

## LEADERSHIP ESSENTIALS & 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.

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. You will participate in a small group puzzle and communication exercise that will pull the program together helping you to identify your team's current stage.

### This Program will help leaders:

- Identify and understand yourself and your leadership preference
- Quickly identify the strengths and opportunities of difference leadership styles and the impact those differences may have on others
- Develop a plan to work with others whose styles and preferences are different from your own
- Understand and identify the stages of team development and assess where your team is currently operating
- Understand the importance of communication and how it impacts the overall direction of the team



**Brent Kondritz** is the Assistant Director and Program Director of the University of Dayton Center for Leadership & Executive Development. Prior to joining the University of Dayton CLED 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, coaching and Lean practices. Kondritz received his B.S. in Marketing and minor in Psychology from Eastern Illinois University and his MBA from the University of Nebraska at Kearney.



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# TRANSITIONING TO LEADERSHIP

Transitioning from peer to leader can be one of the most difficult tasks that a manager can face early in their career. One day you are working on a project with a peer and the next day you are giving them direction. There are many things that can cause this transition to be very difficult or manageable in nature.

Participants will investigate ways to discover the essentials of an effective manager. Tools and methods provide the structure needed to design systems/patterns of workplace business behavior that clarifies expectations, provides efficient communication and offers outlets for creativity and evaluative processes.

Participants will polish their strengths as a supervisor and learn to guide and direct the success of their former peers through paired activities, group discussions and self-assessment.

## This Program will help leaders:

- Identify essential components of management
- Develop a system for establishing mentoring process
- Add value to your professionalism by developing your management philosophy
- Operate as an effective change agent
- Design evaluative processes that can be measured
- Transition effectively from peer to supervisor



**Patricia Borne** is a communications consultant and executive principal with CEO Resources, Inc. Her presentation style incorporates interactive self-discovery dialogue and realistic examples. Her professional background includes 20+ years of management and training facilitation targeting teambuilding, organizational development, management intervention, diversity, career planning, conflict resolution, executive coaching, and improved communication processes. Borne is the author of the communication guidebook, *Speak No Evil*. Borne is an international trainer/executive coach for U. S. corporations in England and Austria; and presents at national, regional, state and local conferences. Borne's expertise includes one-on-one consulting for improving presentation skills as well as transitional and management seminars.



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## 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 to build strong communication and conflict resolution skills. Through the use of the Thomas Killman Instrument, group discussions, activities and role play/skill practice, participants will increase their personal effectiveness.

### This Program will help leaders:

- Understand how your brain functions impact on your ability to handle difficult situations
- Improve your ability to have difficult conversations with positive outcomes
- Identify your preferred conflict resolution style and its implications
- Increase your knowledge of how others respond to you
- Learn how to make it safe for others to have difficult conversations with you
- Analyze a real-work situation and determine strategies for resolution
- Learn to reduce conflict and help others work together more effectively



**Deb Graham** is Managing Owner of ACT Strategic, a consulting business specializing in helping leaders solve business problems and accelerate strategic change. Deb is a trusted advisor to leaders in various industries, both domestic and international. Deb began her career in the quality management field managing and delivering training in Statistical Process Control and Deming Quality Management philosophies. Using this background she facilitated numerous cross-functional process movements. Over the past twenty years, Deb has done extensive work on initiatives such as the creation of a new business unit, the closure of a facility, acquisition integration, strategic planning, global leadership development and cultural transformation.



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## COACHING & EVALUATING PERFORMANCE

For many, the performance appraisal process seems dreadful. Why? Most managers and supervisors have not been trained to set up and conduct performance reviews in a way that fosters healthy communication and allows for accurate and fair assessment. Usually employees feel resentment, bruised emotions, and hostility toward performance reviews and those managers facilitating them.

Performance appraisals are designed as opportunities to grow and evolve. Poorly performed appraisals may lead to lawsuits, drop in productivity and impede an individual's ability to contribute to innovative processes for the organization. Performance appraisals are not "witch hunts" or "gotcha" experiences. Planting healthy seeds during well-conducted performance reviews should lead to positive changes in behavior, attitude and improved overall performance.

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

### This Program will help leaders:

- The performance review process: What performance appraisals should measure
- Creating clear performance objectives (in the first place)
- Establishing sound consequences
- Developing solid action plans
- Giving meaningful feedback
- Coaching for employee success



**Matt Becker** is the owner of Authentic Excellence, LLC, a career and life coaching business and is an Associate Certified Coach through the International Coaching Federation. He has 10 years of experience in the field of Human Resource Development working in both the private and public sector, with a specialty in leadership development, interpersonal skills development, coaching, mentoring, and team building. Matt has a BA in Political Science from John Carroll University and a M.Ed. from Xavier University. As a coach, Matt is passionate about helping clients clarify their values and natural strengths in order to design a fulfilling career and/or life. His ability to listen intently, ask powerful questions, and see the possibilities others may not have thought of are what make him a successful coach.



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# TIME MANAGEMENT

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

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

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

## This Program will help leaders:

- Understand the events that control how we spend our time
- Learn three keys to productivity
- Define and prioritize what is important
- Plan what to do and do what was planned
- Identify the big time wasters and eliminate them from your day
- Attain personal alignment to achieve what you want in life, both personally and professionally



**Renee' Collins-Vogler** has more than twenty years experience in the fields of organizational effectiveness and human resource development. She serves as an organizational consultant, facilitator, presenter, career development and team development coach. Renee utilizes creative and unique approaches to design, develop, and/or facilitate training programs. Renee' holds a Master's Degree in Executive Human Resources Development from Xavier University, and a Bachelor's Degree in Education from the University of Kentucky. Her background includes experience as an Organizational Effectiveness and Performance Improvement Manager in the distribution and integrated supply industry with corporate strategic planning responsibilities. Her creative training ideas and articles have also been published in *Creative Training Techniques*, the book "More Games Trainers Play" and *Seven Habits Magazine*.



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# LEADERSHIP IS EVERYONE'S BUSINESS

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

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

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

## This Program will help leaders:

- **Model the Way** by ensuring personal values align with corporate values
- **Inspire a Shared Vision** by contributing to their team's vision of the future
- **Challenge the Process** by exploring and problem-solving opportunities for improvement within their team
- **Enable Others to Act** by understanding their unique value to the team and appreciating the contributions of others
- **Encourage the Heart** by recognizing the value of giving and receiving recognition from peers



**Steve Houchin** is passionate about helping individuals and teams discover the power of leadership. A dynamic, engaging facilitator, he works to develop leadership in senior executives, mid-level managers, and front line supervisors. At the Kroger Company for 18 years, he held various management positions including the role of divisional human resources director, in which he was a key member of the executive team responsible for the P&L success of 90 retail stores, warehouse, and transportation fleet. Steve also served as Kroger's corporate director of management education and development. Steve earned a Bachelor of Science degree from Ohio State University and completed graduate studies at Central Michigan University. His love for teaching and modeling leadership behaviors inspires participants to grow personally and professionally and impact the success of their organizations.



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## 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 e-mail and other technology means that our writing and thinking skills are showcased on a daily basis. Employees at all levels need to be able to communicate ideas effectively to customers, vendors, co-workers, and management.

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

### This Program will help leaders:

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



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

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



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## ANALYTICAL DECISION MAKING

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

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

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

### This Program will help leaders:

- Understand the decision-making process
- Learn how to avoid "Decision Traps"
- Discover the decision "Rules of Thumb"
- Explore decision making tools and techniques
- Learn about decision making under uncertainty



**Michael F. Gorman** is an Associate Professor at University of Dayton in the Department of MIS, OM and DSC. Dr. Gorman has ten years of experience in the rail industry at BNSF Railway, and regularly consults for both shippers and carriers in transportation and logistics issues. Dr. Gorman's work has been published in *Manufacturing and Services Operations Management*, *Annals of OR*, *Interfaces*, *Applied Economics*, and *Transportation Quarterly*, among others. He was a finalist in INFORMS' Daniel Wagner Competition for Applied Research in 2005. He is a referee for numerous peer-reviewed journals. Mike has five years of service in INFORMS Rail Applications Special interest group, including Chair.



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# LEADERSHIP AUTHENTICITY: *10 TRUTHS ABOUT LEADERSHIP*

Company leaders can cite hundreds of reasons why they aren't successful, from a weak economy to stiff competition. Everyone has an excuse.

This program gives you answers. Developed by Peter Luongo, former CEO of The Berry Company, this program presents a behavior-driven model for high performance that focuses on hiring great people, a commitment to support them, well-defined expectations, effective feedback, and acceptance of total accountability for individual performance.

He shares his insights and experiences as a true leader, as well as his "Ten Truths" that provide solutions to problems leaders face every day.

## This Program will help leaders:

- Create a powerful organization that is capable of top performance
- Embrace accountability for individual performance without fear
- Understand the role of a leader, as told from the perspective of a former CEO



**Peter Luongo** retired as President and CEO of The Berry Company in August 2003. His career at The Berry Company spanned more than 33 years. During his last nine years with the company, Peter was instrumental in guiding Berry through a period of record sales growth, numerous contract acquisitions, and the perpetuation of the nearly 100-year-old company as an industry leader and "a great place to work." Since retirement, Peter has dedicated himself to sharing this unique approach with audiences all over the world. His powerful message transcends business transformation, emerging technology, product innovation, corporate vision statements, and strategic imperatives. Peter shares with his audience how his behavior-driven model not only ensures long-term growth, but also creates an environment where employees feel valued, respected, and part of something special.



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## 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, and document, what you will do differently to increase your capabilities at personally adapting to – and leading others through – major change.

### This Program will help leaders:

- Explore the human dynamics of change – why major change so hard for people
- Understand what being in a leadership position means from a major change perspective
- Identify what your direct reports need from you in order to effectively adapt to change
- Understand what we need from others in order to adapt to, and lead through, transition
- Learn how to apply tools that we can leverage to increase our Change Leadership capabilities



**Rod Goelz** is a Senior Executive with Conner Partners, a leading Change Execution firm. He has facilitated change execution across a wide range of clients from the Fortune 50, to local governments. He has a track record of driving results while also transferring capability thus helping clients successfully navigate immediate strategic change *and* leaving them better equipped for future change execution. Rod mixes humor and high energy with over twenty years of experience and a strong application focus to create a powerful, high value leadership development experience.



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