Maximize Your Training Dollars.
MAXIMIZE YOUR TRAINING DOLLARS BY JOINING THE BUSINESS PARTNERS TRAINING CONSORTIUM.

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 2015-2016 training sessions. Your seats can be filled with different staff members based on the content of each individual training session.

Training sessions begin September 2015 at two convenient locations:

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

**Kirkwood Continuing Education Training Center**
101 50th Ave. SW
Cedar Rapids, IA

Members of the Business Partners Training Consortium also receive exclusive invites to upcoming Kirkwood Training & Outreach Services events.

For additional information or to register, please contact a KTOS program director at 319-398-5623 or visit [www.kirkwood.edu/ktos](http://www.kirkwood.edu/ktos).
Presentation Skills: Strategies for Increased Confidence and Effectiveness as a Presenter (a.k.a., How to Avoid Death by PowerPoint!)

Many of us find that as we progress in our careers, our positions require more speaking in front of groups in both formal and informal settings. Whether with a group in a small conference room or in front of thousands at a conference, presentation skills are vital in the modern business world. Take-home strategies for preparing and delivering effective presentations will be discussed in this practical, interactive session.

In this session you will learn:

• Key traits and behaviors of effective and ineffective presenters.
• Critical presentation preparatory work including determining the presentation purpose, considering your audience and mapping out the best approach to achieve your goals.
• How to successfully utilize body language, vocal variety, volume, eye contact, pacing, and word choice.
• The do’s and don’ts of utilizing presentation aids.
• Techniques for building rapport and keeping your audience engaged.
• Techniques for converting nervous energy into poised presence.

Thursday, September 24, 2015, 1-5 p.m.
Facilitator: Brenda Clark-Hamilton | Kirkwood Training & Outreach Services, 3375 Armar Drive, Marion

Change Management Coaching

Change is a process. In this course, managers and supervisors will learn about the nature of change and the elements of the process that must be addressed for the changes to succeed and gain employee support. The ADKAR module is a very effective step-by-step process for managing change, building awareness of what the change is, the desire to change, the knowledge you will need to succeed in the change, the ability to make the change, and the reinforcement tools necessary to ensure the change continues. Managers must understand and work through these steps themselves first to then be able to coach their teams through them. Finally, this course explores techniques to identify and coach those who are resistant to the identified changes.

This session will help you:

• Understand the change process and the underlying concepts of change management.
• Increase your ability to be an effective leader of change.
• Increase your ability to develop effective coaching plans.
• Learn resistance management tactics.

Wednesday, October 14, 2015, 8 a.m.-12 p.m
Facilitator: Pat Robertson | Kirkwood Continuing Education Training Center, 101 50th Avenue SW, Cedar Rapids
Conflict Management
Learn ways to enhance your ability to deal with conflict situations productively in the workplace. This session will help develop conflict awareness, identify the modes of managing conflict, give suggestions for handling difficult conversations, and leave participants with several work applicable takeaways and techniques.

During this session you will:
- Gain confidence in holding difficult conversations calmly and assertively.
- Learn to manage conflict situations proactively.
- Increase effectiveness in managing conflict.
- Share best practices for approaching conflict management.

Tuesday, November 17, 2015, 1-5 p.m.
Facilitator: Dr. Suj Chandrasekhar | Kirkwood Training & Outreach Services, 3375 Armar Drive, Marion

Employee Engagement: The New Rules of Work
A recent Gallup poll found that 63 percent of workers are disengaged in their work and 24 percent are actively disengaged. You need a team that is engaged, buys in to your mission and comes to work every day wanting to fulfill that mission. The millennial generation is offering additional challenges to employee engagement as they seek work with innovative companies able to provide a sense of purpose. This interactive workshop will discuss how to address the challenges of engaging employees, especially millennials, and provide recommendations, ideas and resources to make sure your team is fully engaged.

During this session you will:
- Describe issues contributing to employee disengagement.
- Compare generational differences for engagement strategies.
- Discuss ideas, strategies and recommendations for engagement.
- Develop an action plan to increase engagement in your team or organization using the ideas and resources from the session.

Tuesday, January 12, 2016, 1-5 p.m.
Facilitator: Allison Poss | Kirkwood Training & Outreach Services, 3375 Armar Drive, Marion
Communicating for Trust and Transparency
Communication is at the heart of everything we do – our relationships, our corporate culture, our outcomes and our lives. During this interactive, hands-on class we’ll explore the impact of our communication on those around us and learn concrete strategies to become better communicators. You’ll learn how to listen better, hear more, build trust, and create powerful dialogue through what you say and what you don’t say. You’ll leave with a set of concrete, actionable tools to begin using immediately.

In this session you will learn to:
• Define the three levels of listening and how to use each.
• Use powerful questions to deepen understanding and relationships.
• Identify damaging communication patterns and specific ways to change them.
• Manage communication across multiple locations.
• Communicate effectively within and across remote teams.
• Implement concrete tools, approaches and practices to strengthen communication within the organization.

Wednesday, February 10, 2016, 8 a.m.-12 p.m.
Facilitator: Sarah Young | Kirkwood Continuing Education Training Center, 101 50th Avenue SW, Cedar Rapids

Generations Workshop
This session will focus on generations in both today’s workplace and in future workplaces. Learn the characteristics of each generation, understand how events that happened as a generation grew up shaped their outlook, and examine how generational differences affect actions and attitudes in the workplace. This session will dive deep into the different generations and give attendees a better understanding of how to work with and motivate others from each generation.

In this session you will learn to:
• Identify the stereotypes that keep us from understanding other generations.
• Create solutions for generational engagement.
• Discuss team synergy and motivation for all generations.
• Develop approaches for communicating across generational divides.
• Identify key trends of the future of the workplace.

Thursday, March 10, 2016, 8 a.m.-12 p.m.
Facilitator: Hannah Ubl | Kirkwood Training & Outreach Services, 3375 Armar Drive, Marion
Leadership: Skills for New and Emerging Leaders
Leadership is authentic influence that creates value. The implications of this definition are far-reaching as leadership exists everywhere in an organization. The roles of leadership may change, but the core process is the same. Anyone who is authentically influencing to create value is leading and building organizations and teams with a high level of trust and spark.

In this session you will explore:

• Authenticity and well-developed self-awareness that openly faces strengths, vulnerabilities and development challenges.
• The role of influence on meaningful communication that connects with people by reminding self and others what is genuinely important.
• The link between value creation and the passion to serve multiple constituencies – self, team, organization, family, community – to sustain and build performance for the long term.

**Tuesday April 26, 2016, 8 a.m.-12 p.m.**
**Facilitator: Kim Vogel | Kirkwood Training & Outreach Services, 3375 Armar Drive, Marion**

Managing and Influencing Business Culture
Organizational effectiveness is closely connected to building and sustaining a business culture that aligns with your strategy. This session will review key building blocks for creating a culture that reinforces the results you want to see. Whether it is for an entire company, a department, or your team, these steps will provide the path for cultivating the kind of business culture that others will want to participate in, ensuring your customers will feel a difference.

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

• Recognize elements of culture as related to strategy and competitive advantage.
• Compare and contrast a variety of methods to brand culture.
• Apply learning and identify the next steps for assessing current culture and shaping its future.

**Thursday, May 12, 2016, 1-5 p.m.**
**Facilitator: Dr. Celina Peerman | Kirkwood Continuing Education Training Center, 101 50th Avenue SW, Cedar Rapids**
Franklin Covey’s Seven Habits of Highly Effective People®
This one-day session will take an in-depth look at Franklin Covey’s Seven Habits of Highly Effective People®. Leaders and managers will learn how to make the Seven Habits work for their teams, improving the overall effectiveness of individuals in their workplace. Leaders often think of big picture strategies, but often overlook the cultivation of a high-performing workplace culture. Franklin Covey’s Seven Habits of Highly Effective People® gives leaders the tools for leveraging the most out of their workplace culture, building a productive environment full of empowered employees.

In this session you’ll learn how to help employees:
• Improve communication skills within teams or divisions.
• Take initiative on work projects.
• Establish greater trust with management and each other.
• Increase the influence of their actions and ideas.
• Balance key priorities during times of work overload.

Wednesday, April 6, 2016, 8 a.m.-5 p.m.
Facilitator: Heather Woody | Kirkwood Training & Outreach Services, 3375 Armar Drive, Marion
“Business Partners is a very effective opportunity for businesses to get high quality training for employees on topics that are important to almost any workplace. The interaction with the highly experienced staff, combined with the opportunity to network with professionals from other organizations, creates a great format for the exchange of ideas that affects how we operate our businesses. PMX Industries has clearly benefitted from these sessions and will continue to be a member in this partnership for years to come.”

– Robert DeVaux, PMX
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Brenda Clark Hamilton, founder of Fresh Coffee: Professional Growth Programs, is a dynamic, nationally-recognized keynote speaker and workplace trainer who provides fresh perspectives in leadership, communication skills, sales, customer service, conflict resolution, and offering one’s personal best to life, relationships and career. A skilled, respected educator and audience favorite, 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 a 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.

Pat Robertson has been working in performance improvement for over 20 years. His many roles have included manager, instructional designer, training facilitator and change management (CM) consultant. He is a certified CM practitioner with Prosci Inc., an internationally recognized change management organization. Most recently he worked for Pearson PLC in Iowa to implement a comprehensive CM program to support managers and employees through major organizational change. He is also a master trainer with Development Dimensions International (DDI), and a certified facilitator for Fierce Conversations Inc., Talent Lens Inc., and Training Within Industry (TWI).

Dr. Suj Chandrasekhar is founder and a principal at Strategic Insights, a business strategy and consulting firm specializing in marketing, sales and new product development strategies. Suj helps organizations implement marketing and sales integration concepts and frameworks in a practical manner. She works with corporations to optimize investment in sales, marketing and new product development. She is a frequent speaker at company and industry events and is co-author of the HBR classic Ending the War between Sales and Marketing. Her work and research on marketing and product development has been featured in the Wall Street Journal and MIT Sloan Review, and she is a contributing author to the book India’s Global Powerhouses. Suj is currently working on a global research project on value management in marketing, sales and new product development.

Allison Poss is a licensed psychologist who also has her doctorate in Interdisciplinary Leadership Studies. She researches how leaders influence the creative culture of an organization. Allison is the co-founder of Axle Rev, LLC a boutique organizational development firm that specializes in unlocking the creative potential of employees and cultivating an environment that amplifies innovation. Allison is passionate about generating valuable ideas and making work an enjoyable place.

Sarah Young is the founder of Zing Collaborative, a leadership-focused change management and coaching company. Sarah works with organizations, teams, and individuals to make an impact in ways that lead to great results and to a feeling of aliveness. She spent years in the corporate world leading large projects, teams, and divisions prior to launching Zing Collaborative. She believes that leadership is something we do in all areas of our lives.
FACILITATORS

Hannah Ubl, millennial and generational expert, thrives on studying what motivates, forms and challenges her complex generation. Her passion and mission is to use a healthy blend of stories and stats to help people gain a deeper understanding of one another. Her research has unearthed valuable tips and actionable solutions for multi-generational workplaces, and key strategies for marketing and reaching more generationally diverse client bases.

Kim Vogel, MA, is an energetic, optimistic, action-driven coach who loves propelling people toward growth. Her past experiences as a success manager, chaplain for hospice, pastoral counselor, volunteer coordinator, marketing manager, along with her wonderful education from Coe College, St. Mary’s University and the “Academy of Being a Grown-up is HARD”, finally propelled her to start her own business, Authentic Compassing, LLC. Kim strongly believes everybody is capable of positively impacting their corner of the world.

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.

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.
“We have been offering Business Partners sessions as a training opportunity to our colleagues for several years. I have received positive feedback from the attendees on the topics covered and the effectiveness of the training. The topics presented and the trainers help keep participants engaged, which helps us move forward in our learning and development efforts each year.”

– Kristen Jones, ADM
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