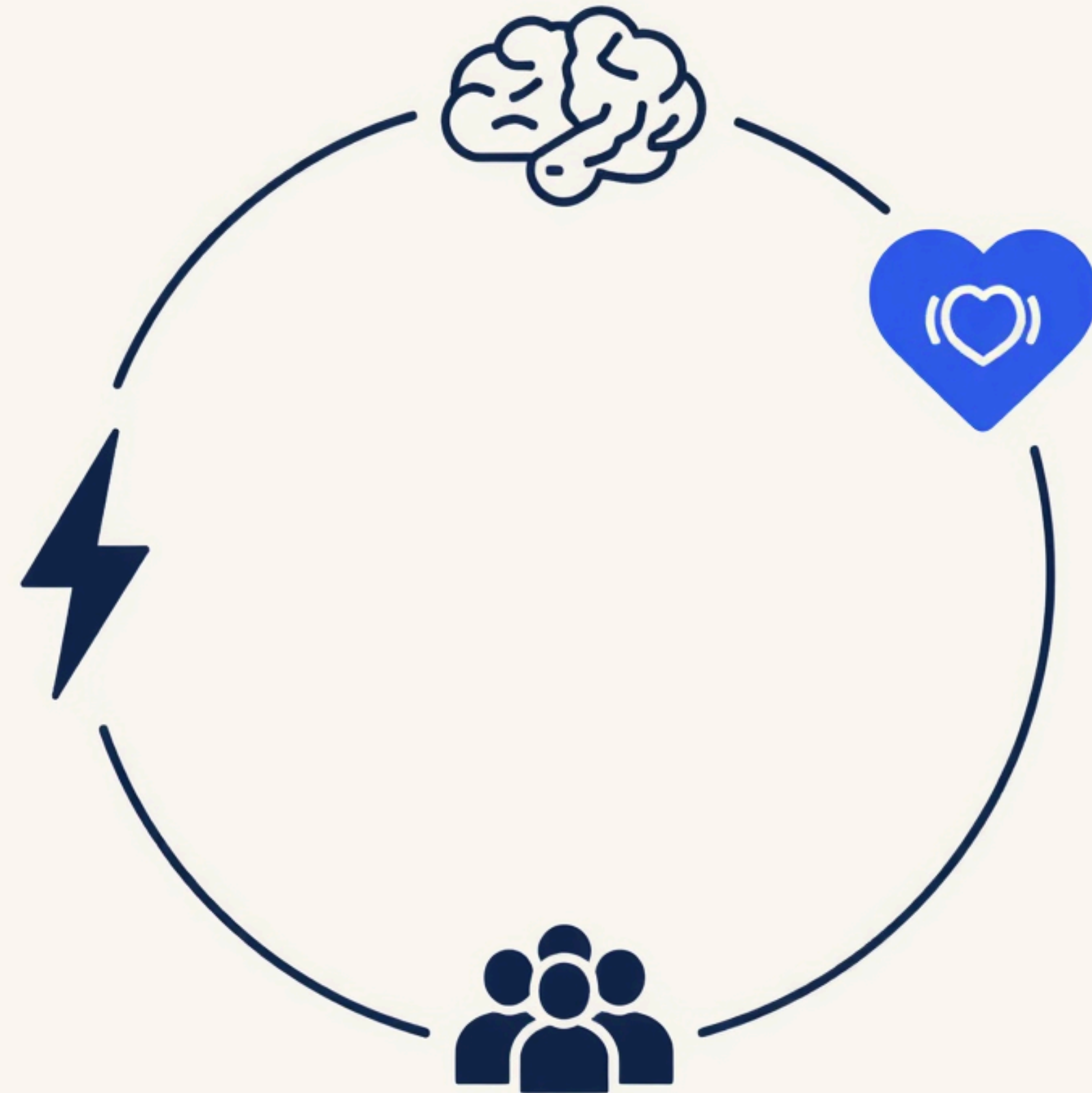
Team Fit



Personal power fit

SPHERICAL LEADERSHIP MODEL

- The Four Fits work together in a balanced, interconnected system with no hierarchy.
- Each element reinforces the others, creating a holistic approach to leadership effectiveness.
- "Balance drives effectiveness"



LEADERSHIP AND SYSTEM INTEGRATION

- Integration is behavioral, not structural
- Coordination requires alignment across teams
- Leadership connects systems and people
- People drive outcomes, not policies alone



MENTAL FIT OVERVIEW

Clarity and focus

Environmental awareness

Strategic thinking





MENTAL FIT AXIOM

- Slow tone, pace, and tempo.
- Reduces reactivity and improves decision quality
- Respond thoughtfully rather than react impulsively in complex workforce environments.

MENTAL FIT AND WIOA OUTCOMES

Improves data accuracy

Aligns work with metrics

Strengthens performance tracking



EMOTIONAL FIT OVERVIEW

Trust and engagement

Understanding reactions

Managing change



EMOTIONAL INTELLIGENCE

- Integrate emotional intelligence into systems design and adoption workflows
- Leverage self-awareness and regulation to manage technical change dynamics
- Use social awareness to align cross-functional collaboration in system builds





EMOTIONAL FIT AXIOM

- Leadership creates emotional response.
- Trust increases engagement and drives participation.
- Fear reduces performance and limits potential.
- Every interaction shapes the emotional climate of your team.

EMOTIONAL FIT AND WIOA OUTCOMES

Improves retention rates across programs

Increases participant engagement and participation

Supports measurable skill gains



TEAM FIT OVERVIEW

Collaboration

Shared responsibility

Coordination



TITLE I COMPLIANCE THROUGH LEADERSHIP

Align behaviors with expectations

Improve consistency across service delivery

Reduce compliance gaps proactively

Strengthen audit readiness





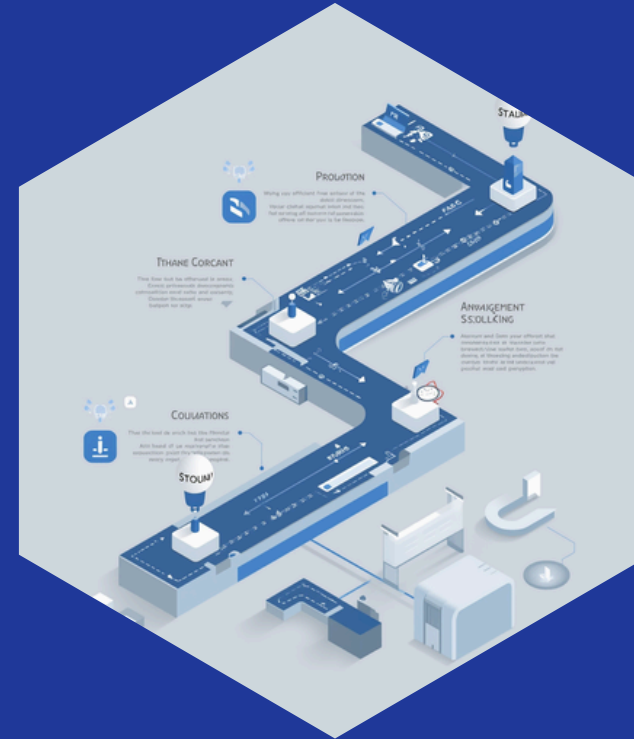
TEAM FIT AXIOM

- People must be seen and heard.
- Visibility improves accountability across teams and partners.
- Strong communication strengthens collaboration and drives better workforce outcomes.

TITLE I INTEGRATION ACROSS PARTNERS



Strong handoffs
between partners



Reduced duplication of
services



Improved customer
flow and better
outcomes

PERSONAL POWER FIT OVERVIEW

Leadership without title

Confidence

Adaptability





PERSONAL POWER FIT AXIOM

Leadership is demonstrated through action, not title.
Confidence drives behavior and inspires others.
Empowerment increases effectiveness across the
entire workforce system.



PERSONAL POWER FIT AND WIOA OUTCOMES

Improves consistency across service delivery

Enhances customer experience at every
touchpoint

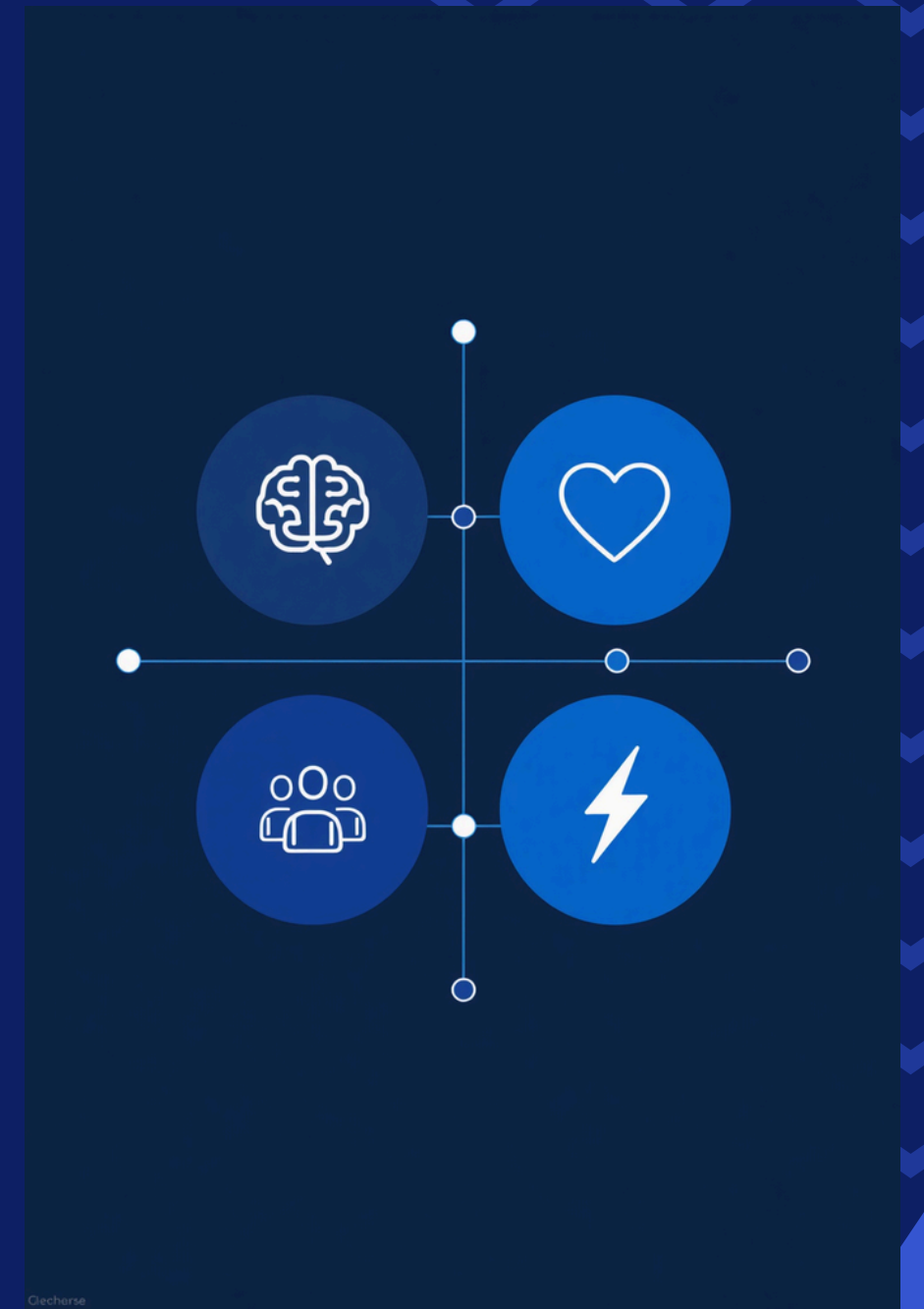
Supports innovation and adaptive problem-solving



The Complete Leadership Framework

FOUR FITS INTEGRATED

Balance improves performance and drives integration



Questions?

THANK YOU!