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PROFESSIONAL DEVELOPMENT
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University of Dayton
Center for
Leadership

PROFESSIONAL DEVELOPMENT

ADVANCED PROBLEM-SOLVING FOR TEAM LEADERS: LEAN SIX SIGMA GREEN BELT | 6/23–24

This two-day workshop is designed for leaders. You will gain the knowledge and skills to lead Lean Six Sigma problem-solving teams that will help your organization's bottom line. In addition, you will learn how to lead a team through the five step Lean Six Sigma Problem Solving process called DMAIC in conjunction with some more advanced Lean Six Sigma tools.

**Prerequisite: Essential Problem Solving for Team Members: Lean Six Sigma Yellow Belt

ADVANCED PROJECT MANAGEMENT | 5/5

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 you learned in the Project Management Essentials I & II class, such as resource management and managing multiple projects. You will 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 your ability to apply key skills and techniques to practical project situations. The class includes a two-hour exercise in which you work in teams to make decisions and develop a project schedule for a very demanding client.

*Prerequisite: Project Management Essentials I & II

ASSERTIVENESS: COMMUNICATING WITH IMPACT | 5/12

Assertiveness does not come naturally to some people. However, assertive behaviors can be learned. Professionals who learn to project their thoughts and ideas with an assertive communication style, command respect from others and are able to get things done. Studies show that assertive professionals who ask for what they want are rewarded and recognized more often.

BOOST RESULTS THROUGH EFFECTIVE DELEGATION | 4/14

Delegating responsibilities effectively helps both supervisors and employees to work smoothly and productively to achieve their common goals. In fact, delegation is a critical skill for managers and supervisors because it can increase productivity, create growth opportunities, empower team members and expand accountability for results across the organization. This program utilizes a personal delegation assessment, analyzes unique delegation challenges and draws from group exercises to increase accountability for yourself and your teams.

COACHING & EVALUATING PERFORMANCE | 1/23 | 4/28 | 5/28

This program is designed to enhance a leader's management skills and prepare him or her for the changing demands of today's workforce. A manager's ability to provide regular coaching is critical to ensuring that individuals, and the team, reach their peak performance. This session introduces you to concepts and skills that can be used to provide coaching to either develop the skills of staff members or to correct performance issues. You also explore the performance review process and how to conduct performance appraisals.

COMMUNICATION SKILLS FOR LEADERS | 3/11 | 6/24

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 your career and organizational success.

EFFECTIVE DECISION MAKING | 2/6 | 5/13

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 is costly. On the other hand, a great decision produces results that move an organization forward. This one-day seminar gives you 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 you analyze and improve your decision-making skills.

EMBRACING ACCOUNTABILITY | 2/19

Accountability is serious business. Nothing wastes more time and money than a lack of accountability. In today's workplace, the concept of accountability has taken center stage as a vital business concern. When employees take ownership of the success or failure of tasks, projects or initiatives, then an environment of trust, alignment, communication and accountability can be created. You will learn how to create an environment of ownership for your results that create clear agreements, execution on plans and success for your team and you.

EMOTIONAL INTELLIGENCE: BECOMING MORE EFFECTIVE IN REACHING OTHERS | 3/10

Emotional intelligence and the impact it has on the personal and professional success of individuals has become one of the most talked about concepts over the last several years. This session provides an in-depth look at the domains and competencies of the emotional intelligence model, which improves your ability to affect change in yourself and others. You will learn how to recognize and identify emotions that drive behaviors. Once identified, you learn how to manage those emotions to be effective in personal and professional interactions. Key takeaways are how to positively influence a challenging situation or personality. Additionally, you will learn about negotiation, power, influence, teamwork, development and service orientation.

EMPLOYEE ENGAGEMENT: COMMUNICATE & COACH HIGH PERFORMANCE TEAMS | 6/11

Keeping employees engaged at work is a critical skill for professionals. Engaged employees perform better, and add more value to their organizations. This program clearly defines what employee engagement is and why it matters. You will define and apply strategies in communication to engage employees through clarity in messaging, building trust and fostering interaction. You will also learn and apply effective performance management practices that motivate employees in their own development by setting strong goal statements and using effective feedback and coaching.

ESSENTIAL PROBLEM SOLVING FOR TEAM MEMBERS: LEAN SIX SIGMA YELLOW BELT | 2/13 | 4/15

This one-day program is designed for all employees who want to learn basic problem solving. You gain the knowledge and skills to be an effective team member on a Lean Six Sigma problem solving team. This includes leaders learning how to use the five-step Lean Six Sigma Problem Solving process called DMAIC.

GOING FROM PEER TO SUPERVISOR | 2/6 | 4/21 | 6/25

This high-energy, interactive workshop guides you through the transformation from individual contributor to leader. Through small group exercises, group discussions and role playing, you 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.

IMPROVING INTERPERSONAL COMMUNICATION | 2/11

The business world is salivating for better communicators. Leaders with a mastery of the various facets of communication are becoming increasingly rare. Acquiring these skills can be overwhelming, and can leave you thinking you may not have what it takes. This course will use the proven methods of improvisation training to identify weaknesses and create new habits and behaviors. While taking this course you should expect a fundamental change in the way you communicate in all areas of your life.

LEADERSHIP ESSENTIALS: UNDERSTANDING LEADERSHIP & TEAM DEVELOPMENT | 5/12

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 also for others in your circle of influence. 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.

LEADERSHIP IS EVERYONE'S BUSINESS | 3/5 | 6/16

Today's—and tomorrow's—most successful organizations 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. In this program you will discover how you have shown leadership in the past to meet business and personal challenges, allowing you to gain the confidence and skill to increase your use of The Five Practices of Exemplary Leadership on the job.

LEADING CHANGE AT THE FIRST LEVEL | 2/20 | 6/2

The work of a manager requires leading day-to-day operations, personally adapting to continual change and leading others through change. In this program, you will explore how you and your teams adjust to major organizational change and discover approaches you can use while managing your own and others change adaptation.

LEVERAGING THE CROSS-GENERATIONAL WORKFORCE | 1/29

This year, there will be 4 generations in the workforce. By far, the millennial generation will comprise 50% of the working world, and fast on their heels is Gen Z which is just getting their feet wet. Gen X'rs continue to grind it out, and we can't count Boomers out just yet, because 1 in 3 plans to work past 70 or don't even plan to retire. Leaders, look out! There's a culture clash brewing in the workforce as each generation carries their own values, attitudes and work styles to the office. Left unchecked, it is disruptive and even toxic to the work environment. This course is for leaders who want to understand employees of all generations so they can find ways to effectively communicate and motivate everyone from the old-school and the new-school.

MAXIMIZE YOUR POTENTIAL AT WORK: INDIVIDUAL LEAN SIX SIGMA | 5/28

This one-day program is designed for employees at all levels of an organization. You will learn to maximize your potential at work using an individual improvement system that will lead you to continuously improve the skills and processes that impact your daily work. During this program, you will learn the three step process for continuous improvement.

NAVIGATING DIFFICULT CONVERSATIONS | 4/7 | 6/11

Many leaders avoid initiating difficult conversations with a peer, boss or a direct report. However, those conversations are inevitable and when avoided, prove to be costly to the organization. Reframing the conversation in your mind from a difficult to a learning conversation can help you more confidently prepare and conduct conversations which resolve issues and preserve relationships.

POWERFUL PRESENTATION SKILLS | 5/19

In today's workplace technology has become an integral part of how we communicate. While there are many different platforms to get your message across, leaders still need to have good presentation skills to influence their audience. In this one-day session you will learn to use powerful presentation skills to influence behavior and help you reach desired outcomes. No matter what your role is in your organization, powerful presentation skills are a must. They are needed to influence clients, motivate employees or showcase products and services. You learn tips to reduce nervousness, best practices for visual aids and how to have a strong connection with your audience.

PRODUCTIVE CONFLICT MANAGEMENT | 3/26

Conflict is a natural part of our interactions with others. You will practice different approaches for managing conflict between individuals and teams. When conflict is managed effectively, it can increase the efficiency and morale of teams. This workshop reviews the five conflict styles and assesses your specific conflict style by utilizing the Thomas Kilmann Conflict Mode Instrument. You will learn about the most appropriate use of each conflict-handling mode and identify the most effective approach in different conflict situations.

PROFESSIONAL COMMUNICATION & PRESENCE | 4/1

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. You will learn new techniques on how to manage non-verbal communication effectively. You will also take away insights into the impact of business technology etiquette and the effect networking has to positively build professional relationships. Finally, you will learn and experience the finer points of dining etiquette to ensure you are able to positively impact work and social engagements.

PROJECT LEADERSHIP | 6/3

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 high performing team, make and implement effective decisions and communicate 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 the skills necessary to effectively lead the people associated with a project.

PROJECT MANAGEMENT ESSENTIALS I & II | 3/17–18 | 6/17–18

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. You will spend 40% of the course working on a practical case study project in which you 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.

STRENGTHS-BASED LEADERSHIP | 4/22

Self-awareness is one of the most critical attributes of effective leaders. Most leaders have been taught that success comes from being well-rounded. However, this is an unrealistic goal and one that leads to mediocre leadership. According to research conducted by the Gallup organization, the most effective leaders invest in their own strengths, as well as those of their team, resulting in a 64% increase in employee engagement. As a part of this course, you will complete the Strengthsfinder 2.0 assessment and explore how you can leverage your personal strengths to become an effective leader.

THE ENERGY BUS: DRIVER OF POSITIVE CHANGE | 2/4

Driver of Positive Change is an interactive program built around Jon Gordon's best-selling book, *The Energy Bus*. This program takes you on a transformational journey from a front line, task-driven manager into a positive leader. During this training journey, you learn about your impact as the driver of the bus, create a positive vision and invite your passengers (team) to be a part of your vision through inspiration, communication and the elimination of negativity. You will also create a roadmap of your positive vision to share with your peers at the session, and then with your team for implementation. Hang on for the ride of your life as you spend the day focusing on you as a leader.

THE FIDO FACTOR: ACHIEVE LEADERSHIP EXCELLENCE | 4/23

Leadership is often the biggest differentiator when it comes to success. Without it, organizations can almost never succeed. With it, anything is possible. The attributes, traits and characteristics that separate great leaders from the rest of the pack are the very things dogs live by: loyalty, perseverance, friendship, teamwork, honesty, bravery, ingenuity, playfulness, curiosity and an unflagging desire for more information. The Fido Factor is a fresh take on leadership that is as powerful and practical as it is approachable and relatable. Based on the book, *The Fido Factor*, this class focuses on these four themes of being a faithful, inspirational, determined and observant leader.

THE POWER OF POSITIVE LEADERSHIP | 2/5

Discover the proven principles that make great leaders great for their teams. In order to succeed you have to succeed with people, and this training shows you how. It begins with the understanding that it's not just about what you do, but what you can inspire, encourage and empower others to do. You learn how to build a great culture for your organization and team, lead with optimism, develop a connected and committed team and achieve superior, sustainable results.

TIME MANAGEMENT & PERSONAL PRODUCTIVITY | 2/18 | 5/12

As a leader advancing in an organization, one of the things you quickly realize is the way you manage your time is in direct correlation with how successfully you, along with your team, will perform. Learning how to invest your time wisely is a critical skill in the workplace, but it is one which we do not spend a great deal of time trying to learn or master. This program will answer those questions and give you tactics that can be applied when you return to your organization. You will be exposed to some valuable tools that help create an immediate impact in time management and personal productivity.



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