Maximize Your Training Dollars.

KIRKWOOD TRAINING & OUTREACH SERVICES

BUSINESS PARTNERS TRAINING CONSORTIUM

2017–2018 TRAINING SCHEDULE

Kirkwood COMMUNITY COLLEGE
Kirkwood Training & Outreach Services collaborates with local companies to identify common training needs and to leverage funding for:

- more educational opportunities
- greater access to high profile trainers
- relevant training topics at a reduced cost

**HOW DO YOU BECOME A PARTNER?**

To join the consortium, you simply invest in a “season pass” for the 2017–2018 training sessions. Your seats can be filled with different staff members based on the content of each individual training session.

Training sessions begin **September 14, 2017** at the following location:

**Kirkwood Continuing Education Training Center**

101 50th Ave. SW

Cedar Rapids, IA

For additional information or to register, please contact a KTOS sales manager at **319-398-5623** or visit [www.kirkwood.edu/businesspartners](http://www.kirkwood.edu/businesspartners).
The Future of Leadership
The era of the traditional manager is over but the tasks of managing remain. For too many companies the dominant orthodoxy is that management doesn’t happen without managers. This workshop will explore why we hold these mental models so dear and their perceived role in accomplishing tasks. We will look at alternative models of structuring work and how forward-looking companies are creating new organizational forms that successfully manage without a distinct management class.

In this session you will:
• Explore new conceptualizations of ‘work’ and ‘worker.’
• Assess evolving models of planning, organizing and reporting.
• Investigate how ‘post-managerial’ companies address the issue of personal and group accountability.

Thursday, September 14, 2017, 8 a.m.–12 p.m.
Facilitators: Patrick O’Leary and Randy Richards

Time Management: Change Your Relationship with Time and Maximize Your Effectiveness
Everyone has the same number of minutes each day, yet while some people enjoy high productivity with low stress, others struggle to meet deadlines, are always rushing, or are overwhelmed which combine to elevate stress. Discover four potential challenges of your current relationship with time and learn strategies that you can use to increase your productivity while also minimizing your stress!

In this session you will:
• Identify four potential challenges of your current relationship with time and strategies to overcome each.
• Explain monochromic time and polychromic time and determine your “time sense.”
• Experience and explain the myth of multi-tasking.
• Explain the Eisenhower Matrix and strategies to manage where you invest time.
• Explain the Delegation Matrix and strategies to delegate more effectively.
• Develop an action plan to apply strategies to change your relationship with time.

Thursday, October 12, 2017, 1–5 p.m.
Facilitator: Melanie Hoffner

“I can apply the tools I learned in Business Partners right away.”
Strategic Planning and Strategic Thinking for All Levels
Strategic Planning and Strategic Thinking provides a format for developing specific strategies, converting those strategies into a planning process, and establishing measurable and attainable personal and organizational goals. It is a process that involves not only determining where you or your organization wants and needs to go, but also, how to get there. This process also includes personal leadership components needed to unlock the door to personal and organizational success!

In this session you will:

• Learn the formula for success and developing success attitudes.
• Create a compelling vision based upon values and principles.
• Learn how to perform Internal and External Assessments (SLOT Analysis).
• Define your critical goal categories and formation of your mission supported by clearly defined goals and actions.
• Learn how to communicate and effectively implement your plan – execution without strategy is aimless; strategy without execution is useless.
• Develop the follow-up tools to ensure success.

Thursday, November 9, 2016, 8 a.m.–12 p.m.
Facilitator: Dan Elliott

Successful Succession Planning: Who Will It Be?
Who would fill an important position in your organization if a key person was promoted or left? Most all would say they have thought about this, but many would also admit they have done nothing to move towards identifying or developing candidates for these key positions.

In this session you will:

• Understand the importance of having a succession plan.
• Identify the key components of a successful succession plan.
• Apply the methodology of servant leadership in planning for succession.

Thursday, December 14, 2017, 1–5 p.m.
Facilitator: Terry Whitson
Leading Change: A Strengths-Based Approach to Help Your Team Survive and Thrive

The pace of change and disruption in today’s organizations is happening quickly and it can be a lot just to keep up. The ability to maintain a competitive advantage in an ever-changing environment can’t be managed through process alone – it hinges on people. A team’s health and group dynamics are a moderator of speed. When team’s trust one another’s intent, have credibility with each other, and know how to harness their collective strengths – they move fast and achieve results. When that isn’t in place, at best you are dealing with a huge energy drain and at worst, an utter disaster. This session will help leaders and managers understand the psychology behind the people side of change, and discover how to harness their team’s strengths to not only survive, but thrive, through change.

In this session you will:

- Discuss the basic psychology behind what enables or deters people from embracing change.
- Explore your team’s behaviors, strengths, and needs in a changing environment.
- Identify and practice strategies to overcome resistance and successfully coach your teams through change.

Thursday, January 11, 2018, 8 a.m.–12 p.m.
Facilitator: Abbie Schneider

You Want What? Emotion and Moods on the Job

For organizations to thrive in today’s environment, increased attention must be given to continuous learning to build strong teams and professionally interact with customers, co-workers and leadership. This session will look at ways we work best together and communicate every day; understanding our own behavior and that of others. Special focus will be improving workplace relationships by understanding the role of emotions that help us reach our goals and those habits that hold us back. With the use of real life examples and support from the applicable research and tools, discussion will center on actions each participant can apply immediately back out on the job.

In this session you will:

- Understand the four quadrants of emotional intelligence.
- Review the influence and impact of change on emotions and job performance.
- Practice techniques to manage emotional intelligence in times of change and conflict.
- Apply emotional intelligence tools to on the job experiences.

Tuesday, January 16, 2018, 8 a.m.–2 p.m.
Facilitator: Dr. Celina Peerman
How to Ignite Passion on Your Team
As a Chief Inspirational Officer, I’m focused on the development of people by unearthing their values, talents and self-worth (aka self-esteem). People matter. Self-worth matters. Time matters. When it all aligns, everything works.

The #Impact movement is about taking action to bring back high energy and excitement with a positive mindset and a “never give up” and “pay it forward” attitude. It’s positive energy flow in action, sparking you to push your limits, conquer those nagging fears, uncover amazing strength, and break down barriers. Most of us would rather be happy than sad, fulfilled than depressed, uplifted than brought down. It’s about looking at life from a different and positive perspective. In other words, we want to make an #Impact!

Entrepreneurs and business professionals are all about action and making things happen. To unleash that power of action (aka impact), it’s important to have the right mindset, work-life balance and inspiration to bring the change. As entrepreneurs and business professionals, we deal with hundreds of issues per day, and it’s very important to remind ourselves what matters in life and what we are about to achieve.

In this session you will learn how to:
• Evaluate and be accountable for personal successes, utilizing a daily, weekly, and quarterly process.
• Create a visual display of success.
• Implement those successes into current and future business plans.

Thursday, February 8, 2018, 8 a.m.–12 p.m.
Facilitator: Marlo Higgins
Intercultural Competency: Using Diversity to Increase Productivity and Staff Retention

This dynamic course will provide proactive steps to increase organizational intercultural competency through an interactive session to provoke thought and proactively enhance inclusion efforts through an intercultural lens. Intercultural competency addresses the underlining issues that affect our approaches to interaction with others. When people are aware of their competency levels they can analyze their approaches to understanding all factors that hinder workplace synergy.

It is virtually impossible to change how people view diversity through one lens. People often approach issues of diversity (race, gender, and ethnicity) and forget the importance of relationships. Questioning how our beliefs, assumptions, perceptions, attitudes, and feelings influence daily workplace interactions can provide comfort when dealing with a traditionally uncomfortable and judgmental topic.

In this session you will:

• Understand our own perspective and lens about cultural competence.
• Build our beliefs, values, and mental models around inclusion and commonalities that exist outside of culture.
• Develop cultural competence through a nonjudgmental mindset.
• Recognize that growth on the continuum is self-regulation via self-reflection.
• Discover what attributes of a company are interculturally competent.

Thursday, March 8, 2018, 1–5 p.m.
Facilitator: Kim Fitten

Managing Your Peers: From Buddy to Boss

One day, they are your co-workers and buddies—the people you take coffee breaks and socialize with—now, you’re their boss. Suddenly, you find yourself questioning what you should and shouldn’t say to your former co-workers. Your job is now about them and no longer all about you. The challenge is not only in taking on the demands of a new elevated role and the skills and knowledge required, but also making the emotional and mental transition to that of manager.

In this session you will:

• Learn how to smoothly transition from buddy to boss.
• Develop techniques to achieve success in managing peers.
• Learn how to draw boundaries and command respect from peers.

Thursday, April 12, 2018, 8 a.m.–12 p.m.
Facilitator: Heather Woody
“During the Business Partners Conflict Session, Heather Woody used examples and humor from real-life experiences to help us understand the concepts to make the class go quickly. She is a great presenter and all leaders would greatly benefit from this course. Bring her back every year!”

“I enjoy the opportunity Business Partners gives me to interact with other participants on the content of the session.”
Dr. Patrick O’Leary teaches management and leadership at St. Ambrose University. Patrick was born in Ireland, educated in the U.S., and has lived in six countries. His broad international experience has instilled in him an abiding interest in the cultural dimensions of management and leadership and its impact on service delivery and effectiveness. His consulting work is rooted in the emergent workplace and addresses such areas as worker engagement, the changing role of managers, instilling a culture of creativity, and navigating the tension between the competing needs for stability and adaptation.

Randy Richards is a Professor Emeritus at St. Ambrose University where he taught in the Management Department. He continues to teach there part-time and as a visiting professor at universities in Germany, Croatia and Lithuania. He is a published author with a focus on issues in organizational behavior, conflict and adult learning. He is a second career academic having spent twenty years in management before becoming a full-time professor. Over the last 25 years, he has taught thousands of people in professional and management workshops. He has an active consulting and coaching practice as well. Currently, Randy is most active in his consulting and workshops on leadership, conflict management, team building and dialogical skills. His workshops are known for the high degree of participant involvement, practical application, challenging questioning and just plain fun. Randy’s workshops begin and end with people’s real experiences on the job.

Melanie Hoffner is the Founder and Chief People Development Specialist of Brain Bonanza LLC. Melanie has transformed the lives of men, women, and children by altering the trajectory of their thought processes, helping them make decisions and take actions that move them towards their goals. Her high-content, memorable, and motivational presentation style has changed the lives of thousands, from locally to internationally, combining brain-based learning/training/living, accountability, leadership, emotional intelligence, and living your passions.

Dan Elliott is a former executive, intrapreneur and entrepreneur having served in a variety of positions throughout his 30 plus years’ business career. As an entrepreneur, Dan founded a brokerage group in Houston, Texas, that grew to over $23 million in annual sales. After selling his interest in 2008, Dan was recruited to become the President of Life Investors Financial Group and later served in several other leadership positions within Transamerica Insurance Company. Today, Dan is the Founder and Managing Director of E3 Strategy Development, a coaching and consulting firm that provides individual and business coaching, as well as consulting services to small and medium-size businesses throughout the United States. His many years’ experience as both an entrepreneur and a corporate executive are all put to use in developing and implementing the many strategies he employs to help businesses achieve their goals and become high performing organizations.

Terry Whitson is an independent training and development consultant with over 25 years of experience in corporate training. She earned a Masters in Training and Development from Drake University and an undergraduate degree in business with a marketing emphasis from the University of Iowa. Terry has been an adjunct faculty member at Kirkwood Community College since 1988 and Mt. Mercy University since 2010. She has worked as a training manager and corporate trainer for several large companies. She also gained valuable insight into customer communications from her early work experience as a customer service manager.
FACILITATORS

**Abbie Schneider** has over ten years’ experience using the Clifton StrengthsFinder® assessment to empower individuals, teams and organizations in reaching their full potential. An expert in leadership development and learning design, Abbie has worked in higher education, nonprofit, corporate and start-up settings with one goal in mind: to advance organizations by developing individuals. With energy, empathy and candor, Abbie is known for creating spaces where real, meaningful conversations happen — whether it’s one-on-one coaching, team training or a keynote for an audience of 500. Abbie holds a Master’s Degree in Education and Human Development and the designation of Professional in Human Resources (PHR) from the Human Resources Certification Institute.

**Dr. Celina Peerman** serves as an organizational behavior specialist with over 22 years of experience serving a wide range of industries. Her focus remains on engaging human resources in new ways in order to achieve even better business results. Celina’s focus is to provide quality training and services that directly contributes to better service for all stakeholders and, in particular, the retention of front-line staff and strength of first-line supervisors. Her passion is for how people behave at work — the good, the bad and the worst. Celina’s style has been described as dynamic, noting the ability to draw in even the most resistant attendees through real life examples and humor.

**Marlo Higgins** started her professional career in 1989 in the human resource field. She went on to provide 10+ years of non-profit community leadership. In 2005, Marlo was asked to join a team of executives to start and oversee a sales team. That team went on to reach multi-million dollar sales in 36 months in 39 states and internationally. She was then recruited to join another established sales firm and in the first 180 days increased profits by 225 percent superseding all company goals. In 2010, Marlo took these skills and removed all product barriers opening up her market for greater impact. Today, Marlo coaches all levels of professionals in the areas of leadership, sales and motivation. Marlo has researched and studied the areas of performance and has learned how to “ignite performance” in others through inspiration, goal setting and strategy by knowing your strengths.

**Kimberly Fitten** is dedicated to helping others gain understanding and acceptance through mentorship. Kimberly has served on numerous committees and training sessions dedicated to promoting equitable practices and diversity in all aspects that impact business and education. Kimberly has a BA in Secondary Education, a MA in Administration and Evaluation, and is currently conducting research to obtain her PhD in Administrative Leadership, Evaluation, and Equitable Practice. She currently serves as a Facilitator of Curriculum and Instruction for the Cedar Rapids Community School District.

**Heather Woody** is a success coach who teams with individuals personally and professionally to help them experience their greatness. She has a passion for walking with people as they uncover their path to true success, goal achievement and fulfilled lives. She conducts her coaching with individuals and in small team dynamics. Heather is a graduate of Coach U, one of the largest international training organizations for professional coaches and holds a BA from the University of Northern Iowa in public relations and communications. She recently completed her Master Certification with the Certified Coach Federation.
“I enjoyed the instructor’s stories and how I could relate them to my past employment experiences. To have known how to express workplace conflict would have relieved a lot of pressure. Thank you for this opportunity!”