UNIVERSITY of NEW HAMPSHIRE

Professional Development & Training

December, 2011, through August, 2012, Workshops

that can be used towards the

Leadership & Management Certificate Program

These workshops are listed on our website at:

http://www.learn.unh.edu/pcw/pd/sched.php?id=5#6

Applied Leadership Institute

Portsmouth: *CRN 825212, April 3, April 17, May 8, Tuesdays, 9:30 a.m.-4 p.m., 1.8 CEUs, $750, lunch included*

Register by March 20. The Applied Leadership Institute is comprised of three one-day sessions aimed at helping participants become transformational leaders who can create significant improvements in their organization's operational performance. A session will be offered every other week to allow time in between for participants to process information and apply it in a practical way to their workplace. The institute has been designed to meet the unique leadership challenges and change management needs of today's managers and supervisors who are being pressured to reduce their operating budgets, do more with less, maintain a high level of performance, and effectively deal with the tremendous issues of globalization, outsourcing, and a slow economy. The overarching objective of the institute is to help managers successfully transition their operations to a new dimension of success and achievement by strengthening their leadership competencies, behaviors, style, and management approach. You will gain specific leadership, team development, and change management skills that will result in improved individual, team, and process performance. Practical, state-of-the-art business and leadership concepts, theories, and approaches will be covered. You will review the characteristics and behaviors of highly effective

change-oriented teams and develop a blueprint for improving your own leadership style as well as transforming your organization and its processes. During Day #1 of the institute, you will focus on the individual leader, looking at the characteristics that make an optimal leader, evaluating strengths and weaknesses, and discussing how operational challenges and trends affect leadership style. You'll form working teams and experience practical leadership activities designed to enhance your skills. During Day #2, you'll focus more on the organizational processes and how to incorporate process improvement and positive change into your workplace. On Day #3, you'll examine the qualities that are present in a high performing organizational teams and culture, receive a 360-degree assessment, and participate in simulation exercises that will heighten your understanding and skills as a team participant. The institute is geared to any managers or supervisors, regardless of your functional position in the organization. If you are able to bring more than one manager from your organization to participate in the institute, you will maximize the learning outcomes and benefits gained. (This is part of the Leadership and Management Certificate Program, but you do not need to enroll in the program to take this course.)

Instructor: Peter Hughes, M.Ed, is the President and CEO of High Performance Leadership, Ltd. He teaches organizational behavior at UNH's Whittemore School of Business & Economics, has worked as a consultant with companies, and has taught at the UNH Browne Center.

» Register Now

Change Management Toolkit

Manchester/286: *CRN 16304, December 13, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, $235, lunch included*

Portsmouth: *CRN 460212, May 17, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, $235, lunch included*

Organizations change, and often at a breathtaking rate. Ongoing change can be threatening and stressful to employees and teams. Rumors, miscommunication, conflict, poor concentration, and low energy can all be unintended byproducts. But organizations and employees can get ahead of potential negative impacts and remain effective and healthy during change by learning techniques for managing it. In this interactive workshop, you'll build a toolkit of skills needed to help others process change. You'll learn about the dynamics of change and develop an understanding for the stages that people go through as they adapt. It will include practical steps, techniques, and philosophies that encourage creative reactions to change and enhance employee morale. (This is part of the Supervisory Skills and Leadership & Management Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Gerri King, Ph.D., is a social psychologist and organizational consultant to corporations, nonprofits, governmental agencies, and educational and healthcare institutions. She works throughout the U.S., Asia, and Canada with a focus on Mergers & Acquisitions, Strategic Planning, Leadership & Supervisory Training, Conflict Resolution, Managing Change, and Enhancing Teams. Based in Concord, NH, she is a founding partner of Human Dynamics Associates.

» Register Now for the December Workshop

» Register Now for the May Workshop

Employee Engagement: Increasing Motivation and Commitment

Portsmouth: *CRN 470212, March 15, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, $235, lunch included*

This workshop provides supervisors and managers with important skills to create greater employee and team alignment for the achievement of the organization's objectives, goals, and success. An engaged employee is one who is motivated beyond the normal duties of their job, is driven by the organization's vision, understands their value in the organization, and consistently demonstrates behavior that supports the organization's interests. You'll learn the importance of investing time in coaching and development to retain your best employees; and you'll understand how to create an environment of trust and collaboration that allows employees to be engaged and optimizes business performance. (This is part of the Supervisory Skills, Leadership and Management, and Human Resources Management Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: David Liddell is president and founder of SKYE Business Solutions, advising on how to improve performance and results. Based on more than 20 years' experience in organizational and business development, he evaluates organizations and their employees to identify opportunities for increased efficiencies and productivity. He is also a certified trainer with 360 Solutions, LLC, and Profiles International, Inc. and designs training to enhance performance, leadership, teams, strategy and organizational development.

» Register Now

Identifying and Developing Leaders at all Levels

Portsmouth: *CRN 461212, April 10, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, $235, lunch included*

Leadership is an important aspect of helping an organization drive to

success. Most people associate leadership as being exercised only at the highest levels of an organization, but there are many employees in the rank and file who demonstrate acts of leadership on a regular basis. The ability of a supervisor to utilize and help maximize the leadership talents of their staff will not only help ensure the success of the organization, but will play an important role in motivating the individual leader-contributors. It will also make the supervisor's job easier and more fulfilling by helping others succeed. In this workshop you will explore how to identify and recognize these "leaders at all levels" through good talent evaluation skills and will discuss methods for encouraging and developing these leadership skills. (This is part of the Leadership and Management Certificate Program, but you do not need to enroll in the program to take this workshop.)

Instructor: Bernie G. Sparks III, DA, MPA, is the President and founder of 21st Century Leadership, LLC, a leadership consulting firm, and Executive Director of Sparks Employment Group, LLC, a full service employment agency that identifies and provides top candidates to organizations seeking Temporary, Temp to Perm and Permanent employees. His diverse background includes experience and education in the U.S. Armed Special Forces, NH State Police, and business. He has over 25 years of leading personnel in situations ranging from routine to highly stressful emergencies, using face to face communications, strategic planning and incident debriefing techniques.

» Register Now

Influencing Behavior in the Workplace: Healthy Attitudes, Strong Results

Portsmouth: *CRN 459212, May 10, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, $235, lunch included*

An important role that supervisors and managers play is to influence and guide the behavior of the people they supervise and manage. People's attitudes and behaviors are infectious, good and bad. Often employees bring attitudes and behaviors that interfere with not only their own successful job performance, but also the success of their work teams. In this workshop, you'll discuss how people's attitudes affect their actions and the people around them, and how, as a supervisor, you can coach employees to break through negative and limiting attitudes that keep them from performing at their best. You'll learn to identify how people react to stress, how to deal with defensive behavior, and how to coach employees to find the better, more positive ways to deal with the challenges they face on the job. (This is part of the Leadership and Management and Human Resources Management Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Gerri King, Ph.D., is a social psychologist and organizational

consultant to corporations, nonprofits, governmental agencies, and educational and healthcare institutions. She works throughout the U.S., Asia, and Canada with a focus on Mergers & Acquisitions, Strategic Planning, Leadership & Supervisory Training, Conflict Resolution, Managing Change, and Enhancing Teams. Based in Concord, NH, she is a founding partner of Human Dynamics Associates.

» Register Now

Making Online Meetings and Training Effective--from Basics to Best Practices--A Live Online Workshop

Online: *CRN 151212, May 30 and June 1, Wednesday and Friday, 2-3:30 p.m., .3 CEUs, $95*

Several factors today are influencing the way we do business. The global economy, the increased trend for businesses to locate projects and project teams around the world, the desire for multi-site businesses to train employees with the same set of standards and procedures, and the need to communicate 24/7 with stakeholders--no matter where they are located--have created a demand for the virtual office, virtual training site, and virtual meeting. For organizations, synchronous online gatherings have the advantages of being cost-effective, flexible, and environmentally friendly; for those attending they offer convenience, interactivity, and visual richness. This two-session, live, online workshop is both for those just beginning to investigate meeting or training online, as well as those who have made a start but would like to be more effective. You'll get acquainted with best practices for creating (or adapting) content, preparing for delivery, and keeping participants engaged. You'll also get some tips for choosing a delivery platform that is suited to your meeting or training needs, and you'll experience the techniques that make online sessions lively, productive, and fun. Just as there is an art to live, in-person communication, there is also an art to virtual communication, and this workshop will demonstrate how to make online meetings and synchronous (live) online training just as effective as face-to-face sessions--sometimes even more so! Whether the participants use a mobile device, a laptop, or a desktop computer, it is essential that communication be not only accurate, but also captivating enough to keep the participant engaged and "tuned in." The workshop will be conducted through the use of one of the more popular business applications for online delivery, so you will also get a better idea of how the technology works and the features that can be used to make your virtual meetings or training more engaging. During the first session you will cover: when to work online vs. on-site, choosing the right platform, and considerations for design and delivery. During the second session you will have a chance to practice: uploading slides, sharing documents, and using presenter tools. This workshop is geared to managers, supervisors, project leaders, human resource personnel, trainers, and any business professionals needing or wanting to communicate through online formats. (This is part of the Leadership &

Management, Supervisory Skills, Train the Trainer, Human Resources, and Communications Skills Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Marya Danihel, M.A., has been training adult business writers since 1989, when she joined one of the country's premier writing training firms, Better Communications, as an instructor. In 1998, she became the company's Director of Instructional Quality, and in this role created a variety of writing courses as well as trained other facilitators. She has taught across the U.S., in Europe, and online for clients including Deloitte, General Motors, Towers Perrin, Sony Electronics, Fidelity Investments, Genzyme, Mathworks, and the U.S. government. She has also written for many publications and edited business documents of all kinds, including nonfiction books. Currently she designs and delivers communication courses online as an associate of Hemsley Fraser U.S. and The Presentation Company.

» Register Now

Managing Your Emotions, Defusing Anger, and Reducing Stress

Portsmouth: *CRN 16306, December 14, Wednesday, 9:30 a.m.-4 p.m., .6 CEUs, $270, lunch included*

Portsmouth: *CRN 455212, March 22, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, $235, lunch included*

When you can manage your emotional energy, you reduce frustration, increase influence, and regain control. You stop giving power away. And you feel more comfortable in your skin. Enhancing your capacity to do this takes presence of mind, concrete skills, continuous practice, and purposeful intention. Aikido is a Japanese martial art that neutralizes attacking energy by redirecting it. We can apply this idea to emotional energy. In this physically grounded, activity-oriented workshop, you'll learn concrete skills to help you appreciate and redirect your emotions toward purposeful ends. Instead of acting out, you'll identify and value the emotions at play as you practice communicating about them. You'll benefit from this workshop if you want to become more effective under pressure, reduce personal and organizational stress, and increase respectful interaction with and among employees. You'll learn to practice emotional awareness and self-control; understand hot buttons and ways to manage them; listen, empathize, and assert appropriately; and reduce stress for self and others. (This is part of the Leadership & Management Certificate Program, but you do not need to enroll in the program to take this workshop.)

Instructor: Judy Ringer is the author of "Unlikely Teachers: Finding the Hidden Gifts in Daily Conflict." She provides conflict and communication training throughout North America with unique workshops based on mind/body principles from the martial art aikido, in which she holds a

second-degree black belt. Employing best practice communication models, she brings to life key concepts such as self-management under pressure and appreciation of other viewpoints. Her programs are interactive, experiential and energetic. She is also the author of two CDs, "Managing Conflict in the Workplace: An Aiki Approach," and "Simple Gifts: Making the Most of Life's Ki Moments."

» Register Now for the December Workshop

» Register Now for the March Workshop

Nine Keys to Team Synergy and building a Culture of Competitive Excellence

Manchester/286: *CRN 465212, June 7, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, $235, lunch included*

Sport is a metaphor for business and the playing field is the canvas to deliver a powerful message to people in the business world. Team synergy and competitive excellence are the X-Factors that make good companies great. These keys will help you unlock your team's maximum potential and teach you the process behind why winners win consistently. The program will give you an actionable game plan you can immediately implement within your organization. You will learn how to incorporate strategies that help the underdog transition from adversity to advantage in today's competitive environment. You will develop a process to create your own momentum in business and define the little things that make a big difference in your individual and team performance. The "coachability factor" and its power to maximize team potential will be discussed as well. (This is part of the Leadership and Management and Supervisory Skills Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: John Brubaker is a performance consultant, speaker and author of the forthcoming book "Overtime Victory." Using a multidisciplinary approach, he helps organizations and individuals develop their competitive edge. He has a master's degree in personnel psychology and has completed doctoral coursework in Sports Psychology. He is also in the process of co-authoring a new book on Leadership that will include contributions from several prominent leaders, such as Warren Bennis, George Mitchell, and others.

» Register Now

Recognition & Rewards: The Secrets of Motivation

Manchester/286: *CRN 467212, April 5, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, $235, lunch included*

The questions most often asked of business consultants today is: "How can we motivate employees during these hard economic times?" This question implies that there are gimmicks, strategies or costly techniques that, once discovered and implemented, will double or even triple employee motivation and resulting productivity. Motivation that lasts is not something management does but rather an ongoing process--in good times and hard--that management fosters and allows to happen. This seminar will address the issue of recognition and rewards, and how managers can unlock employee potential by utilizing non-cash programs. You will learn how to create a supportive, productive and fun team environment, strengthen morale and keep employees satisfied, inspire employees to reach (and exceed) their potential, and eliminate negativity, lackluster work, and poor attitudes from the team. All without giving big pay increases and cash bonuses. You'll discover the secrets to a fool-proof rewards system and be ready to implement cost-effective recognition and rewards programs that foster "engaged" employees. (This is part of the Leadership & Management, Supervisory Skills, and Human Resources Management Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Deborah L. Gallant, SPRH, CBP, CCP, original founder of D. Gallant Management Associates, a full-service human resources consulting firm in Portland, Maine, and was in the consulting business since 1987 with clients throughout the U.S. Previously she spent 14 years with Key Bank as Senior Vice President, Director of Human Resources, and in Corporate Training. She has over 30 years of hands-on HR experience and is a graduate of Negotiation Programs at Harvard Law School. Deborah is currently serving as Director of Human Resources for Maine Mental Health Partners in South Portland, Maine.

» Register Now

Seeing Yourself Whole: A Sustaining Practice for Leaders and Change Agents

Portsmouth: *CRN 469212, March 20, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, $235, lunch included*

Your organization relies on you to inspire your team by modeling creativity and resilience. You proudly share responsibility--and credit--for the company's ability to deliver, compete, and innovate. You take your role as an influential manager seriously, diligently updating your technical knowledge and honing your interpersonal skills. But your capacity for greatness--as a leader, manager, change agent, and colleague--comes not from any single outstanding attribute or skill, but from the unique combination of intellectual, emotional, physical, and spiritual energies that constitute the whole system of You. When was the last time you stepped back to take a look at that whole system? What signs do you monitor to tell you when the system of self is going out of balance? How would you describe the values and purpose that

give your system of self its integrity? Seeing yourself whole is the first step in cultivating the empowering awareness you need to lead effectively in a fast-paced, complex work environment. In this stimulating, interactive workshop, you will be introduced to some fundamental principles of systems, and discover a deceptively simple visual tool for bringing your whole system of self into view so you can identify leverage points for change when you are uncertain, stuck, or off track. You'll also learn and practice a powerful technique for fine tuning your alignment and deepening your engagement with the values and purpose of your team and your organization. (This is part of the Leadership and Management Certificate Program, but you do not have to enroll in the program to take this workshop.)

Instructor: Vicky Schubert, CPCC, ACC, is Principal of Inspired Alliance Coaching, an independent coaching practice. Previously she was Marketing Director for Pegasus Communications, Inc., and Connectivity Manager for Peter Senge's Society for Organizational Learning. She has also developed team-performance tools and trained teams as a partner at Options for Change, where she also worked with clients such as Boeing, Ford, The Boston Children's Museum, and the National Education Assn.

» Register Now

Sexual Harassment: Dealing with It, Preventing It, and Staying in Compliance

Portsmouth: *CRN 483212, May 17, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, $235, lunch included*

Your workforce can only operate at peak performance if each employee feels safe and un-harassed. This workshop will talk frankly about sexual harassment: what it is, how to prevent it, and how to comply with the law. If you have situations of sexual harassment in your workplace, you will learn how to deal with it when it happens and how to conduct internal investigations. (This is part of the Human Resources Management, Supervisory Skills, and Leadership and Management Certificate programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Deborah L. Gallant, SPRH, CBP, CCP, original founder of D. Gallant Management Associates, a full-service human resources consulting firm in Portland, Maine, and was in the consulting business since 1987 with clients throughout the U.S. Previously she spent 14 years with Key Bank as Senior Vice President, Director of Human Resources, and in Corporate Training. She has over 30 years of hands-on HR experience and is a graduate of Negotiation Programs at Harvard Law School. Deborah is currently serving as Director of Human Resources for Maine Mental Health Partners in South Portland, Maine.

» Register Now

Skillful Negotiating for Everyday Business

Portsmouth: *CRN 16299, December 6, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, $235, lunch included*

Manchester/286: *CRN 471212, April 10, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, $235, lunch included*

This workshop provides you with an advanced understanding of the negotiation process and how to ensure a favorable outcome. By breaking down the process, you'll understand why negotiation skills are important, how to prepare for a negotiation, different negotiation styles, and how to define clear agreements. These skills can be used in a wide variety of business situations and in day-to-day interactions. The workshop will provide you with practical skills that increase your confidence at the negotiation table and enhance your success in getting the deal results you want. (This is part of the Leadership & Management and Supervisory Skills Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Christine Carberry is a Certified Strategic Alliance Professional (CSAP) currently consulting with businesses and organizations interested in building strong collaborations. She has expertise in alliance management, strategic planning, program management, operations, training and development, and broad experience in the biopharmaceutical industry, advancing Biogen Idec from a biotech pioneer to a Fortune 500 company. For the past seven years, she was VP of Program and Alliance Management at Biogen Idec in Massachusetts. Previously she held many positions in technical operations. She holds a Master's Degree in Innovation and Technology Management, Certificates in Management and Biotechnology Strategy from Harvard University, and a Bachelor's Degree in Biochemistry.

» Register Now for the December Workshop

» Register Now for the April Workshop

Strategic Influencing Skills: Influencing with Impact and Integrity

Portsmouth: *CRN 16260, December 13, Tuesday, 9:30 a.m.-4 p.m., .6 CEUs, $235, lunch included*

Portsmouth: *CRN 457212, April 13, Friday, 9:30 a.m.-4 p.m., .6 CEUs, $235, lunch included*

Based on two decades of research of successful leaders in profit and non-profit work settings, this seminar has been developed to show how to gain access to a seat at the decision-making table of your organization or group. Building on your own experience, explore ways to influence others at work. Topics include: understanding power and systems dynamics; influence

mapping within your organization, how to access resources and build support, how to deal with diverse interests, build coalitions in a time of uncertainty, and move ideas in the face of resistance. You'll develop pragmatic strategies tailored to your unique challenges and job responsibilities. Come prepared with an issue, initiative, idea you want to implement at work. This seminar builds on and will expand your skills and insights for effectiveness in your workplace and applies to whatever type of organization you're in, whether it's business, government, services, or academia. (This is part of the Leadership & Management, Supervisory Skills, Human Resources Management, and Professional Coaching Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: Carlotta Tyler, M.S.O.D., Associate Certified Coach (ACC) from the International Coaching Federation (ICF), has conducted a successful coaching and consulting practice on five continents for three decades. Formerly marketing director for a computer manufacturer, elected leader at municipal, state, and national levels, and founder of two corporations, her career has taken her from community development to corporate boardrooms, from parenting to politics, from Boston to Bangkok. A pioneer in developmental coaching, she crafted the Continuous Improvement Career Coaching© Model. She is also an alumna of UNH, American University, and National Training Institute in Washington, DC, and the Program on Negotiation at Harvard Law School. She is certified in Myers Briggs Type Indicator (MBTI), and is a Gender Reconciliation Trainer, a Reiki Master, and trained in RYSE at the Polarity Institute.

» Register Now for the December Workshop

» Register Now for the April Workshop

Utilizing Lean and Six Sigma Concepts for Improved Quality and Continuous Improvement

Portsmouth: *CRN 571212, April 12, Thursday, 9:30 a.m.-4 p.m., .6 CEUs, $285, lunch included*

In today's competitive world in order to survive, companies and organizations must improve continuously in both products and services. Lean systems and Six Sigma are time-proven concepts that have been used by organizations for over 50 years. First developed by Dr. W. Edwards Deming during the rebuilding of Japan after World War II, these concepts and tools when used in a team environment, will systematically improve the system where applied. In this seminar, you will get an overview of Lean Thinking. You'll discuss how to apply lean thinking to prevent and reduce waste, monitor cost, improve the overall wellness and health of the organization. You'll look at various tools that you can use to implement continuous improvement, and you'll discuss the dynamics necessary for the

improvement of efficiencies and waste reduction. (This is part of the Leadership & Management and Supervisory Skills Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: F. Woody Thornton, MBA in Quality Leadership and Human Resources, has extensive experience in ISO 9000; ISO 13485; Malcolm Baldrige Quality Systems; and several other quality, lean, and continuous improvement systems. He has done work in the implementation of Lean 5S, Continuous Processes Improvement, Balanced Scorecard, and strategic development and implementation; and has held managerial and engineering positions at three Fortune 500 companies specializing in the food, plastics and medical device fields. Currently he is a consulting General Manager for a private R&D company in the field of electro-magnetism and nanotechnology; and he also consults to the food industry.

» Register Now

Work Like a Champion: How to Build a Culture of Team Synergy and Competitive Excellence

Portsmouth: *CRN 16293, November 16, Wednesday, 9:30 a.m.-4 p.m., .6 CEUs, $235, lunch included*

If you ever wished you knew the secrets of building an organization into a championship caliber team like the New England Patriots or Boston Red Sox this program is for you. You will learn the X's and O's of leading to win in business. This program bridges the gap between sport and business by teaching you how to align the vision, mission and values of your team with the talent of its members. Mission critical concepts such as: chemistry, communication, coaching, and creating buy-in will be addressed to provide you with strategies and tools for taking your team's performance to the next level. (This is part of the Leadership & Management and Supervisory Skills Certificate Programs, but you do not need to enroll in the programs to take this workshop.)

Instructor: John Brubaker is a performance consultant, speaker and author of the forthcoming book "Overtime Victory." Using a multidisciplinary approach, he helps organizations and individuals develop their competitive edge. He has a master's degree in personnel psychology and has completed doctoral coursework in Sports Psychology. He is also in the process of co-authoring a new book on Leadership that will include contributions from several prominent leaders, such as Warren Bennis, George Mitchell, and others.

» Register Now