Business Partners Training Consortium
2012–2013 Training Schedule

Kirkwood
Continuing Education & Training Services
Training & Outreach Services
Your Complete Learning Partner
WHAT IS THE BUSINESS PARTNERS TRAINING CONSORTIUM?
Business Partners has become a well-honored tradition since 1988 and we are pleased to present to you the 2012-2013 series. Kirkwood Training & Outreach Services (KTOS) collaborates with local companies to identify common training needs and to leverage funding for:

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

HOW DO YOU BECOME A PARTNER?
Invest in one “ticket” for a single session or a “season ticket” for the entire season (nine sessions + bonus) enabling your business to support the professional development of your staff. With a “season ticket,” a different employee can attend each session based on the relativity of a topic to the given staff person’s job responsibilities.

Training sessions begin September 2012 at two convenient locations:

Kirkwood Training & Outreach Services (KTOS) Center
3375 Armar Dr.
Marion, IA

The Kirkwood Center
7725 Kirkwood Blvd. SW
Cedar Rapids, IA

For additional information or to register, please contact a KTOS program director at 319-398-5623 or visit www.kirkwood.edu/ktos.
Balancing Acts: Managing Multiple Priorities with More Gadgets
With more demands, quicker turnaround and multiple priorities, professionals today must focus on the right activities at the right time. This session will examine current research and best practices for managing technology, including email, smart phone etiquette and social media practices. While quality and productivity aren’t about the gadget, discussion and activities will examine ways we build trust, communicate critical information and follow through with technology that distinguishes us as service providers in a 24/7/365 instant response world.

At the end of this session, you will be able to:

• Review effective time management practices in order to establish clear priorities for work and personal responsibilities.
• Recognize barriers to technology-driven communication to minimize their impact.
• List communication best practices to apply to daily actions for high performance.
• Develop personal methods for managing multiple channels, mixed methods and boundaries of constant communication.
• Plan more effective communication and select the right tool to deliver the message.

Tuesday, September 18, 2012, 1-5 p.m.
Facilitator: Dr. Celina Peerman  |  Kirkwood Training & Outreach Services, 3375 Armar Dr., Marion

Communicating through Generations
Communicating can be complicated, and when you take diversity of age into consideration, miscommunication can happen. Learn to communicate with different generations, understand their communication needs and how best to communicate with them. Review new forms of communication, including text, Twitter, email and other online formats, so your company can communicate both internally and externally with people of differing ages. You will discover your communication style and how to work with others who prefer a different style.

Thursday, October 18, 2012, 9 a.m.-12 p.m.
Facilitator: Julie Jewell  |  The Kirkwood Center, 7725 Kirkwood Blvd. SW, Cedar Rapids

“Business Partners has allowed me to interact more professionally as a thought leader. The professional skills I have developed through the training sessions I attended have been beneficial to my career and company. The diverse curriculum delivered by highly competent, seasoned trainers offered a variety of courses relevant to my vocation. Perhaps the most compelling business reason to be a part of Business Partners, aside from the fact it's a bargain, is the networking and camaraderie you experience with the other attendees from our business community.”

– Scott Jones, Marketing Manager, Marion Mixers, 2011-2012 Participant
Leading Others through Organizational Change: Strategies and Insights for Managerial Success

This highly interactive and fast-paced group experience introduces you to the key concepts of delivering effective, clear and compelling messages. The session builds on one's own strengths in presentation and dialogue skills while targeting areas for improvement.

Woodrow Wilson once said, “If you want to make enemies, try to change something.” Undoubtedly, periods of organizational change are some of the most challenging, and potentially rewarding, times for managers. This engaging, interactive session is focused on providing practical, take-home strategies for managers helping employees through organizational changes.

In this session, you will:

• Explore common stages that individuals and organizations go through when facing change.
• Understand the difference between “change” and “transition,” and why it is important that employees recognize the difference during periods of organizational change.
• Learn eight critical steps for managing any successful organizational change effort, based upon the work of Harvard Business School’s John P. Kotter.
• Recognize key strategies for getting employees “on board” with the change initiative, and for keeping them motivated during the lengthy transition.
• Identify several common managerial pitfalls to avoid during an organizational change.
• Learn how to minimize the impact of naysayers during the change effort.

Wednesday, November 7, 2012, 1-4 p.m.
Facilitator: Brenda Clark Hamilton  |  Kirkwood Training & Outreach Services, 3375 Armar Dr., Marion

Basics of Workplace Law

In today’s market, employers face an ever-increasing number of laws and regulations governing their business and employee relations. Navigate the complex world of workplace law in this informational session. Become familiar with the essentials of federal and state laws and how they apply to all levels of management.

In this interactive, multimedia training, you will learn:

• Basic equal employment opportunity laws and compliance, including review of the Americans with Disabilities Act, Title VII of the Civil Rights Act of 1974 and Iowa Code Section 216.
• Basic leave requirements and compliance, including review of the Family Medical Leave Act and its regulations.

Tuesday, December 11, 2012, 8-11 a.m.
Facilitator: Mark Hudson  |  The Kirkwood Center, 7725 Kirkwood Blvd. SW, Cedar Rapids
Presentation Skills
Presentations, whether to one person or a room full of people, can be daunting. During this highly interactive session, you will review basic communication skills (written vs. verbal and nonverbal), examine your strengths as a speaker and learn about material development. You will receive a training packet and have the opportunity to present during this training session.

In this session, you will:

- Learn the principles of communication and explore the differences between written and verbal communication.
- Identify your strengths as a speaker, understand what an audience looks for, and explore the three responsibilities of the speaker and the audience.
- Better understand non-verbal communication, including impact, non-verbal cues, eye contact, posture, body movements and attire.
- Polish your verbal communication components, including tone of voice, pace and rhythm.
- Learn to develop and organize your material, follow rules of thumb and practice starting words.

Tuesday, January 15, 2013, 8 a.m.-12 p.m.
Facilitator: Lauren Chalupsy-Cannon | Kirkwood Training & Outreach Services, 3375 Armar Dr., Marion

Employee Relations: What an Employer (Supervisor) Can and Can't Say or Do
Many employment laws and/or their rules and regulations have provisions that restrict what an employer can or can’t say or can or can’t do. Review the various employment laws and learn what employers can and can’t say or what they can or can’t legally do.

In this session, you will learn:

- When can an employer request a Fitness for Duty exam and what employment laws impact this request.
- What you can and can’t say during a union organizing effort.
- What statements and/or actions that may be considered violations of Health Insurance Portability and Accountability Act (HIPAA), Americans with Disabilities Act Amendments Act (ADAAA) or the Family Medical Leave Act (FMLA).
- What questions you can ask in a job interview or while doing a background check.
- What issues surround social media and its impact on hiring, privacy, discrimination and harassment.
- How to properly conduct investigations into use of company electronic media.

Thursday, February 21, 2013, 1-5 p.m.
Facilitator: Jack Lipovac | Kirkwood Training & Outreach Services, 3375 Armar Dr., Marion
Delivering World-Class Customer Service
Customers have more choices than ever, as a result of most products and services being seen as commodities, so, what can an organization do to stand out from the crowd? Differentiating your service is the key to attracting and retaining customers, while driving bottom line results. With the customer focused on value, learn what you can do that other organizations are not. Customers want to know that you are focused on earning their ongoing loyalty.

Based on his 20 years with the Walt Disney World Company, along with many years of consulting with organizations around the world, Dennis Snow will provide a how-to program for creating a service-driven culture. This program will provide you with strategic tools that can be used to raise the bar of service throughout your organization, resulting in walk-through-fire customer loyalty.

Wednesday, March 6, 2013, 9 a.m.-12 p.m.
Facilitator: Dennis Snow  |  The Kirkwood Center, 7725 Kirkwood Blvd. SW, Cedar Rapids

Constructing Conflicts to Lead Organizational Change
Gain insight as to why we get along really well with some people and terribly with others. Build stronger relationships through this interactive session.

In this session, you will:

- Learn the importance of conflict in stimulating organizational change.
- Learn to initiate productive conflicts that are strategically important.
- Learn to keep the right level of conflict necessary to keep the change in motion.
- Learn how to manage resistance to the change.

Monday, April 8, 2013, 1-5 p.m.
Facilitator: Randy Richards  |  The Kirkwood Center, 7725 Kirkwood Blvd. SW, Cedar Rapids

The Leadership Challenge®: Five Practices of Exemplary Leadership
Are you ready to seize opportunities that lead to extraordinary results? Leadership is everyone’s business. It’s not a place or position, a rank or title; leadership is a set of skills and abilities that can be learned by everyone with desire and dedication to fully develop themselves. The Five Practices of Exemplary Leadership will inspire you to take initiative, seize opportunities and make a difference. The Leadership Challenge®, authored by Jim Kouzes and Barry Posner, is backed by 25 years of research and proven to cultivate and liberate leaders at every level. This learner-centered curriculum, with simple yet profound principles, approaches leadership as a measurable, learnable and teachable set of behaviors. Leave energized, inspired and with an action plan for your workplace. Leadership is about what you do. Are you ready to do it better?

Wednesday, May 15, 2013, 1-5 p.m.
Facilitator: Angie Chaplin  |  The Kirkwood Center, 7725 Kirkwood Blvd. SW, Cedar Rapids
FranklinCovey: The 5 Choices to Extraordinary Productivity™ Challenge

The barrage of information coming at us from multiple sources (e.g., texts, email, tweets, blogs and alerts), coupled with the demands of our careers, are overwhelming and distracting. The sheer volume of information threatens our ability to think clearly and make wise decisions about what’s important. If we react to these stimuli without clear discernment, we fail to accomplish the goals that matter most in our professional and personal lives.

Solution

FranklinCovey’s The 5 Choices to Extraordinary Productivity solution inspires participants to apply a process that will dramatically increase their ability to achieve life’s most important outcomes. Supported by science and years of experience, this solution not only produces a measurable increase in productivity, but also provides a renewed sense of engagement and accomplishment.

The 5 Choices Solution

The 5 Choices to Extraordinary Productivity process measurably increases productivity of individuals, teams and organizations. Participants make more selective, high-impact choices about where to invest their valuable time, attention and energy.

Wednesday, April 24, 2013, 8 a.m.-5 p.m. (Lunch provided)
Facilitator: Heather Woody | Kirkwood Training & Outreach Services, 3375 Armar Dr., Marion

“The Business Partners Training Consortium was very beneficial to our company. We implemented some ideas from each session and are working on implementing other areas as we continue to grow our business. What we liked about the training was that it covered all areas that we needed to address in the business, including sales, team building, communications with our customers to provide better service, and the list goes on. Excellent job in providing training in all areas that a business truly requires and can implement immediately. We look forward to attending the next Business Partners Training Consortium.”

“Kirkwood Training & Outreach Services did a fantastic job with their training seminars. The trainings were well organized and beneficial across multiple teams within our organization. Each training had takeaways that could be put into practice back at the office immediately; they also opened our team’s eyes to areas in our management skills that needed some extra attention. It was a great experience all the way around.”

– Mike Wehr, Vice President of Sales, Raining Rose, Inc., 2011-12 Business Partner
Lauren Chalupsky-Cannon, MA, delivers dynamic workshops in presentations, business communications, time management, wine and dining etiquette, and writing. Her clients include utilities, production facilities, professional start-up companies, research and development organizations, and manufacturers. Lauren has held many training positions at both local and regional levels. In demand as a communications specialist, trainer and speaker, she has led workshops and sessions at many regional and national conferences, including NECA (National Electrical Contractors Association), the Midwest Agriculture Aviation Association and the East Asian Development Bank. She draws on her decades of experience teaching college and professional adults, public speaking, training, coaching, acting in local and regional commercials, and community theater.

Angie Chaplin, M.A., C.P.B.A, is the Midwest’s only master’s level certified facilitator of The Leadership Challenge®, endorsed and approved by the authors Jim Kouzes & Barry Posner. Angie delivers The Five Practices of Exemplary Leadership through results-driven, high-energy experiences that inspire action for participants to perform at their personal bests.

Brenda Clark Hamilton, founder of Fresh Coffee: Professional Growth Programs, is a fun, dynamic keynote speaker and workplace trainer who provides fresh perspectives in leadership, communication skills, customer service, creating a positive work environment, and offering one’s best self to life, relationships, and career. A skilled and respected educator, Brenda’s career experiences include coordinating professional development for 1,200 teachers, serving on the Iowa Department of Education’s Professional Development Stakeholders Group, and managing multiple projects as Professional Development Consultant for an Iowa education agency. Brenda holds a Master’s degree in English education and has taught numerous graduate-level courses for teachers.

Julie Jewell has a Ph.D. in organizational management and specializes in small business management and marketing. Her research looks at small business learning and crisis preparation. She teaches at both Mt. Mercy University and Kirkwood Community College in their business departments. Julie works with local companies as a consultant in disaster planning, low cost marketing, security enhancement and healthy living for employees. In her free time, she is a Personal Trainer and certified yoga and Pilates instructor who has worked with a variety of amateur athletes, federal agents and military personnel to enhance their fitness abilities.

Mark P.A. Hudson, J.D., is a Vice President at Shuttleworth & Ingersoll, P.L.C. whose work focuses on labor and employment compliance, counseling, and litigation. Mark regularly assists employers of all sizes navigate the complex world of workplace law by providing training/educational workshops to managers, supervisors and employees. His training experience includes programs on harassment and discrimination prevention, effective documentation and performance management, social media, hiring and screening techniques, internal investigations, and leave management. Mark also serves as the Iowa State SHRM Legislative Director, which includes frequently speaking to business organizations throughout Iowa on a variety of workplace law topics.

Jack Lipovac, SPHR, has over 25 years of experience as a human resource consultant. He is President of HR-OneSource, a human resource-consulting firm. Jack has a Master’s degree in human resources and is a certified Senior Professional in Human Resources (SPHR). Jack negotiates more than 25 union contracts each year; assists employers with disciplinary and employment compliance issues; represents employers at PERB/NLRB hearings and civil rights investigations; performs investigations of harassment and employee misconduct; develops personnel policies, compensation plans and job descriptions for a variety of private and public employers.
Dr. Celina Peerman is a trainer and instructional designer specializing in organizational behavior and human resource management-related topics. Her experience includes senior leadership roles in profit and non-profit organizations. Her work in Southeast Asia and Canada further developed her strong international interests. For 20 years, Celina has facilitated discussions on workplace behavior for local, state and national audiences. Celina’s passion is for how people behave at work; the good, the bad and the worst. Her style has been described as dynamic noting the ability to draw in even the most resistant attendees through real life examples and humor.

Randy Richards is a second career academic who spent 20 years in management before becoming a full time professor at St. Ambrose University. He is currently the Co-Director of the Master of Organizational Leadership Program and teaches in the Management Studies Department. He has extensive international teaching experience mostly in Eastern Europe. He has published widely and has an active corporate training and consulting practice. He has specific expertise in leadership, conflict management, employee development and business ethics. Randy is known as a high energy facilitator who is direct and straightforward and produces workshops that are fast paced and fun.

Dennis Snow is a full-time speaker, trainer and consultant who helps organizations achieve goals related to customer service, employee development and leadership. Snow honed his customer service abilities with over 20 years at the Walt Disney World Company where he developed his passion for service excellence and the experience he brings to the worldwide speaking and consulting he does today. His articles appear in a number of industry publications and he is a featured guest “expert” on customer service, on several business news-talk radio shows. He is the author of the book, Unleashing Excellence: The Complete Guide to Ultimate Customer Service, which has been used in organizations around the world as a blueprint for organizational excellence. His newest book has just been released, titled, Lessons from the Mouse: A Guide for Applying Disney World’s Secrets of Success to Your Organization, Your Career, and Your Life.

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 B.A. from the University of Northern Iowa in public relations and communications. She recently completed her Master Certification with the Certified Coach Federation.
“Kirkwood has provided a convenience for me to continue to learn and grow professionally. The content delivered is up-to-date, relevant, and can be applied as soon as you walk out the door.”

– Nathan Robson, Director of Promotional Sales, Raining Rose, Inc., 2011-2012 Participant
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