

PROFESSIONAL DEVELOPMENT PROGRAMS

2013-2014 PROGRAM CALENDAR

Date	Course	Instructor
10/22	The Art of Influencing Others	Filomena Nelson APex Training Associates
11/5	Going from Peer to Supervisor	Andrea Zavakos University of Dayton
11/21	Communication Skills for Leaders	Nicky Adams University of Dayton
12/11	Time Management & Personal Productivity	Lori Tingle Performance Essentials
1/9	Navigating Difficult Conversations	Deb Graham ACT Strategic
1/22	Coaching and Evaluating Performance	Matt Becker Authentic Excellence
2/4	Effective Decision Making	Bob Jewell Omega Leadership Group
2/25	Leading Change at the First Level	Rod Goelz Conner Partners
3/6	Finding Your Strengths-Based Leadership	Matt Becker Authentic Excellence
3/13	Leadership is Everyone's Business	Steve Houchin International Leadership Associates
3/26	The Power of Positive Workplace Politics	Marcia Venus Venus Leadership
4/29	Going from Peer to Supervisor	Andrea Zavakos University of Dayton
5/1	Emotional Intelligence: Becoming More Effective in Reaching Others	Abel Hernandez Coaching for Leadership and Excellence Through Emotional Intelligence
5/6	Customer Service: Developing Customer Loyalty for Life	Patti Hathaway The Change Agent

Date	Course	Instructor
5/20	Communication Skills for Leaders	Nicky Adams University of Dayton
6/10	Time Management & Personal Productivity	Lori Tingle Performance Essentials
6/17	Enabling Others and Fostering Accountability	Steve Coats International Leadership Associates
6/26	Coaching and Evaluating Performance	Matt Becker Authentic Excellence
7/10	Leading Change at the First Level	Rod Goelz Conner Partners
7/22	Managing Generations in the Workplace	Roger Fortman Fortman & Associates
7/31	Navigating Difficult Conversations	Deb Graham ACT Strategic
8/12 & 8/19	Professional Presentation Skills	Nicky Adams University of Dayton
8/21	Effective Decision Making	Bob Jewell Omega Leadership Group
9/11	Leadership is Everyone's Business	Steve Houchin International Leadership Associates
10/30	Effective Conflict Management: Tools, Process and Skills Practice	Roger Fortman Fortman & Associates
11/4	Going from Peer to Supervisor	Andrea Zavakos University of Dayton
11/20	Communication Skills for Leaders	Nicky Adams University of Dayton
12/11	Time Management & Personal Productivity	Lori Tingle Performance Essentials

Find detailed program descriptions at leadership.udayton.edu.

PROFESSIONAL DEVELOPMENT PROGRAMS

SELECT THE WORKSHOPS THAT FIT YOU BEST.

The Center for Leadership offers a number of programs to assist you in developing and enhancing your leadership skills use the chart below to help you identify the programs that will address your specific goals.

PDI Ninth House executive competencies addressed in the center's programs

Date	Course	PERSONAL LEADERSHIP		THOUGHT LEADERSHIP			PEOPLE LEADERSHIP					RESULTS LEADERSHIP			
		Demonstrate Credibility	Readily Adapt	Analyze Issues and Solve Problems	Understand Strategies	Identify Improvements	Solicit Support	Encourage Commitment	Select and Develop	Communicate Effectively	Relate Well to Others	Establish Plans	Execute Effectively	Show Initiative	Seek Customer Satisfaction
10/22	The Art of Influencing Others														
11/5	Going from Peer to Supervisor														
11/21	Communication Skills for Leaders														
12/11	Time Management & Personal Productivity														
1/9	Navigating Difficult Conversations														
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11/4	Going from Peer to Supervisor														
11/20	Communication Skills for Leaders														
12/11	Time Management & Personal Productivity														

PROFESSIONAL DEVELOPMENT PROGRAMS

OCTOBER 22, 2013
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$290

THIS PROGRAM WILL HELP LEADERS:

- Understand the styles of influencing.
- Identify the role of connections with others in influencing.
- Use a sequence of five audience-oriented steps that help persuade others.

THE ART OF INFLUENCING OTHERS

In the current global economy, it is essential that supervisors influence others who see things from a different perspective or when they need others to take action. Effective influencers are confident in sharing their knowledge and values and possess good interpersonal and communication skills. This program provides participants with the opportunity to examine the skills, characteristics and techniques essential in influencing others to give their support without formal authority or power.

Filomena Nelson

Filomena Nelson is an executive coach and organizational consultant who has more than 20 years of experience in coaching, training, organizational development and education. Her work spans a broad range of projects that include a key role in the development of a full-service corporate training function. She has worked extensively with individuals and teams in both corporate and non-profit organizations to build skills and improve bottomline effectiveness. Her passion and humor create a stimulating learning environment.

Nelson's expertise includes presenting highly motivational and customized programs that help organizations meet their strategic needs. She has a master's degree in education from the University of Arkansas with postgraduate work in instructional system design from Old Dominion University.

PROFESSIONAL DEVELOPMENT PROGRAMS

NOVEMBER 5, 2013
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$290

THIS PROGRAM WILL HELP LEADERS:

- Do a gap analysis on your supervisory and change management styles.
- Plan how to use supervisory best practices and explore how to “re-engineer” relationships as you transition to supervisor.
- Discuss the legal implications of being a supervisor.

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

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. Her focus is on helping companies create the work environment, behaviors and processes that will yield the right business results

Zavakos earned her B.A. in psychology from Chaminade University in Honolulu, Hawaii; an M.B.A. in total quality management from Dowling College on Long Island, N.Y., and a Ph.D. in leadership and change from Antioch University. She served in leadership positions for small and large corporations before joining the University of Dayton as assistant vice president of human resources.

PROFESSIONAL DEVELOPMENT PROGRAMS

NOVEMBER 21, 2013

8:30 A.M. – 4:30 P.M.

PUBLIC \$395

UD ALUMNI \$345

PARTNER \$290

THIS PROGRAM WILL HELP LEADERS:

- Gain tips to establish goodwill and motivate audience action.
- Learn how to organize content strategically for optimal audience engagement.
- Increase your presentation confidence through audience analysis and preparation.

COMMUNICATION SKILLS FOR LEADERS

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 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

Nicky Adams teaches professional communication courses for students across the curriculum and administrative staff at the University of Dayton. She also coordinates the English department's writing internship program to allow students to experience the functions and effects of their writing within the professional workplace.

In addition to her role at UD, Adams conducts training sessions for area organizations and businesses on various communication topics through her LLC, Workplace Communication Consulting.

PROFESSIONAL DEVELOPMENT PROGRAMS

DECEMBER 11, 2013

8:30 A.M. – 4:30 P.M.

PUBLIC \$395

UD ALUMNI \$345

PARTNER \$290

THIS PROGRAM WILL HELP LEADERS:

- Plan your work using goal-setting and scheduling techniques.
- Use proper delegation techniques while avoiding common pitfalls.
- Build successful relationships without allowing others to put too many demands on your schedule.

TIME MANAGEMENT & PERSONAL PRODUCTIVITY

As leaders advance in the organization, one of the things they quickly realize is the way they manage their time is in direct correlation with how successful they, along with their team, will perform. While this is easier said than done, many times individuals that have performed at a high level struggle in transitioning to an advanced position in which they must delegate tasks, prioritize critical initiatives and effectively manage relationships.

Learning how to invest your time wisely is a critical skill in the workplace, but it is one in which we do not spend a great deal of time trying to learn or master. How you do it, when you do it and why you do it can play a big role in how effective you are as a leader. This program will answer those questions and give you tactics that can be applied when you return to your organization. Participants will be exposed to some valuable tools that will help create an immediate impact in time management and personal productivity.

Lori Tingle

Lori Tingle is a results-oriented coach and facilitator specializing in skill development such as communication, building relationships, conflict resolution, organization and personal productivity. She has more than 15 years of training experience to go along with three years of coaching experience.

PROFESSIONAL DEVELOPMENT PROGRAMS

JANUARY 9, 2014
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$290

NAVIGATING DIFFICULT CONVERSATIONS

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 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.

Deb Graham

Deb Graham understands human behavior and its implications for accelerating business change. She translates strategy into action and finds using a strong understanding of change management principles assures the success of important business initiatives. As a seasoned organization effectiveness professional, Graham has worked as a business leader and a consultant with leaders across the globe to custom design and deliver leadership programs.

Graham earned a master's degree in organization development from Pepperdine University and holds certificates from Fielding Graduate University in coaching and the University of Southern California in organization design, Lominger competencies, and Hogan, MBTI and Insight assessments.

THIS PROGRAM WILL HELP LEADERS:

- Learn what brain research tells us about how you think and the implications for successfully managing difficult conversations.
- Identify your preferred conflict resolution style, implications and alternative strategies.
- Analyze a difficult situation and be prepared to employ new behaviors for successful resolution.

PROFESSIONAL DEVELOPMENT PROGRAMS

JANUARY 22, 2014
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$290

COACHING AND EVALUATING PERFORMANCE

Coaching and Evaluating Performance is designed to enhance a leader's management skills and prepare him or her 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 correct performance issues. Participants will also explore the performance review process and how to conduct performance appraisals.

Matt Becker

J. Matthew Becker is the owner of Authentic Excellence LLC, a leadership and career coaching business. He is a professional certified coach (PCC) through the International Coaching Federation and has a master's degree in human resource development from Xavier University. He has been working in the field of HRD for over a decade in both the private and public sectors, with specialties in leadership development, interpersonal skills development, coaching, mentoring, and team building.

THIS PROGRAM WILL HELP LEADERS:

- Describe how your personality style influences your coaching style.
- Use an analysis tool to identify the root cause of the performance issue.
- Demonstrate the first step of the coaching conversation.

PROFESSIONAL DEVELOPMENT PROGRAMS

FEBRUARY 4, 2014
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$290

THIS PROGRAM WILL HELP LEADERS:

- Learn four distinct styles of decision making and when to apply them.
- Learn to apply a proven six-step decision making model.
- Understand various tools that will aid in decision making.

EFFECTIVE DECISION MAKING

When was the last time you or your team sat down and evaluated the lessons learned from either a great decision or a bad decision? Managers, employees and teams are constantly making and implementing decisions, but few examine the process and assess the quality of their decisions. In today's business environment, the impact of a poorly made decision can be costly. On the other hand, a great decision can produce results that will move an organization forward. This one-day seminar gives participants the process and tools for making effective decisions.

This seminar utilizes group exercises, movie clips, real-world examples and a team case study to help participants analyze and improve their decision making skills.

Bob Jewell

Bob Jewell is the founder and CEO of the Omega Leadership Group. He has more than 25 years of experience at the executive level as a practicing manager, coach and leader. His responsibilities have included engineering, operations and business development. Jewell's extensive real-world experiences, combined with his strong communication, facilitation and presentations skills, create a dynamic and enjoyable learning environment.

Jewell holds a degree in engineering from The Ohio State University. His work in the areas of leadership development, project management, employee engagement and strategic planning has earned him the respect of clients such as Kroger, Toyota, General Electric, Fed Ex and Catholic Health Partners.

PROFESSIONAL DEVELOPMENT PROGRAMS

FEBRUARY 25, 2014
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$290

THIS PROGRAM WILL HELP LEADERS:

- Identify what your direct reports need from you to effectively adapt to change.
- Understand what we need from others to adapt, and lead through, transition.
- Learn how to apply tools that to increase your change leadership capabilities.

LEADING CHANGE AT THE FIRST LEVEL

It is common knowledge that dealing with major change while remaining productive is difficult. Now you not only have to deal effectively with change yourself – you are now in a leadership position, and others are looking to you to help them with change.

Leading major change is not the same as leading day-to-day operations. Within the swirl of major change, what does your team need from you? What does it mean to be in a "sustaining" change leadership role? What do you need from your boss, your peers and yourself in order to perform in this role?

In this program, we will explore the patterns that differentiate great change leaders, focusing on the complicated role of the front-line leader who must follow and lead simultaneously. Through a series of application exercises, you will consider what you will do differently to increase your capabilities at personally adapting to and leading others through major change.

Rod Goelz

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.

PROFESSIONAL DEVELOPMENT PROGRAMS

MARCH 6, 2014

8:30 A.M. – 4:30 P.M.

PUBLIC \$395

UD ALUMNI \$345

PARTNER \$290

THIS PROGRAM WILL HELP LEADERS:

- Define the benefits of focusing on your strengths as a leader.
- Explore how your strengths impact how you make decisions.
- Utilize your strengths to fulfill the four basic needs of employees.

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 Gallup, the most effective leaders invest in their own strengths, as well as those of their team, resulting in a 64 percent 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

J. Matthew Becker is the owner of Authentic Excellence LLC, a leadership and career coaching business. He is a professional certified coach (PCC) through the International Coaching Federation and has a master's degree in human resource development from Xavier University. He has been working in the field of HRD for over a decade in both the private and public sectors, with specialties in leadership development, interpersonal skills development, coaching, mentoring, and team building.

PROFESSIONAL DEVELOPMENT PROGRAMS

MARCH 13, 2014

8:30 AM–4:30 PM

PUBLIC \$395

UD ALUMNI \$345

PARTNER \$290

THIS PROGRAM WILL HELP LEADERS:

- Recognize how leadership is key to your ability to succeed in challenging situations.
- Identify your leadership strengths and areas for improvement.
- Understand and implement the five practices of exemplary leaders.

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. In this program 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.

Steve Houchin

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, midlevel managers and front-line supervisors.

For 18 years, Houchin held various positions at The Kroger Co., including the role of divisional human resources director and corporate director of management education and development. He earned a Bachelor of Science from The Ohio State University and completed graduate courses at Central Michigan University.

PROFESSIONAL DEVELOPMENT PROGRAMS

MARCH 26, 2014
8:30 A.M. – 12:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$290

THIS PROGRAM WILL HELP LEADERS:

- Identify your level of political acumen.
- Redefine politics as a valuable organizational tool.
- Develop steps to operate with political savvy.

THE POWER OF POSITIVE WORKPLACE POLITICS

In order to become politically effective, one must begin by understanding that organization 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 how organizations make decisions – and who makes them – 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.

Marcia Venus

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

PROFESSIONAL DEVELOPMENT PROGRAMS

APRIL 29, 2014
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$290

THIS PROGRAM WILL HELP LEADERS:

- Do a gap analysis on your supervisory and change management styles.
- Plan how to use supervisory best practices and explore how to "re-engineer" relationships as you transition to supervisor.
- Discuss the legal implications of being a supervisor.

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

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. Her focus is on helping companies create the work environment, behaviors and processes that will yield the right business results

Zavakos earned her B.A. in psychology from Chaminade University in Honolulu, Hawaii; an M.B.A. in total quality management from Dowling College on Long Island, N.Y., and a Ph.D. in leadership and change from Antioch University. She served in leadership positions for small and large corporations before joining the University of Dayton as assistant vice president of human resources.

PROFESSIONAL DEVELOPMENT PROGRAMS

MAY 1, 2014

8:30 A.M. – 4:30 P.M.

PUBLIC \$395

UD ALUMNI \$345

PARTNER \$290

THIS PROGRAM WILL HELP LEADERS:

- Define and use the competencies of EI.
- Identify the difference between reacting and responding to a situation.
- Develop three action steps to increase self-awareness and self-management in your personal and professional life.

EMOTIONAL INTELLIGENCE: BECOMING MORE EFFECTIVE IN REACHING OTHERS

Emotional intelligence (EI) 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, participants will learn how to manage those emotions to be effective in personal and professional interactions. The key takeaway is how to positively influence a challenging situation or personality. Additionally, participants will learn about negotiation, power, influence, teamwork, development, and service orientation.

Abel Hernandez

Abel Hernandez has more than 30 years of leadership, management, corporate and career coaching, emotional intelligence, problem-solving and decision making 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.

PROFESSIONAL DEVELOPMENT PROGRAMS

MAY 6, 2014

8:30 A.M. – 4:30 P.M.

PUBLIC \$395

UD ALUMNI \$345

PARTNER \$290

THIS PROGRAM WILL HELP LEADERS:

- Understand how to work effectively with customers and others to build customer loyalty.
- Practice listening techniques to build rapport and trust.
- Apply techniques for handling complaints, criticism and difficult customers.

CUSTOMER SERVICE: DEVELOPING CUSTOMER LOYALTY FOR LIFE

For most people, success in providing exceptional customer service depends heavily on how well – or how poorly – they handle relationships with their customers, co-workers and supervisors. Learning how to create customer loyalty by working effectively with others is the objective of this program. You will learn to handle difficult customer situations, complaints and criticisms. You will learn the effective interpersonal skills necessary to let customers know their thoughts and feelings are important to you. You will be able to build a climate of trust and cooperation in which people will want to do business with you and refer others to your business.

Patti Hathaway

Patti Hathaway, CSP, The CHANGE AGENT, is one of less than 8 percent of speakers worldwide to earn the coveted Certificate Speaking Professional (CSP) designation from the National Speakers Association. Hathaway is the author of Feedback Skills for Leaders, and she is the co-author of Managing Upward: Strategies for Succeeding with Your Boss. Her book, Untying the 'Nots' of Change Before You're Fit to be Tied is based on surveying over 1,500 people in a wide range of industries. Patti most recently started a book series for banks on developing customer loyalty: Banking Secrets for Customer Loyalty. Her books have sold more than 100,000 copies worldwide. Hathaway changes people's perspective through the use of her strong content and compelling personal stories delivered with visuals, humor and high energy.

PROFESSIONAL DEVELOPMENT PROGRAMS

MAY 20, 2014
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$290

THIS PROGRAM WILL HELP LEADERS:

- Gain tips to establish goodwill and motivate audience action.
- Learn how to organize content strategically for optimal audience engagement.
- Increase your presentation confidence through audience analysis and preparation.

COMMUNICATION SKILLS FOR LEADERS

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 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

Nicky Adams teaches professional communication courses for students across the curriculum and administrative staff at the University of Dayton. She also coordinates the English department's writing internship program to allow students to experience the functions and effects of their writing within the professional workplace.

In addition to her role at UD, Adams conducts training sessions for area organizations and businesses on various communication topics through her LLC, Workplace Communication Consulting.

PROFESSIONAL DEVELOPMENT PROGRAMS

JUNE 10, 2014
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$290

THIS PROGRAM WILL HELP LEADERS:

- Plan your work using goal-setting and scheduling techniques.
- Use proper delegation techniques while avoiding common pitfalls.
- Build successful relationships without allowing others to put too many demands on your schedule.

TIME MANAGEMENT & PERSONAL PRODUCTIVITY

As leaders advance in the organization, one of the things they quickly realize is the way they manage their time is in direct correlation with how successful they, along with their team, will perform. While this is easier said than done, many times individuals that have performed at a high level struggle in transitioning to an advanced position in which they must delegate tasks, prioritize critical initiatives and effectively manage relationships.

Learning how to invest your time wisely is a critical skill in the workplace, but it is one in which we do not spend a great deal of time trying to learn or master. How you do it, when you do it and why you do it can play a big role in how effective you are as a leader. This program will answer those questions and give you tactics that can be applied when you return to your organization. Participants will be exposed to some valuable tools that will help create an immediate impact in time management and personal productivity.

Lori Tingle

Lori Tingle is a results-oriented coach and facilitator specializing in skill development such as communication, building relationships, conflict resolution, organization and personal productivity. She has more than 15 years of training experience to go along with three years of coaching experience.

PROFESSIONAL DEVELOPMENT PROGRAMS

JUNE 17, 2014
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$290

THIS PROGRAM WILL HELP LEADERS:

- Gain a better understanding of what enabling is, its importance and challenges.
- Recognize the importance of trust-based relationships and how to strengthen them.
- Understand conditions of and common culprits of accountability.

ENABLING OTHERS AND FOSTERING ACCOUNTABILITY

This program will be a valuable tool for managers and supervisors who are looking for ways to equip others to be able to perform at higher levels, build more collaborative work environments and increase the opportunity for better results. Enabling is a key leadership practice, which brings forth individual creativity, commitment and ownership to an organization. Participants will learn about and become more proficient at enabling others to take action and creating an environment of accountability through individual work and reflection, small and large group discussions, contemporary video case examples and experiential, hands-on activities.

Steve Coats

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. Coats 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 Stephen Covey's principle-centered leadership and a number of client-specific customized programs. Coats has published several articles, as well as co-authoring the book, There is No Box (Executive Excellence Publishing, 2007, 2011). Coats received an M.B.A. from North Texas University and completed an executive program in technology and innovation at the Wharton School.

PROFESSIONAL DEVELOPMENT PROGRAMS

JUNE 26, 2014
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$290

THIS PROGRAM WILL HELP LEADERS:

- Describe how your personality style influences your coaching style.
- Use an analysis tool to identify the root cause of the performance issue.
- Demonstrate the first step of the coaching conversation.

COACHING AND EVALUATING PERFORMANCE

Coaching and Evaluating Performance is designed to enhance a leader's management skills and prepare him or her 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 correct performance issues. Participants will also explore the performance review process and how to conduct performance appraisals.

Matt Becker

J. Matthew Becker is the owner of Authentic Excellence LLC, a leadership and career coaching business. He is a professional certified coach (PCC) through the International Coaching Federation and has a master's degree in human resource development from Xavier University. He has been working in the field of HRD for over a decade in both the private and public sectors, with specialties in leadership development, interpersonal skills development, coaching, mentoring, and team building.

PROFESSIONAL DEVELOPMENT PROGRAMS

JULY 10, 2014
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$290

THIS PROGRAM WILL HELP LEADERS:

- Identify what your direct reports need from you to effectively adapt to change.
- Understand what we need from others to adapt, and lead through, transition.
- Learn how to apply tools that to increase your Change Leadership capabilities.

LEADING CHANGE AT THE FIRST LEVEL

It is common knowledge that dealing with major change while remaining productive is difficult. Now you not only have to deal effectively with change yourself – you are now in a leadership position, and others are looking to you to help them with change.

Leading major change is not the same as leading day-to-day operations. Within the swirl of major change, what does your team need from you? What does it mean to be in a "sustaining" change leadership role? What do you need from your boss, your peers and yourself in order to perform in this role?

In this program, we will explore the patterns that differentiate great change leaders, focusing on the complicated role of the front-line leader who must follow and lead simultaneously. Through a series of application exercises, you will consider what you will do differently to increase your capabilities at personally adapting to and leading others through major change.

Rod Goelz

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.

PROFESSIONAL DEVELOPMENT PROGRAMS

JULY 22, 2014
9:00 A.M. – 3:00 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$290

THIS PROGRAM WILL HELP LEADERS:

- Identify the characteristics of the four generations in the workforce.
- Recognize issues and situations that may be influenced by generational differences.
- Apply practical tips for leading and working successfully in a multigenerational workplace.

MANAGING GENERATIONS IN THE WORKPLACE

People are living longer and retiring later, which has contributed to the growing diversity of ages in the workplace. This is the first time in modern history that there are four (almost five) distinct generations working together. These generational differences can have a major impact on leading, recruiting, team building, motivating and improving performance.

Research indicates that people communicate based on their generation. This workshop uses discussion-triggering vignettes that show realistic examples of workplace situations. Participants will learn to resolve common workplace situations that are influenced by generational differences. They will explore the defining characteristics and differences of each of the generations. And they will take away practical tips to lead and work effectively with each of the generations.

Roger Fortman

Fortman has been a consultant, trainer and executive coach for the past 25 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.

PROFESSIONAL DEVELOPMENT PROGRAMS

JULY 31, 2014
8:30 AM–4:30 PM

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$290

NAVIGATING DIFFICULT CONVERSATIONS

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 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.

Deb Graham

Deb Graham understands human behavior and its implications for accelerating business change. She translates strategy into action and finds using a strong understanding of change management principles assures the success of important business initiatives. As a seasoned organization effectiveness professional, Graham has worked as a business leader and a consultant with leaders across the globe to custom design and deliver leadership programs.

Graham earned a master's degree in organization development from Pepperdine University and holds certificates from Fielding Graduate University in coaching and the University of Southern California in organization design, Lominger competencies, and Hogan, MBTI and Insight assessments.

THIS PROGRAM WILL HELP LEADERS:

- Learn what brain research tells us about how you think and the implications for successfully managing difficult conversations.
- Identify your preferred conflict resolution style, implications and alternative strategies.
- Analyze a difficult situation and be prepared to employ new behaviors for successful resolution.

PROFESSIONAL DEVELOPMENT PROGRAMS

AUGUST 12, 2014 8:30 A.M. – 2:00 P.M.
& AUGUST 19, 2014 8:30 A.M. – 12:00 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$290

PROFESSIONAL PRESENTATION SKILLS

While technical skills are important in today's workplace, organizations are increasingly interested in hiring and promoting employees with strong presentation skills. Employees at all levels need to be able to communicate ideas effectively to customers, vendors, co-workers and managers. Regardless of the audience, one thing is for sure: their time is valuable, and they should leave feeling that they are taking away pertinent and applicable information. An intensive look at the three main elements – content, design, and delivery – can help us lay the foundation for value-added presentations time and again.

In session 1, participants will review the fundamentals of presentation skills and have time to develop or improve an actual presentation that they will (or may) be delivering at work. In session 2, participants will deliver a 5-minute segment of their chosen presentation for verbal and written feedback from the instructor and fellow participants.

Nicky Adams

Nicky Adams teaches professional communication courses for students across the curriculum and administrative staff at the University of Dayton. She also coordinates the English department's writing internship program to allow students to experience the functions and effects of their writing within the professional workplace.

In addition to her role at UD, Adams conducts training sessions for area organizations and businesses on various communication topics through her LLC, Workplace Communication Consulting.

THIS PROGRAM WILL HELP LEADERS:

- Think critically to identify audience needs and expectations.
- Structure presentation content for optimal audience engagement and retention of information.
- Design appropriate visual aids for the setting, purpose and audience.

PROFESSIONAL DEVELOPMENT PROGRAMS

AUGUST 21, 2014
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$290

THIS PROGRAM WILL HELP LEADERS:

- Learn four distinct styles of decision making and when to apply them.
- Learn to apply a proven, six-step decision making model.
- Understand various tools that will aid in decision making.

EFFECTIVE DECISION MAKING

When was the last time you or your team sat down and evaluated the lessons learned from either a great decision or a bad decision? Managers, employees and teams are constantly making and implementing decisions, but few examine the process and assess the quality of their decisions. In today's business environment, the impact of a poorly made decision can be costly. On the other hand, a great decision can produce results that will move an organization forward. This one-day seminar gives participants the process and tools for making effective decisions.

This seminar utilizes group exercises, movie clips, real-world examples and a team case study to help participants analyze and improve their decision making skills.

Bob Jewell

Bob Jewell is the founder and CEO of the Omega Leadership Group. He has more than 25 years of experience at the executive level as a practicing manager, coach and leader. His responsibilities have included engineering, operations and business development. Jewell's extensive real-world experiences, combined with his strong communication, facilitation and presentations skills, create a dynamic and enjoyable learning environment.

Jewell holds a degree in engineering from The Ohio State University. His work in the areas of leadership development, project management, employee engagement and strategic planning has earned him the respect of clients such as Kroger, Toyota, General Electric, Fed Ex and Catholic Health Partners.

PROFESSIONAL DEVELOPMENT PROGRAMS

SEPTEMBER 11, 2014
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$290

THIS PROGRAM WILL HELP LEADERS:

- Recognize how leadership is key to your ability to succeed in challenging situations.
- Identify your leadership strengths and areas for improvement.
- Understand and implement the five practices of exemplary leaders.

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. In this program 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.

Steve Houchin

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, midlevel managers and front-line supervisors.

For 18 years, Houchin held various positions at The Kroger Co., including the role of divisional human resources director and corporate director of management education and development. He earned a Bachelor of Science from The Ohio State University and completed graduate courses at Central Michigan University.

PROFESSIONAL DEVELOPMENT PROGRAMS

OCTOBER 30, 2014
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$290

THIS PROGRAM WILL HELP LEADERS:

- Review the five styles of handling conflict and when to use them.
- Identify your style of dealing with conflict and learn your style's advantages and pitfalls.
- Learn the key steps in resolving conflict.

EFFECTIVE CONFLICT MANAGEMENT: TOOLS, PROCESS AND SKILLS PRACTICE

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

Fortman has been a consultant, trainer and executive coach for the past 25 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.

PROFESSIONAL DEVELOPMENT PROGRAMS

NOVEMBER 4, 2014
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$290

THIS PROGRAM WILL HELP LEADERS:

- Do a gap analysis on your supervisory and change management styles.
- Plan how to use supervisory best practices and explore how to “re-engineer” relationships as you transition to supervisor.
- Discuss the legal implications of being a supervisor.

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

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. Her focus is on helping companies create the work environment, behaviors and processes that will yield the right business results

Zavakos earned her B.A. in psychology from Chaminade University in Honolulu, Hawaii; an M.B.A. in total quality management from Dowling College on Long Island, N.Y., and a Ph.D. in leadership and change from Antioch University. She served in leadership positions for small and large corporations before joining the University of Dayton as assistant vice president of human resources.

PROFESSIONAL DEVELOPMENT PROGRAMS

NOVEMBER 20, 2014
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$290

THIS PROGRAM WILL HELP LEADERS:

- Gain tips to establish goodwill and motivate audience action.
- Learn how to organize content strategically for optimal audience engagement.
- Increase your presentation confidence through audience analysis and preparation.

COMMUNICATION SKILLS FOR LEADERS

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 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

Nicky Adams teaches professional communication courses for students across the curriculum and administrative staff at the University of Dayton. She also coordinates the English department's writing internship program to allow students to experience the functions and effects of their writing within the professional workplace.

In addition to her role at UD, Adams conducts training sessions for area organizations and businesses on various communication topics through her LLC, Workplace Communication Consulting.

PROFESSIONAL DEVELOPMENT PROGRAMS

DECEMBER 11, 2014
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$290

THIS PROGRAM WILL HELP LEADERS:

- Plan your work using goal-setting and scheduling techniques.
- Use proper delegation techniques while avoiding common pitfalls.
- Build successful relationships without allowing others to put too many demands on your schedule.

TIME MANAGEMENT & PERSONAL PRODUCTIVITY

As leaders advance in the organization, one of the things they quickly realize is the way they manage their time is in direct correlation with how successful they, along with their team, will perform. While this is easier said than done, many times individuals that have performed at a high level struggle in transitioning to an advanced position in which they must delegate tasks, prioritize critical initiatives and effectively manage relationships.

Learning how to invest your time wisely is a critical skill in the workplace, but it is one in which we do not spend a great deal of time trying to learn or master. How you do it, when you do it and why you do it can play a big role in how effective you are as a leader. This program will answer those questions and give you tactics that can be applied when you return to your organization. Participants will be exposed to some valuable tools that will help create an immediate impact in time management and personal productivity.

Lori Tingle

Lori Tingle is a results-oriented coach and facilitator specializing in skill development such as communication, building relationships, conflict resolution, organization and personal productivity. She has more than 15 years of training experience to go along with three years of coaching experience.