

SUPERVISORY LEADERSHIP CERTIFICATE PROGRAM

OCTOBER 2013 PROGRAM CALENDAR

Date	Course	Instructor
10/9	Orientation: Leadership Essentials - Understanding Self and Team Development	Brent Kondritz University of Dayton
10/17	Mentor Training	Brent Kondritz University of Dayton
11/5	Going from Peer to Supervisor	Andrea Zvakos 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
3/13	Leadership is Everyone's Business	Steve Houchin International Leadership Associates

MARCH 2014 PROGRAM CALENDAR

Date	Course	Instructor
3/27	Orientation: Leadership Essentials - Understanding Self and Team Development	Brent Kondritz University of Dayton
4/9	Mentor Training	Brent Kondritz University of Dayton
4/29	Going from Peer to Supervisor	Andrea Zvakos University of Dayton
5/20	Communication Skills for Leaders	Nicky Adams University of Dayton
6/10	Time Management & Personal Productivity	Lori Tingle Performance Essentials
6/26	Coaching and Evaluating Performance	Matt Becker Authentic Excellence
7/10	Leading Change at the First Level	Rod Goelz Conner Partners
7/31	Navigating Difficult Conversations	Deb Graham ACT Strategic
8/21	Effective Decision Making	Bob Jewell Omega Leadership Group
9/11	Leadership is Everyone's Business	Steve Houchin International Leadership Associates

SUPERVISORY LEADERSHIP CERTIFICATE PROGRAM

PROGRAMS BUILT FOR YOUR NEEDS.

Our supervisory leadership certificate program is a comprehensive development program presented over a six-month period, where you'll benefit from intensive and interactive training in a variety of areas. All of these programs must be completed in order to receive the certificate.

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

SUPERVISORY LEADERSHIP CERTIFICATE PROGRAM		PERSONAL LEADERSHIP		THOUGHT LEADERSHIP			PEOPLE LEADERSHIP					RESULTS LEADERSHIP			
Date	Course	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
10/9 3/27	Orientation: Leadership Essentials – Understanding Self and Team Development	Orange	Orange	Orange	Grey	Orange	Green	Green	Green	Green	Green	Grey	Grey	Grey	Grey
10/17 4/9	Mentor Training	Orange	Orange	Orange	Grey	Grey	Green	Green	Green	Green	Green	Green	Green	Grey	Grey
11/5 4/29	Going from Peer to Supervisor	Orange	Orange	Grey	Orange	Orange	Green	Green	Green	Green	Green	Green	Green	Green	Grey
11/21 5/20	Communication Skills for Leaders	Orange	Grey	Grey	Grey	Grey	Green	Green	Grey	Green	Green	Grey	Grey	Grey	Grey
12/11 6/10	Time Management & Personal Productivity	Orange	Orange	Orange	Orange	Orange	Green	Green	Grey	Grey	Grey	Green	Green	Green	Grey
1/9 7/31	Navigating Difficult Conversations	Orange	Orange	Orange	Grey	Grey	Green	Green	Green	Green	Green	Grey	Grey	Grey	Grey
1/22 6/26	Coaching and Evaluating Performance	Orange	Orange	Orange	Grey	Grey	Green	Green	Green	Green	Green	Green	Green	Grey	Grey
2/4 8/21	Effective Decision Making	Orange	Orange	Orange	Grey	Orange	Green	Green	Grey	Grey	Grey	Grey	Grey	Grey	Green
2/25 7/10	Leading Change at the First Level	Orange	Orange	Orange	Grey	Orange	Green	Green	Grey	Grey	Grey	Grey	Grey	Grey	Green
3/13 9/11	Leadership is Everyone's Business	Orange	Orange	Orange	Orange	Orange	Green	Green	Green	Green	Green	Grey	Grey	Grey	Grey

SUPERVISORY LEADERSHIP CERTIFICATE PROGRAM

OCTOBER 9, 2013

MARCH 27, 2014

8:30 A.M. – 4:30 P.M.

COMPLETE CERTIFICATE \$3,995

ORIENTATION: LEADERSHIP ESSENTIALS – UNDERSTANDING SELF AND TEAM DEVELOPMENT

Leading yourself and others starts with you. In this high-energy and educational program, you will be taking part in a DiSC self-assessment, group discussions and activities that will help you in identifying the foundation of your leadership DNA. Like any DNA, you won't be able to change it; however, you will learn how you can use it to be the best leader you can be.

As organizations tend to do more with less, the power and performance of the team will likely play a larger role than ever before in the overall success of the organization. Leading and managing a team takes more knowledge and skill today than it ever has in the past. Therefore, your ability to lead your team will in turn lead your organization into the future! You will also identify the stages of team development and assess where your team is currently operating – as well as learn how to accelerate your team's performance in the future.

Brent Kondritz

Brent Kondritz is the assistant director and program manager of the University of Dayton Center for Leadership. Prior to joining the UD, 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.

THIS PROGRAM WILL HELP LEADERS:

- Identify the strengths, impacts, and opportunities of different leadership styles
- Develop a plan to work with others whose styles are different from your own.
- Implement tactics to accelerate teams into performing at a higher level than they would as individual contributors.

SUPERVISORY LEADERSHIP CERTIFICATE PROGRAM

OCTOBER 17, 2013

APRIL 9, 2014

8:30 A.M.–12:00 P.M.

COMPLETE CERTIFICATE \$3,995

MENTOR TRAINING

This session offers critical training for both first-level leaders and mentors to help start the mentoring relationship on the right track. First-level leaders and their mentors attend this session together and leave with a better understanding of what formal mentoring truly entails. Using a unique process that identifies and leverages preferred styles of mentoring, we help you clearly define your unique mentoring relationship. First-level leaders and mentors collaboratively outline the expectations and guidelines for how to best work together during the next six months to foster the development.

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THIS PROGRAM WILL HELP LEADERS:

- Assess your preferred mentoring styles and the styles of your partner.
- Understand and practice four different styles of mentoring and their uses.
- Identify a clear plan of action and objectives to achieve during your time together.

SUPERVISORY LEADERSHIP CERTIFICATE PROGRAM

NOVEMBER 5, 2013
APRIL 29, 2014
8:30 AM–4:30 PM

COMPLETE CERTIFICATE \$3,995

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.

SUPERVISORY LEADERSHIP CERTIFICATE PROGRAM

NOVEMBER 21, 2013
MAY 20, 2014
8:30 A.M. – 4:30 P.M.

COMPLETE CERTIFICATE \$3,995

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.

SUPERVISORY LEADERSHIP CERTIFICATE PROGRAM

DECEMBER 11, 2013

JUNE 10, 2014

8:30 A.M. – 4:30 P.M.

COMPLETE CERTIFICATE \$3,995

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.

SUPERVISORY LEADERSHIP CERTIFICATE PROGRAM

JANUARY 9, 2014

JULY 31, 2014

8:30 A.M. – 4:30 P.M.

COMPLETE CERTIFICATE \$3,995

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.

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.

SUPERVISORY LEADERSHIP CERTIFICATE PROGRAM

JANUARY 22, 2014

JUNE 26, 2014

8:30 A.M. – 4:30 P.M.

COMPLETE CERTIFICATE \$3,995

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.

SUPERVISORY LEADERSHIP CERTIFICATE PROGRAM

FEBRUARY 4, 2014

AUGUST 21, 2014

8:30 AM – 4:30 PM

COMPLETE CERTIFICATE \$3,995

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.

SUPERVISORY LEADERSHIP CERTIFICATE PROGRAM

FEBRUARY 25, 2014

JULY 10, 2014

8:30 A.M. – 4:30 P.M.

COMPLETE CERTIFICATE \$3,995

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.

SUPERVISORY LEADERSHIP CERTIFICATE PROGRAM

MARCH 13, 2014

SEPTEMBER 11, 2014

8:30 A.M. – 4:30 P.M.

COMPLETE CERTIFICATE \$3,995

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.