Economies will always be in flux. The one constant is the demand for knowledgeable personnel equipped with the right tools and abilities to push organizations forward.

Whether you are an experienced professional looking to make an impact or an organization looking to train and retain key talent, Supervisor and Professional Development programs offer one-day workshops led by local and regional thought leaders and are designed for managers and front-line supervisors. Participants address their unique professional needs through assessments, discussion and exercises that can be seamlessly implemented back in the workplace, gaining the tools needed in order to be a successful leader.

Similar to the Executive Development programs, you are free to select which workshops best fit you or your organization. You can choose from a variety of programs, all aligned with the most critical competencies that are essential to the kind of managers, front-line supervisors and leaders organizations of every type not only desire, but require.

The Benefits

- Tackle leadership and management challenges that give you a powerful advantage for some of the most competitive positions.
- Develop an array of skills including: assertiveness, decision-making, team building, communication skills, conflict management and many others.
- Build relationships with local and regional thought leaders.
- Establish a network with others supervisors, managers and front-line professionals.
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<tr>
<th>Date</th>
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<td>Coaching and Evaluating Performance</td>
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<td>Steve Coats, International Leadership Associates</td>
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<td>Profiling Your Success Using 360 Degree Feedback for Career Development</td>
<td>Robin Brun &amp; Brent Kondritz, University of Dayton</td>
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<td>Rod Goelz, Conner Partners</td>
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<td>The Power of Positive Workplace Politics</td>
<td>Marcia Venus, Venus Leadership</td>
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<td>Going from Peer to Supervisor</td>
<td>Andrea Zavakos, Brower Human Resources Consulting</td>
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<td>Matt Becker, Authentic Excellence, LLC</td>
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<td>5/2</td>
<td>Emotional Intelligence: Becoming More Effective in Reaching Others</td>
<td>Abel Hernandez, Coaching for Leadership &amp; Excellence Through Emotional Intelligence, LLC.</td>
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<td>5/7</td>
<td>Effective Conflict Management: Tools, Process &amp; Skills Practice</td>
<td>Roger Fortman, Fortman and Associates</td>
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<td>Team Building: Creating a Functional Working Team</td>
<td>David Carr, Carpe Diem!</td>
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<td>Communication Skills for Leaders</td>
<td>Nicky Adams, University of Dayton</td>
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<td>6/11</td>
<td>Time Management</td>
<td>Ann Bachmann, Ingle-Bachmann, LLC</td>
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<td>Navigating Difficult Conversations</td>
<td>Deb Graham, ACT Strategic</td>
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<td>Lou Russell, Russell Martin &amp; Associates</td>
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Find detailed program descriptions at leadership.udayton.edu
SUPERVISOR AND PROFESSIONAL DEVELOPMENT PROGRAMS

SELECT THE WORKSHOPS THAT FIT YOU BEST.

Our Supervisory Leadership Certificate Program is comprehensive, but that doesn’t mean it’s not customizable. Use this chart to choose which workshops you want to enroll in during a six-month period, based on your various competencies and needs.

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COACHING AND EVALUATING PERFORMANCE

Coaching and Evaluating Performance is designed to enhance a leader’s management skills and prepare them for the changing demands of today’s workforce. Shifting from a directive or “telling” style to a coaching approach is essential in today’s workplace. A manager’s ability to provide regular coaching is critical to ensuring that individuals, and the team, reach their peak performance.

This session will introduce participants to concepts and skills that can be used to provide coaching to either develop the skills of staff members or to correct performance issues. Participants will also explore the performance review process and how to conduct performance appraisals.

This program will have you role-play and skill practice evaluating performance in groups so you can return to work and apply immediately. You will also work with a coaching flow tool to support your development.

Matt Becker is the owner of Authentic Excellence, LLC, a career and life coaching business and is an Associate Certified Coach through the International Coaching Federation. He has 10 years of experience in the field of human resource development working in both the private and public sector, with a specialty in leadership development, interpersonal skills development, coaching, mentoring and team building.

Matt has a B.A. in political science from John Carroll University and a M.Ed. from Xavier University. As a coach, Matt is passionate about helping clients clarify their values and natural strengths in order to design a fulfilling career and/or life. His ability to listen intently, ask powerful questions and see the possibilities others may not have thought of are what make him a successful coach.
Steve Houchin is passionate about helping individuals and teams discover the power of leadership. A dynamic, engaging facilitator, he works to develop leadership in senior executives, mid-level managers and front-line supervisors.

At the Kroger Company for 18 years, he held various positions including the role of divisional human resources director, in which he was a key member of the executive team responsible for the P&L success of 90 retail stores, warehouse and transportation fleet. Steve also served as Kroger’s corporate director of management education and development.

Steve earned a Bachelor of Science from The Ohio State University and completed graduate studies at Central Michigan University. His love for teaching and modeling leadership behaviors inspires participants to grow personally and professionally and impact the success of their organizations.

This program will help leaders:

• Recognize how leadership is key to your ability to succeed in challenging situations.
• Challenge the Process by exploring and problem-solving opportunities for improvement within your team.
• Identify your leadership strengths and areas for improvement.
• Enable Others to Act by understanding your unique value to the team and appreciating the contributions of others.
• Model the Way by ensuring personal values align with corporate values.
• Inspire a Shared Vision by contributing to your team’s vision of the future.
• Encourage the Heart by recognizing the value of giving and receiving recognition from peers.

LEADERSHIP IS EVERYONE’S BUSINESS

Today’s – and tomorrow’s – most successful companies are creatively adapting to unceasing change and uncertainty by encouraging leadership at every level of the organization. The new competitive requirements – quality, innovation, customer responsiveness and flexibility – demand an organization filled with people taking the lead in improving processes, collaborating on products, and responding appropriately to ever-changing markets. Managers, while struggling to get better results with fewer people and resources, are realizing that full participation is not “good,” it is critical.

Only the concerted and enthusiastic efforts of everyone will give us the edge we need. This is the challenge addressed by “Leadership is Everyone’s Business.” This program is based on the award-winning book, The Leadership Challenge, and the acclaimed management workshop based on its research.

Participants discover how they have shown leadership in the past to meet business and personal challenges, allowing them to gain the confidence and skill to increase their use of the Five Practices of Exemplary Leaders on the job. Your eyes will be opened by the group discussions and activities that take place in this program.

SUPERVISOR AND PROFESSIONAL DEVELOPMENT PROGRAMS

JANUARY 23, 2013
8:30 AM—4:30 PM

PUBLIC $395
UD ALUMNI $345
PARTNER $290
Michael F. Gorman is an Associate Professor at the University of Dayton in the Department of MIS, OM and DSC. Dr. Gorman has 10 years of experience in the rail industry at BNSF Railway and regularly consults for both shippers and carriers in transportation and logistics issues. Dr. Gorman’s work has been published in Manufacturing and Services Operations Management, Annals of OR, Interfaces, Applied Economics and Transportation Quarterly, among others.

He was a finalist in INFORMS’ Daniel Wagner Competition for Applied Research in 2005. He is a referee for numerous peer-reviewed journals. Mike has five years of service in INFORMS Rail Applications Special interest group, including Chair.

Decision Making and Problem Solving

All of us make decisions every day: some big, some little. Sometimes we make the right decision, and sometimes it turns out all wrong.

This program isn’t going to tell you the “answer” to the tough questions so many of us face. Rather, this workshop is about how to make good decisions and evaluate the decision-making process. Because we make decisions every day and these decisions literally alter the course of our lives, there might be no more important subject!

Through various group discussions and exercises, you will be able to apply techniques in order to assist you in making better decisions that impact you, your department and organization.

FEBRUARY 12, 2013
8:30 AM—4:30 PM

PUBLIC $395
UD ALUMNI $345
PARTNER $290

THIS PROGRAM WILL HELP LEADERS:

• Understand the decision-making process.

• Learn how to avoid "Decision Traps".

• Discover the decision “Rules of Thumb”.

• Explore decision making tools and techniques.

• Learn about decision making under uncertainty.

DECISION MAKING AND PROBLEM SOLVING
Steve Coats is one of the leading authorities on the Five Practices of Exemplary Leadership®, and he has taught, coached and consulted with executives and managers in several countries around the world. Steve focuses his work on leadership and team development, personal growth, change and business strategy. He also has extensive development experience with renowned programs such as Steven Covey’s Principle Centered Leadership and a number of client-specific customized programs. Steve has published several articles, as well as co-authoring the book, There is No Box (Executive Excellence Publishing, 2007).

Steve understands leadership from the inside out, with experience in both Fortune 100 companies and small upstarts. Steve led a National Account Team at telecommunications giant, AT&T and also co-founded The Leadership Dimension, Inc.

Steve received an MBA from North Texas University and completed an executive program in technology and innovation at the Wharton School.
Robin Brun is the Business Development Director at the University of Dayton Center for Leadership. Prior to joining the UD CLE team, she held the following positions: VP of Consulting Services, Manager of Education & Career Development, Sales Executive, HR Consultant, Corporate Recruiter and Career Transition Consultant. Robin is known for delivering high impact practical training programs that keep the audience engaged and inspires them to apply the learning to their unique situation. She is a certified trainer/practitioner in assessments, leadership, coaching and career management.

Robin has earned certification as a Professional in Human Resources (PHR) through the Society for Human Resource Management. She is a past member of The National Speakers Association and the Ohio Speakers Forum. She currently serves on the Board of Junior Achievement and is the Chairperson for Workforce Readiness for Miami Valley Human Resource Association.

Brent Kondritz is the Assistant Director and Program Manager of the University of Dayton Center for Leadership. Prior to joining the UD CLED team, he held the following positions: corporate trainer, manager of training and development, senior HR manager, director of sales and operations, and director of strategy within Sprint, BellSouth/AT&T and The Berry Company. He is also a certified trainer/practitioner in assessments, leadership and Lean practices. Kondritz received his B.S. in marketing and minor in psychology from Eastern Illinois University and his MBA from the University of Nebraska at Kearney.

**SUPERVISOR AND PROFESSIONAL DEVELOPMENT PROGRAMS**

**MARCH 12 & APRIL 30, 2013**
8:30 AM–4:30 PM

PUBLIC $790
UD ALUMNI $690
PARTNER $580

**PROFILING YOUR SUCCESS USING 360 DEGREE FEEDBACK FOR CAREER DEVELOPMENT**

Professionals today have learned the critical role that effective marketing and sound strategic planning has on the success of a business. In this program, you will learn how to apply these same marketing and strategic planning concepts to managing your career and achieving your full potential.

Success now will depend on how well employees can identify and promote their strengths and value to the organization. While many organizations can create an environment for employee development, the strategic career planner is relentless when pursuing their career goals and will invest their own time and energy in their personal and professional development.

By beginning to think of yourself as an entrepreneur with a package of marketable skills, you can essentially start running your career like a business. Successful companies follow certain business principles in order to grow and prosper. Put these same principles to work for you as you position yourself for marketability within your organization.

Strategic Career Management requires planning, preparation, implementing and monitoring career actions in ways that align your goals with the direction and needs of the organization. Participants will gain feedback from a 360 assessment to assist them in putting together a development plan.

**THIS PROGRAM WILL HELP LEADERS:**

- Create your personal value proposition.
- Learn how to build strategic alliances within and outside the organization.
- Receive valuable feedback on your strengths, development needs and skills from your Manager, Peers and Direct Reports.

Robin Brun is the Business Development Director at the University of Dayton Center for Leadership. Prior to joining the UD CLE team, she held the following positions: VP of Consulting Services, Manager of Education & Career Development, Sales Executive, HR Consultant, Corporate Recruiter and Career Transition Consultant. Robin is known for delivering high impact practical training programs that keep the audience engaged and inspires them to apply the learning to their unique situation. She is a certified trainer/practitioner in assessments, leadership, coaching and career management.

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Rod Goelz is a Senior Executive with Conner Partners, a leading Change Execution firm. He has facilitated change execution across a wide range of clients from the Fortune 50 to local governments.

He has a track record of driving results while also transferring capability thus helping clients successfully navigate immediate strategic change and leaving them better equipped for future change execution.

Rod mixes humor and high energy with over 20 years of experience and a strong application focus to create a powerful, high value leadership development experience.
Marchia Venus is well known as an organizational consultant and an executive coach. Her expertise and broad organizational experience provide for the unique and challenging needs of top executives as well as individuals at all levels. Marchia has assisted numerous organizations address the critical issues of leadership development as a component of succession planning and in response to changing societal, economic and leadership trends.

In consulting with client companies, Marchia has designed and developed programs and services to support leadership development and organizational growth, in such areas as organizational culture, team building, employee recommitment, leading change initiatives, new executive assimilation, organizational politics, and other organizational solutions.

**Business/Organizational Leadership Experience**

After 16 years serving clients located throughout the Ohio, Kentucky, and Indiana region as Vice President of Consulting Services in the Dayton, OH office of Right Management, an international human resource consulting firm, Marchia left in 2007 to launch a solo practice. Prior to joining Right, Marchia’s experience included roles as a liaison between economic development organizations and community education and training initiatives, designing training programs to meet the needs of international organizations in transition.

Marchia holds a BA from Loretto Heights College, Denver, Colorado; an M.F.A. from the University of Hawaii, Honolulu, Hawaii; and a Ph.D. from Michigan State University, East Lansing, Michigan. She is an experienced interpreter of numerous assessment instruments: the Myers-Briggs Type Indicator, the Human Synergistics’ Life Styles Inventory and Organizational Culture Inventory, the FIRO-B, the H.R. Chally Group’s assessment tool for both individual and organizational analysis, and a variety of 360° appraisal processes including the Center for Creative Leadership’s BENCHMARKS®.

**THE POWER OF POSITIVE WORKPLACE POLITICS**

In order to become politically effective, one must begin by understanding that organizational politics is a reality in every organization. Some people go to great lengths to say that they are not political and there are no organizational politics where they work. That’s because it’s usually viewed as negative ‘back stabbing’ behavior. Organizational politics is just part of the fabric of business life and to understand who and how organizations make decisions can only make you more effective in doing your job. Are you aware of the power of positive organizational politics? Your understanding of politics in the workplace can easily mean the difference between advancing in your job and losing it. More jobs are lost and advancement denied because of poorly played office politics than any other reason. Join us to determine the level of your own tendencies in the area of organizational politics, learn 10 keys for being politically effective, and develop a plan to manage your political equity account.

**THIS PROGRAM WILL HELP LEADERS:**

- Identify your level of political acumen.
- Redefine politics as a valuable organizational tool.
- Recommend steps for operating with political savvy.

**Marcia Venus**

Dr. Marcia Venus is well known as an organizational consultant and an executive coach. Her expertise and broad organizational experience provide for the unique and challenging needs of top executives as well as individuals at all levels. Marchia has assisted numerous organizations address the critical issues of leadership development as a component of succession planning and in response to changing societal, economic and leadership trends.

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GOING FROM PEER TO SUPERVISOR

Dr. Andy Zavakos will facilitate this high-energy, interactive workshop that guides participants through the transformation from individual contributor to leader. Through small group exercises, group discussion and role playing, we will explore the strategies, behaviors and critical interactions that help assure an easier transition through this essential rite of passage for those who want to advance into management.

Andrea Zavakos brings more than 20 years of human resources experience, a results-oriented style and a strong focus on understanding and respecting individual perspectives to her clients. “My focus is on helping companies create the work environment, behaviors and processes that will yield the right business results,” says Andrea. “I am an easy-going person but very action-oriented and focused on finding solid solutions that positively impact an organization and its people.” Her extensive travels have exposed her to different cultures and viewpoints, which serve her well in her role as Director of Brower Human Resources Consulting.

Andrea earned her B.A. in psychology from Chaminade University in Honolulu, Hawaii, an MBA in total quality management from Dowling College, on Long Island, New York, and a Ph.D. in leadership and change from Antioch University. She is certified by the Human Resource Certification Institute as both a Global and Senior Professional in HR. Also, Andrea is an Executive Coach, having completing training through the College of Executive Coaching in Santa Barbara, CA. She returned to the Dayton region in 1992 and served in leadership positions for both small and large corporations before joining Brower HR Consulting in 2002.
FINDING YOUR STRENGTHS-BASED LEADERSHIP

Self-awareness is one of the most critical attributes of effective leaders. Most of us have been taught that success comes from being well-rounded. However, this is an unrealistic goal and one that leads to mediocre leadership.

According to research conducted by the Gallup organization, the most effective leaders invest in their own strengths, as well as those of their team, resulting in a 64% increase in employee engagement.

As a part of this course, participants will complete the StrengthsFinder 2.0 assessment and begin to explore how they can leverage their personal strengths to become an effective leader.

Matt Becker is the owner of Authentic Excellence, LLC, a career and life coaching business and is an Associate Certified Coach through the International Coaching Federation. He has 10 years of experience in the field of human resource development working in both the private and public sector, with a specialty in leadership development, interpersonal skills development, coaching, mentoring and team building.

Matt has a B.A. in political science from John Carroll University and a M.Ed. from Xavier University. As a coach, Matt is passionate about helping clients clarify their values and natural strengths in order to design a fulfilling career and/or life. His ability to listen intently, ask powerful questions and see the possibilities others may not have thought of are what make him a successful coach.
THIS PROGRAM WILL HELP LEADERS:

• Define and use the competencies of emotional intelligence
• Identify the difference between reacting and responding to a situation and learn how to use the react-respond model
• Develop three personal action steps to create greater self-awareness and self-management in your personal and professional life

EMOTIONAL INTELLIGENCE: BECOMING MORE EFFECTIVE IN REACHING OTHERS

Emotional Intelligence and the impact it has on the personal and professional success of individuals has become one of the most talked about concepts over the last several years.

This session provides an in-depth look at the domains and competencies of the Emotional Intelligence model, which will improve your ability to affect change in yourself and others.

Participants will learn how to recognize and identify emotions that drive behaviors. Once identified, they will learn how to manage those emotions to be effective in personal and professional interactions.

Key takeaways are how to positively influence a challenging situation or personality. Additionally, participants will learn about negotiation, power, influence, teamwork, development, and service orientation. The course is highly participative and the class is broken into groups so they may evaluate the various emotional intelligence competencies and share insights.

Abel Hernandez has more than 30 years of leadership, management, corporate and career coaching, Emotional Intelligence, problem-solving, and decision making experience. He retired from the United States Air Force where he was a member of the Air Force Inspection Team, worked with nuclear weapons, laser guided missile systems, training divisions, safety, and oversight offices. He spent 12 years in Europe and has extensive international business and interpersonal communication experience. He is currently employed as the Performance Management Specialist for the Dayton headquartered company, CareSource. In his position he guides the company in the development of performance management philosophy for all employees, is a corporate and career coach, and is responsible for leadership education and training.

Abel earned his B.S. in Management and Psychology from the University of Maryland in Heidelberg Germany, and an M.S. in General Administration from Central Michigan University. He is a certified corporate and career coach through the Worldwide Association of Business Coaches and the Registered Corporate Coach Association. Abel is certified to administer and facilitate Myers-Briggs personality assessments, classes, and team building sessions. He is currently involved in a second graduate program with Saint Joseph’s College, Maine, where he is completing an M.S. in Organizational Development. He has his own consulting and coaching business, Coaching for Leadership and Excellence Through Emotional Intelligence, LLC. Abel is a volunteer coach for the Greene County Marriage Resource Center, the Dayton Right to Life Center, and the Montgomery County Veterans, Vocational Rehabilitation Services Offices.
Managing conflict effectively can increase efficiency and improve morale. This workshop will review the five conflict styles and assess your conflict style by utilizing the Thomas-Kilmann Conflict Mode Instrument. The advantages and pitfalls of each of the styles will be discussed. The six sources of the organizational conflict will be reviewed along with steps to resolve them. A list of conflict management suggestions will be discussed to help identify an effective conflict management procedure for your work group. The key steps in resolving conflict will be presented and applied to your work setting. Participants will have an opportunity to practice being a third-party facilitator for two individuals experiencing conflict.

Roger Fortman

Roger Fortman has been a consultant, trainer and executive coach for the past 20 years, working with organizations across the United States and in Sweden. He provides training and consultation in strategic planning, leadership development, change and culture management, team building, generations, diversity, behavioral interviewing, and conflict and stress management.

Roger is a qualified/certified trainer in Achieve/Global (Zenger Miller), DDI including Targeted Selection, DISC Indra and Myers-Briggs Personality Types. He is also a national executive coach for the National Hospice and Palliative Care Organization. Roger has taught at the University of Dayton and Wright State University.
David Carr is an experience based facilitator, who seeks to help leaders with the human side of work and deal effectively with these truths. It’s no longer about earning a living, but rather learning a living. As a life-long learner, David is committed to helping others break phantom rules and move from his/her comfort zone into the learning zone.

He has worked with Fortune 500 companies, including Procter & Gamble, Hallmark, Convergys, Fifth Third Bank, and Kroger; government agencies including the E.P.A. and the I.R.S.; educational institutions including the University of Cincinnati, Xavier, and the University of North Carolina as well as small family-owned companies and not-for-profits. At Montreat College’s Team and Leadership Center, he was the AHA! Resource for Corporate Development. He also served as the Venture Out! Director for corporate development at Camp Joy, Clarksville, Ohio.

David is a collaborator in God’s creation, a husband, father, son and Eagle Scout. He has been a business owner, marketer, sales manager, artist, newspaper columnist, teacher and window washer! Facilitation is his passion and where he has chosen to focus his skill enhancement and education since 1995. David has worked with over 1,000 leaders and teams with as few as 5 to as many as 300 participants in developing uncommon leadership, building nurturing communities and creating productive innovation. This has resulted in higher morale, lower turnover, increased productivity and greater ROI.

THIS PROGRAM WILL HELP LEADERS:

• Assess how functional or dysfunctional your team is.
• Create behavior goals to achieve and maintain optimal team functioning.
• Explore how to move from dysfunctional to functional.

TEAM BUILDING: CREATING A FUNCTIONAL WORK TEAM

Do you struggle with finding the energy to improve your team, the communication and team productivity? Do you feel as though you cannot wrap your arms around your team dynamics?

The program, based on Patrick Lencioni’s *Five Dysfunctions of a Team*, will lead you to recognize the dynamics of trust, accountability, conflict, commitment and attention to detail. This will be accomplished through engaging experiential learning and thought provoking conversations. You will take away new behaviors, new ideas and the wisdom that will enhance your team dynamics!

SUPERVISOR AND PROFESSIONAL DEVELOPMENT PROGRAMS

MAY 9, 2013
8:30 AM - 4:30 PM

PUBLIC $395
UD ALUMNI $345
PARTNER $290
In today's workplace, we are communicating more rapidly, more often and with greater numbers of people than ever before. The prominence of email and other technology means that our writing and thinking skills are showcased on a daily basis. Employees at all levels need to be able to communicate ideas effectively to customers, vendors, co-workers and management.

Our overall work performance may even be assessed by how effectively and professionally we communicate with both internal and external audiences. Expressing yourself clearly and maintaining positive relationships with others are critical to career and organizational success. The goal of this session is to improve overall communication skills.

Nicky Adams is a full-time University of Dayton faculty member, teaching primarily professional communication courses such as Business Communication and Report & Proposal Writing. She also coordinates the English department's Writing Internship Program.

In addition to teaching, Nicky conducts training sessions for area businesses on various communication topics. For five years, Nicky directed Wright State University’s Writing Center, where she maintained a Writer’s Hotline for the campus and the local business community.

This Program Will Help Leaders:

- Improve communication skills in routine written messages and presentations.
- Acquire graphic techniques for optimizing skim value.
- Identify current workplace trends that affect business communication.
- Learn how to conquer stage fright when presenting to an audience.
- Understand how to establish purpose and audience.
- Be able to organize presentation content strategically.
- Build rapport with audience members during presentations.
- Understand the benefits and limitations of written communication.
- Gain tips for establishing goodwill with readers.
- Learn structure and formatting considerations for different types of messages.

Nicky Adams

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In addition to teaching, Nicky conducts training sessions for area businesses on various communication topics. For five years, Nicky directed Wright State University’s Writing Center, where she maintained a Writer’s Hotline for the campus and the local business community.
Ann Bachmann is partner with Ingle-Bachmann, LLC in Dayton, Ohio. Over the past 27 years, Ann has developed and delivered specialized training programs for more than 12,000 participants. As a successful management consultant, Ann’s client base encompasses a diverse range of small owner-operated companies, mid-size and Fortune 500 corporations throughout the United States and Europe. The industries she deals with are widely diverse and include printing, tool and die, manufacturing, healthcare, engineering, insurance, education and municipal government. She has been a contributing editor for the texts Supervision and Techniques of Customer Counseling, which have been used by the Institute of Financial Education. She has held the president’s position with the Florida Committee for Training and Development, the Institute of Financial Education, and the Western Ohio Chapter of the American Society of Training and Development, and she is a frequent speaker at ASTD and SHRM and other professional conferences. Currently she sits on the advisory board for the Dayton Mediation Center. Ann holds a B.A. and a M.Ed. from Florida Technological University and the University of Central Florida.

SUPERVISOR AND PROFESSIONAL DEVELOPMENT PROGRAMS

JUNE 11, 2013
8:30 AM—4:30 PM

PUBLIC $395
UD ALUMNI $345
PARTNER $290

TIME MANAGEMENT

If you had one more hour in the day, what would you do with it? Most people answer they might spend that hour doing something for their self. Since we are controlled by the events that occur within the course of a day, how we manage our time is how we manage our life.

This Time Management program teaches you how to effectively and efficiently manage your time to work in tandem with any product or planner you are currently utilizing. This additional found time is priceless!

The interactive and powerful Time Management workshop experience will help you transform your personal goals into productive daily actions. This program is enhanced with a variety of assessments, activities and group discussion.

THIS PROGRAM WILL HELP LEADERS:

• Understand the events that control how you spend your time.
• Plan what to do and do what was planned.
• Identify the big time wasters and eliminate them from your day.
• Learn three keys to productivity.
• Define and prioritize what is important.
• Attain personal alignment to achieve what you want in life, both personally and professionally.
Deb Graham is Managing Owner of ACT Strategic, a consulting business specializing in helping leaders solve business problems and accelerate strategic change. Deb is a trusted adviser to leaders in various industries, both domestic and international.

Deb began her career in the quality management field managing and delivering training in Statistical Process Control and Deming Quality Management philosophies. Using this background, she facilitated numerous cross-functional process movements.

Over the past 20 years, Deb has done extensive work on initiatives such as the creation of a new business unit, the closure of a facility, acquisition integration, strategic planning, global leadership development and cultural transformation.

The cost of unresolved conflict is enormous. Productivity loss, employee turnover, an erosion of trust, lost time due to physical symptoms and communication breakdowns are just a few of the many consequences of managing conflict and communication challenges poorly.

This interactive workshop helps participants to build strong communication and conflict resolution skills. Participants will be introduced to tools such as the Thomas-Kilmann Conflict Mode Instrument as well as techniques to increase their personal effectiveness.
COACHING AND EVALUATING PERFORMANCE

Coaching and Evaluating Performance is designed to enhance a leader’s management skills and prepare them for the changing demands of today’s workforce. Shifting from a directive or “telling” style to a coaching approach is essential in today’s workplace. A manager’s ability to provide regular coaching is critical to ensuring that individuals, and the team, reach their peak performance.

This session will introduce participants to concepts and skills that can be used to provide coaching to either develop the skills of staff members or to correct performance issues. Participants will also explore the performance review process and how to conduct performance appraisals.

This program will have you role-play and skill practice evaluating performance in groups so you can return to work and apply immediately. You will also work with a coaching flow tool to support your development.

Matt Becker is the owner of Authentic Excellence, LLC, a career and life coaching business and is an Associate Certified Coach through the International Coaching Federation. He has 10 years of experience in the field of human resource development working in both the private and public sector, with a specialty in leadership development, interpersonal skills development, coaching, mentoring and team building.

Matt has a B.A. in political science from John Carroll University and a M.Ed. from Xavier University. As a coach, Matt is passionate about helping clients clarify their values and natural strengths in order to design a fulfilling career and/or life. His ability to listen intently, ask powerful questions and see the possibilities others may not have thought of are what make him a successful coach.

THIS PROGRAM WILL HELP LEADERS:

• Identify why it is difficult to deal with an employee’s non-performance.
• Use an analysis tool to identify the root cause of the performance issue.
• Describe how your personality style influences your coaching style.
• Demonstrate the first three steps to the coaching conversation.
• Identify the critical factors to consider when coaching someone who has a different style.
• Understand the performance review process.
• Explain why employees don’t do what they are supposed to do.
SUPERVISOR AND PROFESSIONAL DEVELOPMENT PROGRAMS

JULY 25, 2013
8:30 AM–4:30 PM
PUBLIC $395
UD ALUMNI $345
PARTNER $290

10 STEPS TO SUCCESSFUL
PROJECT MANAGEMENT

Let’s face it; most people spend their days in chaotic, fast-paced, time- and resource-strained organizations. This workshop is designed for today’s busy professional who needs advice and guidance on a wide array of tools designed to provide you with the flexible structure necessary to have increased success delivering business results through your projects.

This workshop will guide and help the Project Manager to plan, organize and control the project effort as well as costs. You can deliver the results the business demands!

Lou Russell is president and CEO of Russell Martin & Associates. She is the author of The Accelerated Learning Fieldbook and Project Management for Trainers, IT Leadership Alchemy, Leadership Training and 10 Steps to Successful Project Management. She is a frequent contributor to Computer World, Cutter Executive Reports, and Network World, among others, and publishes the monthly Learning Flash electronic newsletter.

A popular speaker, Lou addresses national and international conferences such as the Project Management Institute, Project World, and Lotusphere. She holds a computer science degree from Purdue University, where she taught database and programming classes, and a Masters in Instructional Technology from Indiana University.

THIS PROGRAM WILL HELP LEADERS:

• Differentiate between project management and project work.

• Build a Project Plan including schedules, resource allocations, and a budget.

• Define the roles of the Project Manager, Project Sponsor, and other key individuals on a project.

• Create activity networks (PERT, Gantt, and CPM) and other tools for communication project scope and activities.

• Create a Project Charter.
Steve Houchin is passionate about helping individuals and teams discover the power of leadership. A dynamic, engaging facilitator, he works to develop leadership in senior executives, mid-level managers and front-line supervisors.

At the Kroger Company for 18 years, he held various positions including the role of divisional human resources director, in which he was a key member of the executive team responsible for the P&L success of 90 retail stores, warehouse and transportation fleet. Steve also served as Kroger’s corporate director of management education and development.

Steve earned a Bachelor of Science from The Ohio State University and completed graduate studies at Central Michigan University. His love for teaching and modeling leadership behaviors inspires participants to grow personally and professionally and impact the success of their organizations.
Decision Making and Problem Solving

All of us make decisions every day: some big, some little. Sometimes we make the right decision, and sometimes it turns out all wrong.

This program isn’t going to tell you the “answer” to the tough questions so many of us face. Rather, this workshop is about how to make good decisions and evaluate the decision-making process. Because we make decisions every day and these decisions literally alter the course of our lives, there might be no more important subject!

Through various group discussions and exercises, you will be able to apply techniques in order to assist you in making better decisions that impact you, your department and organization.

Michael F. Gorman

Michael F. Gorman is an Associate Professor at the University of Dayton in the Department of MIS, OM and DSC.

Dr. Gorman has 10 years of experience in the rail industry at BNSF Railway and regularly consults for both shippers and carriers in transportation and logistics issues. Dr. Gorman’s work has been published in Manufacturing and Services Operations Management, Annals of OR, Interfaces, Applied Economics and Transportation Quarterly, among others.

He was a finalist in INFORMS’ Daniel Wagner Competition for Applied Research in 2005. He is a referee for numerous peer-reviewed journals. Mike has five years of service in INFORMS Rail Applications Special interest group, including Chair.