Maximize Your Training Dollars.

KIRKWOOD TRAINING & OUTREACH SERVICES

BUSINESS PARTNERS TRAINING CONSORTIUM

2016–2017 TRAINING SCHEDULE

Kirkwood Training & Outreach Services
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 2016-2017 training sessions. Your seats can be filled with different staff members based on the content of each individual training session.

Training sessions begin **September 15, 2016** at the following convenient location:

**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 sales manager at **319-398-5623** or visit [www.kirkwood.edu/businesspartners](http://www.kirkwood.edu/businesspartners).
**Personal Effectiveness: Managing Energy, Time and Technology for Maximum Impact**

Our ability to have the impact we desire depends largely on our ability to manage the moments: the emails, tasks, roles and responsibilities we manage on a daily basis. During this interactive workshop, we will explore how managing our energy, time, and technology allows us to be more productive and happier along the way. Participants will learn how managing energy, rather than just managing time, increases effectiveness and fulfillment, different ways to prioritize the “important” over the “urgent,” even in a high-intake world of emails, phone calls, reminders, alarms, text messages and an unlimited list of things to do, how to say “no” in order to say “yes” to the things that matter, how to use technology in a way that supports rather than stifles us, and the role of effective decision making and effective delegation.

In this session you will learn how to:

- Manage energy, time and technology to be more productive.
- Increase your effectiveness and fulfillment.
- Prioritize time for what’s most important, even when it’s challenging.

**Thursday, September 15, 2016, 8 a.m.-12 p.m.**

*Facilitator: Sarah Young*

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**Team Transformations: Lost in the Middle – Why the Best Strategies Often Fail**

Too often, well-intended, well-defined and well-communicated strategic initiatives lose coherence, morph and ultimately get lost in middle layers of organizational bureaucracy between those who created the strategy and those tasked with carrying it out.

This informative and engaging talk challenges participants to think about team transformation in a new and exciting way. It combines business, sociological and psychological theories with the practical and tactical actions being used right now to help organizations outperform their competition. ‘Lost in the Middle’ bridges the gap between theory and practice and dives into the ‘I.C.E. Principle’, focused on driving performance through Innovation (how to think differently), Collaboration (how to work differently) and Engagement (how to sell more to more people, more often), all while harnessing the power of human connections to ensure widespread strategic success.

In this session you will be able to:

- Translate organizational strategies into digestible, actionable messages people can act upon.
- Use strategic blocks to build up and track down strategic progress.
- Engage every member of the organization in creating strategic success.
- Put ideas into motion and ensure they stay in motion.

**Thursday, October 6, 2016, 1-5 p.m.**

*Facilitator: Dr. Jeffrey Kaplan*
Lead with Your Strengths and the Power of Employee Engagement

The numbers don’t lie. When employees feel valued and are able to play to their strengths, productivity, profitability, customer ratings and retention, their overall well-being improves. According to the Gallup organization, “managers account for at least 70 percent of the variance in employee engagement scores.”

Prior to attending this engaging workshop, attendees will complete an online assessment, Gallup’s Clifton StrengthsFinder®, and receive resources, tools and multiple personalized reports of their Top 5 Talent Themes.

During this session, Traci McCausland of Follow Your Strengths, will help you understand the business case for strengths and how creating a strengths-based organization leads to improved employee engagement and performance outcomes. The workshop will focus on strengths-based leadership and applying your talent themes to how you lead, inspire, and engage your team members and colleagues.

During this session you will:

- Understand the critical role and impact managers and leaders have on the engagement levels of their team.
- Examine the 12 Elements of Great Managing and Gallup’s Employee Engagement Hierarchy.
- Discuss employee engagement from the following perspectives: Basic Needs, Individual, Teamwork and Growth.
- Outline a plan for 1:1 conversations and touchpoints with employees and colleagues, including key strengths-based questions and conversation starters.
- Understand how weaknesses impact productivity.
- Discuss multiple strategies to aggressively manage employee weaknesses while maintaining a focus on strengths.
- Learn how to leverage your strengths as a leader and move from awareness of talents to appreciation and application of your strengths, in addition to those of your team members and colleagues.

Thursday, October 13, 2016, 8 a.m.-2 p.m.

Facilitator: Traci McCausland
Leading Others through Organizational Change: Strategies and Insights for Managerial Success

Woodrow Wilson 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. Explore common stages that individuals and organizations go through when facing change and understand the difference between “change” and “transition,” and why it is important that employees recognize the difference during periods of organizational change.

During 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.

Tuesday, November 8, 2016, 8 a.m.-12 p.m.
Facilitator: Brenda Clark Hamilton

Generations: Communication between Generations in the Workplace

The predictable, and often distracting, focus on the generational divide is a recurring myth that arrives on cue every 20 years. And it predictably creates barriers – metaphorical bricks in the wall – that distract us from what actually connects us. The workplace isn’t changing simply because one generation has come of age while another has grown old. It’s because we collectively, regardless of age and experience, have evolved. Rather than focus on one segment of the workforce, we should turn our attention to the changing nature of work itself and the evolution of the employee. In this session we explore the value of turning away from the ‘generational divide’ and, instead, focus on practical ways to leverage shared values, goals and interests to create organizational value and personal satisfaction in the workplace.

During this session you will:
- Debunk prevailing myths surrounding the so-called “generational divide.”
- Discuss the realities of generational differences and their impact on talent development.
- Explore strategies and tools for leveraging shared values, goals and interests to connect people and performance.

Thursday, December 15, 2016, 1-5 p.m.
Facilitator: Ryan Siskow
Customer Service: Developing and Understanding Importance of Internal and External Customers

We all know something about customer service. When we are the customer we know exactly what it looks like and feels like when we get excellent customer service or when we get poor customer service. In the workplace, it is important to understand the role we play when providing customer service to our external and internal customers.

In this session we will use the acronym CUSTOMER to learn the following:

- Customer defined.
- Understanding needs.
- Standards of service.
- Tough customers.
- Outside your silo.
- Meaningful moments.
- Exceed expectations.
- Recognition of others.

At the end of this session, participants will be able to identify external and internal customers; understand elements needed to deliver excellent service; and implement tools to help them create their standards of service.

Tuesday, January 10, 2017, 8 a.m.-12 p.m.
Facilitator: Karen Schumacher

Organizational Culture: People, Performance and Profit

Most employees cannot recite their company’s vision, mission or values statements. However, everyone has a story to tell about their company’s culture. Culture is about who you are as a company, what gets done, how things are done and why things are the way they are. A company’s culture has a positive or negative impact on its employees daily. During this workshop, the relationships among mission, vision, values and culture are examined with an emphasis on the costs of culture on people. Strategies leaders can use to create a culture that increases employee motivation, performance and engagement are discussed.

In this session you will learn how to:

- Describe the key features of your organization’s culture.
- Articulate your ideal culture for your company.
- Assess the strength of connection between mission, vision and culture.
- Examine the costs and benefits of culture on profits and people.
- Explore ideas on how changes to culture can increase employee motivation, performance and engagement.

Thursday, February 9, 2017, 1-5 p.m.
Facilitator: Dr. Mel Gonnerman, Jr.
Critical Dialogue to Build Teams
Engaging in critical conversations is essential to building trusting and supportive teams. You are a crucial part of leading and sustaining this process! This session will examine important tools to start, and to continue strengthening dialogue in every level of the organization – up, out and with your team members. Techniques and resources will be practiced and available for participants to apply immediately at their own jobs. Refresh and renew your commitment to ongoing dialogue with team members at all the right moments to help the company grow.

During this session you will:
• Identify the importance of critical conversations.
• Gain tools to strengthen dialogue.
• Practice practical techniques to implement at work.

Tuesday, March 7, 2017, 1-5 p.m.
Facilitator: Dr. Celina Peerman

Gain Skills to Identify Conflict, and the Techniques to Manage It
Gain insight as to why we get along really well with some people and terribly with others. Effective peer communication is critical for job success and knowing what to say, how to say it and when to say it are skills that can be practiced. Recognize the various types of conflict and the various styles to respond. Learn to identify and diagnose core issues. Practice critical conversations to begin dialogue when conflict impacts team and performance, and learn techniques to provide feedback, support and assistance with peers. Everyone has been in a difficult conversation and understands how uncomfortable they can become. Gain insight as to why difficult conversations arise and learn how to deal with them.

During this session you will:
• Identify various types of conflict.
• Learn how to respond to each type of conflict.
• Learn techniques to respond and provide support.

Tuesday, April 11, 2017, 8 a.m.-12 p.m.
Facilitator: Heather Woody
“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
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 a feeling of aliveness. She spent years in the corporate world leading large projects, teams and divisions prior to launching Zing Collaborative, and she believes that leadership is something we do in all areas of our lives. On the weekends you’ll find her somewhere in nature, on a mini-road trip exploring somewhere new, or hanging out with her favorite two-legged and four-legged companions.

Dr. Jeffrey Kaplan consults for many of the world’s top brands and has worked with over 200,000 people in 26 countries from Moscow to Dubai to Hong Kong. In his early career, Jeff turned a $1,500 garage-based start-up into a million-dollar payout. He helped build one of the world’s premiere behavioral change research institutes and consultancies, contributed to the New York Times bestselling book “Who’s Got Your Back”, and authored “Everybody Sells”, the industry standard for B2B team selling. He is the founder of J. Alan Group, serves as a director for the China Foundations, and is a regular university guest lecturer.

Traci McCausland is the founder of Follow Your Strengths and one of the first Gallup-Certified Strengths Coaches in Iowa. Follow Your Strengths offers customized StrengthsFinder® workshops, performance management training, leadership coaching and speaking engagements. Traci’s work experience includes organization development, career coaching and training delivery. Clients have included ACT, Accenture, John Deere, Iowa State University and the University of Northern Iowa. Traci is a SHRM Senior Certified Professional (SHRM-SCP) and earned her B.B.A. in Management and Organizations from the University of Iowa and her M.S. in Counseling Psychology from the University of Kansas.

Brenda Clark Hamilton is a dynamic keynote speaker and workplace trainer who provides fresh perspectives in leadership, communication skills, team-building, change management and offering one’s personal best to life, relationships, and career. Brenda launched her speaking business in 2005 by offering training to businesses in her northern Iowa community. Since that time, she has become a nationally-recognized conference speaker and audience favorite, keynoting at hundreds of events in seventeen states. Brenda’s career experience includes coordinating professional development for 1,200 teachers and serving on the Iowa Department of Education’s Professional Development Stakeholders Group. She holds a master’s degree in education.

Ryan Siskow, president of Consult 3C, is a people and organizational capability consultant, social media strategist and author with 20 years of progressive experience in management consulting, strategy, learning, leadership and social media. Ryan’s experience includes work with MTV Networks, Taco Bell, Arthur Andersen, KPMG, IHOP, Coca-Cola, Kodak, Kirkwood Training and Outreach Services, DeVry, Ohio State University School of Business and amFAR (American Foundation for AIDS Research). Ryan’s blog, www.connectcollaboratecreate.com, has been featured on numerous social media sites including LinkedIn, Medium and The Advocate.
KAREN SCHUMACHER, co-owner of Crescendo Leadership Development, is a motivational speaker, leadership instructor and executive coach focused on organizational, leadership and individual development. With over 24 years of experience in learning and development, talent management, performance and career coaching, and public speaking, she is proficient at facilitating workshops and engaging audiences while fostering environments of open communication, self-discovery and creative thinking. She builds partnerships and develops trust with audiences to create positive experiences. Her mission is simple – to grow others. She helps you turn your learning into action. Karen is certified in several programs including DDI; John Maxwell’s The 360 Degree Leader; and Real Colors Personality Instrument®. She is also certified as a Six Sigma Greenbelt and as an Executive Coach, recognized through the International Coaching Federation.

MEL GONNERMAN JR., PH.D. is the Director of Industrial and Organizational Services at the Peerman Group where he provides companies with solutions in the areas of training, organizational planning and leadership development. His Ph.D. is from Northern Illinois University where he studied social and industrial/organizational psychology. His previous professional experiences include having been a faculty member in the psychology department at the University of Northern Iowa, research operations manager at the Center for Social and Behavioral Research at UNI, founder and executive director of a non-profit organization, and corporate planner and marketing director at a manufacturing company.

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 to achieve better business results. Celina’s focus is to provide quality training and services that directly contribute to better service for all stakeholders and, in particular, the retention of front-line staff and strength of first-line supervisors. Her passion is 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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www.kirkwood.edu/ktos