

SUPERVISOR AND PROFESSIONAL DEVELOPMENT PROGRAMS

A STRONG FRONT-LINE SECURES THE BOTTOM LINE.



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: 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.

PROFESSIONAL DEVELOPMENT PROGRAMS

2015 PROGRAM CALENDAR

Date	Course	Instructor
1/8	Navigating Difficult Conversations	Michele Wilson Premier Health
1/21	Coaching and Evaluating Performance	Matt Becker Authentic Excellence
2/5	Effective Decision Making	Bob Jewell Omega Leadership Group
2/12	Going from Peer to Supervisor	Marcia Venus Venus Leadership
2/17	Leading Change at the First Level	Rod Goelz Conner Partners
2/18	Mentoring Relationships that Work	Brent Kondritz University of Dayton
2/26	Enabling Others and Fostering Accountability	Steve Coats International Leadership Associates
3/4	Leadership is Everyone's Business	Steve Coats International Leadership Associates
3/5	Communication Skills for Leaders	Nicky Adams University of Dayton
3/24-25	Project Management Essentials I & II	Bob Jewell Omega Leadership Group
3/26	Time Management & Personal Productivity	Lori Tingle Performance Essentials
4/9	Navigating Difficult Conversations	Michele Wilson Premier Health

Date	Course	Instructor
4/14	Strengths Based Leadership	Matt Becker Authentic Excellence
4/28	Coaching and Evaluating Performance	Matt Becker Authentic Excellence
4/29	Advanced Project Management *	Bob Jewell Omega Leadership Group
4/30	Professional Communication & Presence	Jill Haney JH Image Consulting
5/5	Going from Peer to Supervisor	Marcia Venus Venus Leadership
5/6	Communication Skills for Leaders	Nicky Adams University of Dayton
5/7	Effective Decision Making	Bob Jewell Omega Leadership Group
5/12	The Art of Influencing Others	Filomena Nelson Apex Training Associates
6/2	Leading Change at the First Level	Rod Goelz Conner Partners
6/4	Situational Leadership	Marcia Venus Venus Leadership
6/23	Leadership is Everyone's Business	Steve Coats International Leadership Associates
7/21	Time Management & Personal Productivity	Lori Tingle Performance Essentials

PROFESSIONAL DEVELOPMENT PROGRAMS

2015 PROGRAM CALENDAR

Date	Course	Instructor
7/22	Navigating Difficult Conversations	Michele Wilson Premier Health
7/28	Leadership Essentials: Understanding Leadership & Team Development	Brent Kondritz University of Dayton
8/4	Coaching and Evaluating Performance	Matt Becker Authentic Excellence
8/5	Effective Decision Making	Bob Jewell Omega Leadership Group
8/11 & 8/18	Professional Presentation Skills	Nicky Adams University of Dayton
8/25	Managing Generations in the Workplace	Roger Fortman Fortman & Associates
9/15	Emotional intelligence	Abel Hernandez Career and Leadership Coaching, LLC.
9/22-23	Project Management Essentials I & II	Bob Jewell Omega Leadership Group
9/29	The Power of Positive Workplace Politics	Marcia Venus Venus Leadership
10/7	Leading Change at the First Level	Rod Goelz Conner Partners
10/8	Leadership is Everyone's Business	Steve Coats International Leadership Associates
10/21	Customer Service: Developing Customer Loyalty for Life	Patti Hathaway The Change Agent

Date	Course	Instructor
10/21	Advanced Project Management *	Bob Jewell Omega Leadership Group
10/22	Project Leadership	Bob Jewell Omega Leadership Group
10/28	Going from Peer to Supervisor	Marcia Venus Venus Leadership
11/4	Dealing with Beastly People	Jack Agati Encouraging Concepts Associates
11/11	Effective Conflict Management: Tools, Process and Skills Practice	Roger Fortman Fortman & Associates
11/19	Communication Skills for Leaders	Nicky Adams University of Dayton
12/9	Professional Communication & Presence	Jill Haney JH Image Consulting
12/10	Time Management & Personal Productivity	Lori Tingle Performance Essentials

** Previous Project Management Training or Project Management Essentials Required*

PROFESSIONAL DEVELOPMENT PROGRAMS

JANUARY 8, 2015
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$299

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.

Michele Wilson

Change execution expert, Michele Wilson has been working with employees, management and executives for more than 15 years to help individuals and organizations bring their best to their professional and personal lives. Michele teaches and consults in the areas of change management, executive coaching, conflict resolution, performance and talent management. Her role as internal consultant with the Premier Health System has given her a broad range of experience in healthcare and business management. Michele lives in Dayton with her husband and three children.

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 21, 2015
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$299

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

Matt 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 5, 2015
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$299

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 12, 2015
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$299

THIS PROGRAM WILL HELP LEADERS:

- Understand the role of a manager or supervisor and how it impacts others.
- Effectively manage your team through change.
- Become a more effective manager or supervisor.

GOING FROM PEER TO SUPERVISOR

This high-energy, interactive workshop guides new supervisors through the transition from individual contributor to leader. Through self-assessments, small group exercises, group discussion and role playing, we will explore the strategies, and behaviors and critical interactions that lead to becoming an effective supervisor.

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

FEBRUARY 17, 2015
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$299

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.

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.

PROFESSIONAL DEVELOPMENT PROGRAMS

FEBRUARY 18, 2015
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$299

MENTORING RELATIONSHIPS THAT WORK

This program will kick-off a nine-month mentoring relationship between a mentor and their protégé. Through interactive activities and exercises, a mentor and their protégé will collaboratively outline the expectations and guidelines for how to best work together during the next nine months to foster a successful relationship. This program is supported through a mentor and protégé midpoint checkup where mentors and protégés meet with staff from the Center for Leadership to assist in maximizing outcomes and the relationship. In addition, mentors will also receive a monthly email that will provide tips on how to be an effective mentor. The Center for Leadership will also host a mentor and protégé celebration at the end of the program to wrap up and debrief the experience.

Brent Kondritz

Brent Kondritz is the assistant director and program manager of the University of Dayton Center for Leadership. Prior to joining the University of Dayton Center for Leadership team in 2010, 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 M.B.A. from the University of Nebraska Kearney.

THIS PROGRAM WILL HELP LEADERS:

- Assess preferred mentoring styles of self & your partner.
- Understand and utilize four different styles of mentoring.
- Identify a clear plan of action and objectives to achieve during your time together.

PROFESSIONAL DEVELOPMENT PROGRAMS

FEBRUARY 26, 2015
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$299

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

MARCH 4, 2015
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$299

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 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

MARCH 5, 2015
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$299

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 is a full-time lecturer in English at University of Dayton, teaching professional communication courses and coordinating the department's Writing Internship Program. She earned her B.S. in Education from Miami University and an M.A. in English with a concentration in Organizational Communication at Wright State University, where she also directed the University Writing Center for five years and taught composition and business writing. Before joining UD, Nicky was an account manager in the Workforce Development Division of Sinclair Community College, where she consulted with area businesses to assess training and development needs and implement related programs for their employees.

Through her LLC, Workplace Communication Consulting, Nicky also conducts corporate training on professional communication topics for academic and corporate clients in the Dayton area.

PROFESSIONAL DEVELOPMENT PROGRAMS

MARCH 24-25, 2015
8:30 A.M. – 4:30 P.M.

PUBLIC \$395 PER DAY, \$790 TOTAL
UD ALUMNI \$345 PER DAY, \$690 TOTAL
PARTNER \$299 PER DAY, \$598 TOTAL

THIS PROGRAM WILL HELP LEADERS:

- Understand the basic terminology of project management
- Understand the four phases involved in managing a project and be able to create a useable project schedule
- Understand the application of management tools necessary to organize, track, control and communicate the project

PROJECT MANAGEMENT ESSENTIALS I & II

This two-day program focuses on the practical skills, tools and techniques used to effectively manage all phases (initiation, planning, execution/control, and closing) of a project. Participants spend 40% of the course working on a practical case study project in which they will experience working in small groups to clarify the project's goal and objectives, identify deliverables, create a work breakdown structure, build a schedule, and determine the project's critical path. This program is designed for individuals who are either managing or participating in projects.

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 and is certified as Project Management Professional by the Project Management Institute. 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

MARCH 26, 2015
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$299

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.

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.

PROFESSIONAL DEVELOPMENT PROGRAMS

APRIL 9, 2015
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$299

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.

Michele Wilson

Change execution expert, Michele Wilson has been working with employees, management and executives for more than 15 years to help individuals and organizations bring their best to their professional and personal lives. Michele teaches and consults in the areas of change management, executive coaching, conflict resolution, performance and talent management. Her role as internal consultant with the Premier Health System has given her a broad range of experience in healthcare and business management. Michele lives in Dayton with her husband and three children.

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

APRIL 14, 2015
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$299

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.

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

Matt 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

APRIL 28, 2015
8:30 AM–4:30 PM

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$299

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

Matt 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

APRIL 29, 2015

8:30 A.M. – 4:30 P.M.

PUBLIC \$395

UD ALUMNI \$345

PARTNER \$299

THIS PROGRAM WILL HELP LEADERS:

- Apply Essential Project Management Skills and tools to real project situations
- Manage multiple projects
- Resource management techniques

ADVANCED PROJECT MANAGEMENT

This one-day class is an excellent follow-up for people who attended Project Management Essentials I & II. This class takes a "deeper dive" on some of the topics that we had to skim in the Essentials class, such as Resource Management and Managing Multiple Projects. We also take a closer look at the concept of Critical Path and how to use it when executing a project. This program places emphasis on the ability of participants to apply key skills and techniques to practical project situations. The class includes a two-hour exercise in which participants work in teams to make decisions and develop a project schedule for a very demanding client.

Bob Jewell

Bob Jewell is the founder and CEO of the Omega Leadership Group. He has more than 28 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 and is certified as a Project Management Professional (PMP) by the Project Management Institute.. 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

APRIL 30, 2015

8:30 AM–1:00 PM

PUBLIC \$395

UD ALUMNI \$345

PARTNER \$299

THIS PROGRAM WILL HELP LEADERS:

- Create awareness of how image influences perception, and its relationship to professional development.
- Understand non-verbal communication and the message it sends.
- Understand the message business technology conveys.

PROFESSIONAL COMMUNICATION & PRESENCE

First impressions, an effective image, powerful non-verbal communication, and proper dining skills are key elements of being a business professional. Many professionals lack an awareness or appreciation for the importance of image because it has never been formally explained or taught to them.

Participants in the Professional Communication and Presence seminar will leave the program with an awareness of how image influences perception, and how to proactively manage the messages one's image conveys in the professional environment and the skills to make a positive first impression. Participants will learn new techniques on how to manage non-verbal communication effectively. In addition, participants will take away an insight into the impact business technology etiquette and effective networking can have to positively build professional relationships.

Jill Haney

Jill Haney, founder of JH Image Consulting, provides corporations and their employees with consultation and training on appearance, behavior, etiquette and communication that give those employees self-confidence, commanding presence and credibility. Haney is a certified image consultant with the Association of Image Consultants International (AICI). Haney has worked with major clients such as Procter & Gamble, Johnson & Johnson, Fifth Third Bank and General Cable Corporation to deliver customized solutions and training to address image.

Haney authors a weekly column in the business section of The Cincinnati Enquirer called "Image Rules" that addresses a wide range of image-related issues. She has also been featured on TV and radio programs, including Cincinnati's ABC affiliate WCPO and WKRC-FM

PROFESSIONAL DEVELOPMENT PROGRAMS

MAY 5, 2015
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$299

THIS PROGRAM WILL HELP LEADERS:

- Understand the role of a manager or supervisor and how it impacts others.
- Effectively manage your team through change.
- Become a more effective manager or supervisor.

GOING FROM PEER TO SUPERVISOR

This high-energy, interactive workshop 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.

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

MAY 6, 2015
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$299

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 is a full-time lecturer in English at University of Dayton, teaching professional communication courses and coordinating the department's Writing Internship Program. She earned her B.S. in Education from Miami University and an M.A. in English with a concentration in Organizational Communication at Wright State University, where she also directed the University Writing Center for five years and taught composition and business writing. Before joining UD, Nicky was an account manager in the Workforce Development Division of Sinclair Community College, where she consulted with area businesses to assess training and development needs and implement related programs for their employees.

Through her LLC, Workplace Communication Consulting, Nicky also conducts corporate training on professional communication topics for academic and corporate clients in the Dayton area.

PROFESSIONAL DEVELOPMENT PROGRAMS

MAY 7, 2015
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$299

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

MAY 12, 2015
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$299

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 nonprofit 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

JUNE 2, 2015
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$299

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

JUNE 4, 2015
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$299

THIS PROGRAM WILL HELP LEADERS:

- Be able to diagnose others' development levels and choose the appropriate leadership style.
- Understand the negative impact of over-supervision and under-supervision on performance and morale.
- Learn a common language for coaching and developing others.

SITUATIONAL LEADERSHIP

Situational Leadership is a model for developing people. It is a language as well as a strategy for providing the right amount of direction and support to the people you lead. The role of the Situational Leader, as teacher and coach, is to challenge the people he or she works with to become increasingly self-motivated and self-directed. Situational Leaders provide an environment where people can learn; develop their skills, motivations, and confidence; share their talents and contribute to the organizations' success.

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

JUNE 23, 2015

8:30 A.M. – 4:30 P.M.

PUBLIC \$395

UD ALUMNI \$345

PARTNER \$299

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 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

JULY 21, 2015

8:30 A.M. – 4:30 P.M.

PUBLIC \$395

UD ALUMNI \$345

PARTNER \$299

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

JULY 22, 2015
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$299

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.

Michele Wilson

Change execution expert, Michele Wilson has been working with employees, management and executives for more than 15 years to help individuals and organizations bring their best to their professional and personal lives. Michele teaches and consults in the areas of change management, executive coaching, conflict resolution, performance and talent management. Her role as internal consultant with the Premier Health System has given her a broad range of experience in healthcare and business management. Michele lives in Dayton with her husband and three children.

PROFESSIONAL DEVELOPMENT PROGRAMS

JULY 28, 2015
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$299

THIS PROGRAM WILL HELP LEADERS:

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

LEADERSHIP ESSENTIALS: UNDERSTANDING LEADERSHIP AND TEAM DEVELOPMENT

Leading yourself and others starts with you. In this high-energy and interactive program, you will be taking part in a DISC self-assessment, group discussions, and activities that will help you in identifying your strengths and opportunities. Having a strong sense of self is not only beneficial for you, but others in your circle of influence.

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, managing, and being part of team takes more knowledge and skill today than it ever has in the past. Therefore, your ability to lead your team and/or work with others will in turn help 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 its team's performance in the future experience.

Brent Kondritz

Brent Kondritz is the assistant director and program manager of the University of Dayton Center for Leadership. Prior to joining the University of Dayton Center for Leadership team in 2010, 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 M.B.A. from the University of Nebraska Kearney.

PROFESSIONAL DEVELOPMENT PROGRAMS

AUGUST 4, 2015
8:30 AM–4:30 PM

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$299

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

Matt 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

AUGUST 5, 2015
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$299

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

AUGUST 11 & 18, 2015
8:30 A.M. – 2:00 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$299

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, coworkers 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 is a full-time lecturer in English at University of Dayton, teaching professional communication courses and coordinating the department's Writing Internship Program. She earned her B.S. in Education from Miami University and an M.A. in English with a concentration in Organizational Communication at Wright State University, where she also directed the University Writing Center for five years and taught composition and business writing. Before joining UD, Nicky was an account manager in the Workforce Development Division of Sinclair Community College, where she consulted with area businesses to assess training and development needs and implement related programs for their employees.

Through her LLC, Workplace Communication Consulting, Nicky also conducts corporate training on professional communication topics for academic and corporate clients in the Dayton area.

THIS PROGRAM WILL HELP LEADERS:

- Think critically to identify audience needs and expectations. 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 25, 2015
9:00 A.M. – 3:00 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$299

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

Roger 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.

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.

PROFESSIONAL DEVELOPMENT PROGRAMS

SEPTEMBER 15, 2015
8:30 AM–4:30 PM

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$299

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.

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

SEPTEMBER 22-23, 2015
8:30 A.M. – 4:30 P.M.

PUBLIC \$395 PER DAY, \$790 TOTAL
UD ALUMNI \$345 PER DAY, \$690 TOTAL
PARTNER \$299 PER DAY, \$598 TOTAL

PROJECT MANAGEMENT ESSENTIALS I & II

This two-day program focuses on the practical skills, tools and techniques used to effectively manage all phases (initiation, planning, execution/control, and closing) of a project. Participants spend 40% of the course working on a practical case study project in which they will experience working in small groups to clarify the project's goal and objectives, identify deliverables, create a work breakdown structure, build a schedule, and determine the project's critical path. This program is designed for individuals who are either managing or participating in projects.

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 and is certified as Project Management Professional by the Project Management Institute. 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.

THIS PROGRAM WILL HELP LEADERS:

- Understand the basic terminology of project management
- Understand the four phases involved in managing a project and be able to create a useable project schedule
- Understand the application of management tools necessary to organize, track, control and communicate the project

PROFESSIONAL DEVELOPMENT PROGRAMS

SEPTEMBER 29, 2015
8:30 A.M. – 12:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$299

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

OCTOBER 7, 2015
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$299

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

OCTOBER 8, 2015

8:30 A.M. – 4:30 P.M.

PUBLIC \$395

UD ALUMNI \$345

PARTNER \$299

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 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

OCTOBER 21, 2015

8:30 A.M. – 4:30 P.M.

PUBLIC \$395

UD ALUMNI \$345

PARTNER \$299

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

OCTOBER 21, 2015

8:30 A.M. – 4:30 P.M.

PUBLIC \$395

UD ALUMNI \$345

PARTNER \$299

THIS PROGRAM WILL HELP LEADERS:

- Apply Essential Project Management Skills and tools to real project situations
- Manage multiple projects
- Resource management techniques

PROFESSIONAL DEVELOPMENT PROGRAMS

OCTOBER 22, 2015

8:30 A.M. – 4:30 P.M.

PUBLIC \$395

UD ALUMNI \$345

PARTNER \$299

THIS PROGRAM WILL HELP LEADERS:

- Identify, communicate with, and influence stakeholders
- Develop a productive project team
- Make effective project decisions

ADVANCED PROJECT MANAGEMENT

This one-day class is an excellent follow-up for people who attended Project Management Essentials I & II. This class takes a "deeper dive" on some of the topics that we had to skim in the Essentials class, such as Resource Management and Managing Multiple Projects. We also take a closer look at the concept of Critical Path and how to use it when executing a project. This program places emphasis on the ability of participants to apply key skills and techniques to practical project situations. The class includes a two-hour exercise in which participants work in teams to make decisions and develop a project schedule for a very demanding client.

Bob Jewell

Bob Jewell is the founder and CEO of the Omega Leadership Group. He has more than 28 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 and is certified as a Project Management Professional (PMP) by the Project Management Institute.. 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.

PROJECT LEADERSHIP

Organizing and managing the day-to-day activities of a project can be challenging enough. However, successful project managers must also have the skills necessary to develop a highperforming team, make and implement effective decisions and communication with and influence stakeholders outside the core project team. The difference between management and leadership will forever be debated, but when it comes to projects it's a clear delineation – you manage the process and lead the people. This one-day program focuses on four skills necessary to effectively lead the people associated with a project.

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.

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PROFESSIONAL DEVELOPMENT PROGRAMS

OCTOBER 28, 2015
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$299

THIS PROGRAM WILL HELP LEADERS:

- Understand the role of a manager or supervisor and how it impacts others.
- Effectively manage your team through change.
- Become a more effective manager or supervisor.

GOING FROM PEER TO SUPERVISOR

This high-energy, interactive workshop 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.

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

NOVEMBER 4, 2015
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$299

THIS PROGRAM WILL HELP LEADERS:

- Understand a practical approach to dealing with beastly people
- Learn the concept of encouragement and specific examples
- Identify techniques of why people resist encouragement and how to continue encouraging.

DEALING WITH BEASTLY PEOPLE

We all manage difficult people in our lives. However, what do we do after we've tried the usual conflict resolution methods and these people don't respond but become worse in their behaviors? They've gone beyond being difficult. They're acting beastly and adversely affecting all around them. Allowing them to continue would cause great harm. They need to be dealt with now.

Agati presents a two-fold program designed to provide us with a practical approach that works. It is based on Two Truths: that people know what they are doing and they need to be held responsible for their choices.

The concept of encouragement will be discussed with specific examples of how encouragement addresses the ten major elements that discourage us daily and demonstrates why praise is of limited value. He then identifies the techniques people will use to discourage us from encouraging them, why they resist any encouragement, and what we can do to remain an encouraging person.

Jack Agati

Jack Agati is a presenter and trainer in the area of human relations and management. He has combined his education and experiences into a practical and common sense series of presentations relating to the successful management of the Social Aspects of Business. For over twenty five years as a professional speaker, his appearances at conferences and business engagements have earned him a reputation for useful and relevant material combined with humor that makes learning enjoyable.

Jack is a graduate of West Virginia University with a Master's degree in Counseling and has done post-graduate work at the University of Vermont. Prior to becoming a presenter, Jack worked for over fifteen years in public education as a counselor and Director of Student Services.

PROFESSIONAL DEVELOPMENT PROGRAMS

NOVEMBER 11, 2015
9:00 A.M. – 3:00 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$299

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

Roger 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 19, 2015
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$299

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 is a full-time lecturer in English at University of Dayton, teaching professional communication courses and coordinating the department's Writing Internship Program. She earned her B.S. in Education from Miami University and an M.A. in English with a concentration in Organizational Communication at Wright State University, where she also directed the University Writing Center for five years and taught composition and business writing. Before joining UD, Nicky was an account manager in the Workforce Development Division of Sinclair Community College, where she consulted with area businesses to assess training and development needs and implement related programs for their employees.

Through her LLC, Workplace Communication Consulting, Nicky also conducts corporate training on professional communication topics for academic and corporate clients in the Dayton area.

PROFESSIONAL DEVELOPMENT PROGRAMS

DECEMBER 9, 2015
8:30 A.M.—4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$299

THIS PROGRAM WILL HELP LEADERS:

- Create awareness of how image influences perception, and its relationship to professional development.
- Understand non-verbal communication and the message it sends.
- Understand the message business technology conveys.

PROFESSIONAL COMMUNICATION & PRESENCE

First impressions, an effective image, powerful non-verbal communication, and proper dining skills are key elements of being a business professional. Many professionals lack an awareness or appreciation for the importance of image because it has never been formally explained or taught to them.

Participants in the Professional Communication and Presence seminar will leave the program with an awareness of how image influences perception, and how to proactively manage the messages one's image conveys in the professional environment and the skills to make a positive first impression. Participants will learn new techniques on how to manage non-verbal communication effectively. In addition, participants will take away an insight into the impact business technology etiquette and effective networking can have to positively build professional relationships.

Jill Haney

Jill Haney, founder of JH Image Consulting, provides corporations and their employees with consultation and training on appearance, behavior, etiquette and communication that give those employees self-confidence, commanding presence and credibility. Haney is a certified image consultant with the Association of Image Consultants International (AICI). Haney has worked with major clients such as Procter & Gamble, Johnson & Johnson, Fifth Third Bank and General Cable Corporation to deliver customized solutions and training to address image.

Haney authors a weekly column in the business section of The Cincinnati Enquirer called "Image Rules" that addresses a wide range of image-related issues. She has also been featured on TV and radio programs, including Cincinnati's ABC affiliate WCPO and WKRQ-FM

PROFESSIONAL DEVELOPMENT PROGRAMS

DECEMBER 10, 2015
8:30 A.M. – 4:30 P.M.

PUBLIC \$395
UD ALUMNI \$345
PARTNER \$299

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.