Practical Skills & Strategies for Today’s Workforce

PORTSMOUTH | DURHAM | MANCHESTER | ONLINE

January-August 2017

unh.edu/training
LOOK WHAT’S NEW THIS SPRING!

DIGITAL MARKETING CONFERENCE
THURSDAY & FRIDAY, MAY 11 & 12
SHERATON HARBORSIDE HOTEL PORTSMOUTH
Explore the latest in digital marketing strategy with industry leaders from Dunkin Donuts, Ben & Jerry’s, HubSpot, Timberland, and over a dozen regional experts at the UNH Digital Marketing Conference. Learn the current trends, tools and tricks across the digital marketing spectrum from social media, content marketing, advertising, mobile, video, and beyond!
See page 3 for more information or visit learn.unh.edu/digitalmarketing

BUSINESS ANALYTICS BOOT CAMP
FRIDAY & SATURDAY, APRIL 28, 29, MAY 5, 6
UNH-MANCHESTER
Join the Data Revolution with a four-day introduction into the world of business analytics! Learn the theoretical and practical concepts and techniques involved in analytics while gaining hands-on experience with industry tools and techniques
See page 7 for more information or visit learn.unh.edu/analyticsbootcamp

PROJECT MANAGEMENT CONFERENCE
FRIDAY, JUNE 9
HOLLOWAY COMMONS AT UNH DURHAM
Learn the tools, skills and strategy you need for project management success. Hear from eight industry experts sure to give you the confidence and energy to perform better in your role on any project team.
See page 4 for more information or visit learn.unh.edu/pmconference

DIGITAL DESIGN CERTIFICATE PROGRAM
Prepare yourself for the constantly changing digital workplace with the Digital Design Certificate program. With specialization available in Graphic Design and Front End Web Development, unleash your creativity and build the skills you need to succeed in today’s digital world.
See page 9 for more information.

20 NEW WORKSHOPS
This spring we’ve added over a dozen new one-day workshops in the areas of cybersecurity, project management, web development, graphic design, workplace nutrition, community leadership, Google Office Apps, social media, and more!
For a full list of workshop descriptions, see pages 11-21.

unh.edu/training
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CUSTOMIZED CORPORATE TRAINING SERVICES

Tailored Solutions for Public, Private & Nonprofit Sectors

FOR BUSINESSES & ORGANIZATIONS

UNH Professional Development & Training offers a wide range of customized training services to organizations throughout New Hampshire and the surrounding regions. If your organization has several managers or staff you would like to train in a particular area, we will work with you to assess your training needs, and develop training programs to meet those needs.

Some business-related topic areas for custom training:

- Leadership & Management
- Supervisory Skills
- Communication Skills
- Project Management
- Human Resources
- Coaching
- Workplace Safety
- Digital Design
- Salesforce Sales Cloud
- Grantwriting & Fundraising
- And more... Just ask!

FOR SCHOOLS

UNH Professional Development & Training will partner with your school or school district to develop customized in-service training that meets the professional development interests and needs of your teachers, administrators, counselors, paraprofessionals, and school staff.

Customized training for schools and school districts can focus on general teaching topics such as classroom and behavioral management, legal and ethical issues, administrative issues. Or it can focus on specific areas, such curriculum development, teaching math and science, physical education, special education, language arts and literacy, guidance and coaching, grantwriting, and more.

Delivered at Your Site, Ours, or a Location of Your Choosing

Training can be delivered at your site, at UNH in Durham, Portsmouth, or Manchester, or at another location of your choosing.

Length of Training

Programs can consist of half- or full-day training sessions, multiple sessions, or a series of training days that lead to more in-depth knowledge. Certificate Program. Sessions can also be combined to create a custom Certificate Program.

For More Information

To discuss customized training opportunities, please contact Juliet Webber at custom.training@unh.edu or call (603) 862-4344.
NEW! DIGITAL MARKETING CONFERENCE

Explore the latest in digital marketing strategy with industry leaders from Ben & Jerry’s, HubSpot, Timberland, Wistia and over a dozen regional experts at the UNH Digital Marketing Conference.

**Thursday, May 11 & Friday, May 12, 9:00 a.m. to 4:00 p.m. | Sheraton Harborside Hotel, Portsmouth**

$379 ($409 if registering after April 21) | Breakfast, Lunch, Parking & Conference Materials Included, 1.2 CEUs, CRN 217176

Learn current trends, tools and tricks across the digital marketing spectrum from social media, inbound marketing, advertising, mobile, video, and beyond! Whether it’s building your brand, creating customer loyalty, increasing sales, or improving leads, this two-day digital immersion will give attendees actionable insights and key strategies to produce more productive outcomes.

**Digital** • **Social Media** • **SEO** • **PPC** • **CRM** • **Video** • **Inbound Marketing** • **Mobile** • **Website Design** • **Analytics**

**FEATURED SPEAKERS**

Kate Paine
US Digital Marketing Manager, Ben & Jerry’s
Hear how Ben & Jerry’s prioritizes corporate social responsibility and activism in their marketing campaigns.

Alec Newcomb
CEO, Indri
The Vermont native will be sticking to his New England roots with his presentation, *The Yankee Marketer: Frugal Tactics for Your Digital Marketing*.

Frank Hwang
Senior Manager – Digital Marketing & Paid Media, Timberland
Frank will share *The Role of Digital Integration Across Paid, Owned and Earned Media*.

Kyle Lacy
Vice President of Marketing, OpenView
Kyle wonders if marketing is dead! He’ll tell you *Why Technology is Changing the Way We Think, Buy and Communicate*.

Rich Nadworney
Principal, Empatico
With a focus on human-centered design, Rich will convince you that *Design is Your Customer Superpower*.

**Hear from over a dozen regional experts on topics in all areas of digital marketing:**

**Aligning Marketing and Sales in Your CRM**
Kyle Jepson, Inbound Sales Professor, HubSpot

**Leveraging Video in Your Marketing**
Johan Silberg, Solutions Coach, Wistia

**5 Ways Digital Marketers Must Evolve or Die**
Chris Getman, Director of Digital Marketing, Vital Design

**How Local SEO Works in 2017**
Marlana M. Trombley, Digital Marketing Consultant, Vital Design

**Developing an Integrated PPC & SEO Strategy**
Brendan Flavin, Vice President & Director of Digital Strategy, Swell Media

**Growth Driven Design: A Smarter Approach to Website Design**
Fred & Stacey Schall, Co-Owners, Schall Creative

**5 Ways to Really Succeed with Inbound Marketing**
Linda Fanaras, President & Melissa Jean, Inbound Marketing Manager, Millennium Integrated Marketing

**Getting from “Like” to “Buy”: How To Win With Social Media Advertising**
Melissa Albano-Davis, Founder & President, Grapevine Marketing

**7 Smart & Simple Content Marketing Strategies**
Charlene DeCesare, CEO, Charlene Ignites

For more information and to register online, visit: learn.unh.edu/digitalmarketing

Stay in Historic Downtown Portsmouth
Harbor Views and Local Charm

Make the most of your trip to the New Hampshire Seacoast by spending the Digital Marketing at the Sheraton Harborside Hotel, right in the heart of downtown Portsmouth. Receive a discounted room rate of just $169 per night by visiting learn.unh.edu/digitalmarketing or call the Sheraton directly at (866) 716-8134 and tell them you’re coming for the UNH Digital Marketing Conference. Rooms are limited, so make sure to make reservations in advance.
Keeping up with the latest tools, trends and strategies is essential to leading projects efficiently and effectively. Whether you are new to the field or a veteran project leader, this conference will provide value to any manager, stakeholder, or team member, regardless of industry or area of expertise. Presentations by industry experts will enhance your project skills and give you the confidence and energy to perform better in your project role.

8-9 A.M.—REGISTRATION AND CONTINENTAL BREAKFAST

9:15-10:30 A.M.—CONCURRENT SESSIONS

HOW TO CREATE THE INITIAL PROJECT PLAN
Scenario: You have been assigned to manage an exciting new project! As part of this opportunity, you will need to create an initial project plan. Where to begin? What should be included? Should you plan it yourself or get help? You are wary of spending many hours and know being responsible for anything that goes wrong! In this interactive session learn to develop a project plan, build a team, prepare for meetings, and determine the scope, schedule, cost and other details associated with carrying out the project.

Presenter: Thomas Belanger, PMP, MS, is President of Sterling Planning Group and author of “Project Management Essentials.”

THE PMO: HERE TO HELP, BUT NOT DO YOUR JOB!
The Project Management Office at your organization is there to streamline processes, maintain standards and improve project efficiency and success. Not do your job! Learn more about your PMOs purpose, structure and benefits, so that you can take advantage of its services and exert influence to benefit your projects.

Presenter: Steve Lundquist, PMP, PMI-ACP, M.Sc., is Senior Manager of Program Management at Kollman/Elbit Systems of America.

10:45 A.M.—NOON—CONCURRENT SESSIONS

SOCIALIZING AND MANAGING BUSINESS PROCESS IMPROVEMENT INITIATIVES
Too frequently, business process improvement initiatives are “lost” within the organization—not enough people know what is going on and why changes are being made—and there is no consistency in how the initiatives are managed. BPI strategic initiatives impact the entire organization and therefore must be socialized across the enterprise! This session will provide you with best practices around socializing, communicating about, and engaging stakeholders in these initiatives.

Presenter: Gina Abudi, MBA, is President of Abudi Consulting Group and author of “Best Practices for Managing BPI Projects: Six Steps to Success.”

PROJECT MANAGEMENT: EFFICIENCY OR OVERHEAD—GETTING BUY-IN
Adoption of project management processes, or any new methodology, can frequently result in an organizational push-back. People fear additional work for little or no ROI. This session addresses the adoption of a new process methodology in a typical company setting with its associated communications problems. Emails from within Bullseye Products will be presented so participants can analyze and discuss possible solutions to the problem presented in the emails. This is a fun, interactive session that looks at the real-world project management environment faced by practitioners on a daily basis.

Presenter: David Connors, PMP, is Principal of PM Intervention.

NOON-1 P.M.—LUNCH

1 P.M.—2:15 P.M.—CONCURRENT SESSIONS

INFLUENCE WITHOUT AUTHORITY: NO TITLE? NO PROBLEM!
Are you in a position where you need to lead a team or manage a project without having any real authority over team members? Do you have some great ideas you’d love to persuade your stakeholders or management to buy into, but aren’t sure how to position yourself for a successful outcome? Project teams are becoming more fluid in nature and matrixed over multiple functional areas. As a result, professionals are asked to successfully implement projects, while managing individuals who don’t report to them. This can present challenges for delivering quality results on time and on budget. In this interactive session, you’ll explore seven key factors for becoming more influential and look at ways to build credibility, strengthen relationships, and enhance your communication style.

Presenter: Marie Bankuti, PCC, CPCC, PMP, is Founder of Tether Free Vision.

THE SECRET TO PROJECT SUCCESS: BEHAVIOR CHANGE
Business projects continue to fail at an alarming rate. Statistics show that only 2.5% of companies successfully complete 100% of their projects. While there are many reasons for project failure, one core problem is usually missed—behavior change. Projects expect people to follow the new processes and use new tools, all in a particular way, modifying their normal behaviors. This session will help you understand why behavior change is the key to project success, how to create it with proven models and methods, and how to help ensure that desirable behavior change is sustainable.

Presenter: Stephen Stofanak is Founder of Continuous Business Change.

2:30 P.M.—3:45 P.M.—CONCURRENT SESSIONS

MANAGING VIRTUAL PROJECT TEAMS: TOOLS, TECHNIQUES, AND REAL-WORLD EXAMPLES
You were just asked to lead a project, and your team is distributed across time, space, and your organization. What tools and techniques can you leverage to help this virtual team succeed? Through an exploration of real-world scenarios, this session will address common challenges of virtual project team management and the approaches that can lead to success.

Presenter: Ben Schmitz, PMP, CSM, CSPO, is Project Manager at Esri.

THE CULTURAL INTERSECTION: RECONCILING THE ORGANIZATIONAL AND PROJECT MANAGEMENT CULTURES
The public face of an organization is defined through its culture and has profound influence on how business is conducted, projects are managed, and intended outcomes are achieved. It is also possible to define a culture where project management practices can optimally operate and thrive. The intersection of these two cultures can present challenges for the project manager and team. Having insight can help you navigate the cultures and identify attributes that may need to change. This session will look at ways to effectively navigate these challenges.

Presenter: Rob Cimini, PMP, is Principal Consultant at Pinnacle Project Source
(Note: This Conference counts towards the Project Management Certificate program, but you do not need to enroll in the program to attend.)
LEADING A MULTIGENERATIONAL WORKFORCE

12th Annual Conference for Managers, Supervisors, Project & Team Leaders
Previous conferences have all sold out quickly, so register early!

Friday, February 10, 9 a.m.-4 p.m. | Wentworth by the Sea, New Castle, NH
$295 ($325 if registering after January 27) | Breakfast and Lunch Included, 0.6 CEUs, CRN 246217

8 A.M.—REGISTRATION CHECK-IN
CONTINENTAL BREAKFAST

9 A.M.—WELCOME

9:15 A.M.-10:30 A.M.—CONCURRENT SESSIONS

STRATEGIES FOR LEADING A MULTIGENERATIONAL WORKFORCE
In today’s transitional workforce, employees range from “Millennials” to “GenX’s” to “Baby Boomers.” Who makes up these generational buckets—and what makes them tick? This session will look at the current generational breakdown and discuss common generalizations associated with each group. Specific motivations of each will be discussed, as well as techniques for recognizing and leveraging the strengths of workers of all generations. You’ll also gain practical advice on dealing with inter-generational challenges whatever managerial role you play.

Presenter: Tess George

ENGAGING A DIVERSE WORKFORCE: EMPLOYEE ENGAGEMENT FROM BOOMERS TO GEN Z
Employee engagement is largely recognized as a top challenge for today’s organizations. In this session you will look at how generational differences affect engagement. Looking through the generational lens, you’ll discuss tactics for motivating and engaging your employees in a generationally diverse workplace.

Presenter: David Liddell

10:45 A.M.-NOON—CONCURRENT SESSIONS

BUILDING CREDIBILITY AS A YOUNG MANAGER
The influx of millennials to the workforce has resulted in new dynamics, with many younger employees tasked with managing multiple generations. This session will outline key strategies for young staff to succeed in managerial roles, including: communication skills; valuing and utilizing staff strengths; focusing on results; managing stress; and seeking respect (not approval). It will also provide strategies for new managers tasked with managing older than them, and how to deal with age assumptions gracefully.

Presenter: Tess George

ORGANIZATIONAL CULTURE: YOUR TOP COMPETITIVE WEAPON IN THE BATTLE FOR TALENT
Spurred by organizations like Google and Facebook, organizational culture has become a critical factor in attracting top talent. This session will begin by defining the elements of organizational culture. You will learn how “perks” are often mistaken for a strong cultural foundation. Trends in company culture will be discussed, as well as how they affect an organization’s ability to attract, and retain, top talent. Strategies for building a culture for sustained success will be outlined, and you will have the opportunity to identify factors that help drive success.

Presenter: David Liddell

1-2:15 P.M.—CONCURRENT SESSIONS

PROACTIVELY MANAGING CONFLICT
There is agreement that effective communication is key to a high functioning group, but what may not be appreciated is that the two major reasons for conflict in organizations are role confusion and lack of a clear process. Additionally, when challenges associated with multigenerational teams are not addressed, there is a profound effect on morale, productivity, and workplace satisfaction. This session looks at the dynamics of conflict and miscommunication and suggests a creative resolution process that acknowledges emotional and power issues, encourages the sharing of individual points of view, and works cooperatively toward developing and implementing solutions.

Presenter: Gerri King

REVERSE MENTORING: MAKING “HELP ME, HELP YOU, HELP US” GO BOTH WAYS
Reverse mentoring pairs senior leaders with younger employees to help leaders get up to speed on the latest technology, social media, and societal trends. But the value of reverse mentoring extends far beyond “schooling senior executives” on all things digital and social. These programs can assist those removed from the day-to-day, in-the-trenches work—towards a more tuned in to the realities and needs of the frontline. In this session, discuss how companies are using reverse mentoring and how to make the most of it in your organization.

Presenter: David Lee

2:30-3:45 P.M.—CONCURRENT SESSIONS

SUPPORTING DIVERSE TEAMS
Teamwork is the key to success in today’s work environment. It is also one of the greatest challenges. Just because employees are part of the same department or organization doesn’t mean they’re a coalesced group. In this session, explore how to build diverse, multigenerational teams, productive working relationships, and a culture that is blame- and gossip-free. Though the topics are serious, the session promises to be fun and provide concepts you can immediately apply back at work.

Presenter: Gerri King

MILLENNIALS: THORN IN MANAGEMENT’S SIDE OR THE “CANARY IN A COAL MINE” EVERY EMPLOYER SHOULD THANK?
Much has been written about millennials and how they differ from past generations of workers. Dr. Jean Twenge, author of “Generation Me,” reports that millennials demonstrate increased self-esteem, assertiveness, self-importance, narcissism, and high expectations. While some generational differences do exist, many managers miss the hidden gift that millennials offer. In this session, discover this generation’s unique value and how the things they want most in an employer are essentially the things ALL employees want.

Presenter: David Lee

Note: This Conference can be used towards the Leadership & Management and Supervisory Skills Certificate Programs, but you do not need to enroll in the programs to attend.

unh.edu/managers
Today's workplace is more complex and dynamic than ever before, and the office professional's role has grown exponentially. You are expected to do more, stretch your skills, and keep up with innovation, knowing that, in this accelerated office environment, those who don't will get left behind. This conference will give you some great tools and practical tips to help navigate your profession, enhance your abilities, and take charge of your career—so you can continue to be the indispensable strategic asset you are.

8 A.M.-9 A.M.—REGISTRATION CHECK-IN AND CONTINENTAL BREAKFAST

9:15 A.M.-10:30 A.M.—CONCURRENT SESSIONS

CREATING A BLAME-FREE AND GOSSIP-FREE ENVIRONMENT
It doesn't matter who is to blame. What matters is that what isn't working gets fixed. When the environment is not punitive, people are much more willing to own up to mistakes. In this session, explore ways you can influence a blame-free and gossip-free environment in which people talk to each other rather than about each other. Consider the benefits of a work environment where fear, worry, resentment, and suspicion are absent? A place where the work flows uncluttered by destructive chatter. This session will help you bring that vision to reality.

Presenter: Gerri King

PROBLEM IDENTIFICATION AND SOLUTIONS
Things don’t always go the way we expect or want them to. At work when a situation or service or product should function in a certain way but doesn’t, you’ve got a problem, and the instinct may be to jump to a solution. “Problem Identification” (PI) is ranked as one of the top 10 most important abilities in today’s workforce—because to solve a problem you need to understand it. In this session, learn about the latest PI techniques—how to track evidence and document, map and analyze data for the best solution to a problem—whether it is with a person, task, or piece of critical office equipment.

Presenter: Karla Whitney

10:45 A.M.-11:45 A.M.—CONCURRENT SESSIONS

MANAGING UP—BECOMING A VALUABLE RESOURCE TO YOUR MANAGER
Power is about influence. Real power is based on knowledge, not position—and expertise, not role. Employees on the frontline are often the ones who can provide the most valuable input to their managers about what works and doesn’t and how to fix it. Communication is the key. This session will focus on how you, as an effective employee, can become valued resource.

Presenter: Gerri King

MANAGING MINUTES—TIME IS ON YOUR SIDE
We can't make time—only choose how to use it. In this session you will discuss the balance between hours designated and work to be done. Topics will include methods, tools and practical ideas for planning, organizing, and budgeting your workload. You'll learn techniques to manage your minutes for more efficiency, enjoyment and success, because time IS on your side.

Presenter: Karla Whitney

1:45 P.M.-2:45 P.M.—CONCURRENT SESSIONS

RESPONSE-ABILITY: RESILIENCE AND WORK/LIFE BALANCE—A GAME PLAN FOR STAYING ON TOP OF THINGS
Resilience (also known as mental toughness) is a key competency in any type of performances and often something learned. Think of resilience as a muscle that needs to be developed and trained under stress in order to strengthen and grow. In this session, you’ll discuss four key aspects of “response-ability”:

1. A method to refocus personal and professional commitments;
2. A real-world game plan addressing the five factors of balance;
3. Hard-hitting strategies to create clear and effective boundaries; and
4. Ways to incorporate rituals to improve physical and emotional energy.

Presenter: John Brubaker

BUILDING YOUR PROFESSIONAL REPUTATION AS AN OFFICE PRO
Your reputation matters. The more credibility you have, the better the opportunities you’ll receive. In this session learn how to build a personal brand that can help you get trust and respect. You’ll look at why having a network is important and discover how just 10 minutes a day on LinkedIn can transform your reputation as an office professional. Practical tips will help you map out a strategy to build your personal brand in an authentic and humble way and learn how to market yourself comfortably and effectively!

Presenter: J.T. O’Donnell

2:30 P.M.-3:45 P.M.—CONCURRENT SESSIONS

WINNING STRATEGIES FOR TEAMWORK
Given expectations in most workplaces, you can't always do it all yourself. At times teamwork is essential—requiring you to be a good team member and have good teammates. Being a good teammate improves team chemistry, performance, and attitude. In this session learn how to create a personal environment for sustained high performance and discuss four key strategies of teamwork—chemistry, communication, coaching, and buy-in. Discover how positive energy and simple strategies can make a big difference to your performance and team.

Presenter: John Brubaker

LEVERAGING YOUR COMMUNICATION STYLE AT WORK
We each gravitate towards a particular communication style. Knowing our own style and those of the people we work with can provide huge advantages. These advantages include: understanding how to get what you want from co-workers; managing up so you can keep your boss in the know; and leveraging the strengths of your own style to build better working relationships. In this session, you’ll unlock the power of your unique interaction style and gain valuable insights on how to maximize communication strengths, while minimizing communication weaknesses.

Presenter: J.T. O’Donnell

learn.unh.edu/pros
Organizations are frequently overwhelmed with the volume of information they have, yet most struggle to make sense of this data. Business analytics uses statistical techniques, machine learning, and data science to uncover knowledge and meaning embedded within the data to enhance decision-making and capitalize on the wealth of information assets within an organization. This Boot Camp will introduce you to the theoretical concepts and practical techniques in analytics and offer hands-on experience with industry tools and techniques. Topics will include terminology and concepts used in analytics; background on descriptive, prescriptive, and predictive analytics techniques; the use of Microsoft Excel for analytics techniques; SQL querying; using Tableau Desktop data visualization software; and the R language (R and RStudio).

**BOOT CAMP SCHEDULE:**

**Day 1 – Introduction and Excel**
- Introduction to Business Analytics
- The analytics approach, life cycle and skill set
- Structured vs. Unstructured Data
- Static/dynamic references, ANOVA and Regression with MS Excel

**Day 2 – Analytics Using Excel and SQL Querying**
- Microsoft Excel: Structuring data and imputation methods
- Pivot Tables and Pivot Charts
- Summarizing data and calculating measures of central tendency
- Microsoft Excel Data Analysis Toolpak
- SQL Boot Camp

**Day 3 – Introduction to Tableau**
- Business Intelligence v. Business Analytics
- Data analysis using descriptive statistics and basic visualizations
- Questions and goals for your analyses
- The Tableau Interface: Creating a basic map, filtering data and creating calculated fields

**Day 4 – Introduction to R**
- Getting Started with R: Basic commands, loading data and finding missing data
- Data Sets with R: Creating plots, histograms, descriptive statistics, and linear regression models

For more information and to register, visit: learn.unh.edu/analyticsbootcamp

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**NEW! BUSINESS ANALYTICS BOOT CAMP**

Join the data revolution with a four-day introduction into the world of business analytics!

**Fridays, April 28 & May 5, 9 a.m.-5 p.m. and Saturdays, April 29 & May 6, 10 a.m.-4 p.m.**

**UNH Manchester, 88 Commercial Street**

$1,199 ($1,299 if registering after April 1)

Lunch Included, 2.4 CEUs, CRN 217175

Instructor: Rich Huebner

This Boot Camp is for newly promoted supervisors as well as experienced supervisors who want to enhance or refresh their knowledge and skills.

**Session 1: You’re in Charge—Building and Establishing Credibility**

Establishing credibility is the cornerstone of your effectiveness. Supervisors who are credible are better able to build relationships, control and manage work, and get things done. In this session you'll discover how others define credibility and learn eight strategies for gaining the trust of your manager, employees, and key members of your organization.

**Session 2: Work Teams and The Wizard of Oz**

Since 1939, MGM's *The Wizard of Oz* has delighted and entertained audiences. "I have a feeling we are not in Kansas anymore," Dorothy tells Toto with awe. This is not so different from our own experiences in today’s changing organizations where we find ourselves in unfamiliar territory and are asked to perform the impossible. Learn how this timeless story depicts the most basic framework of teamwork and team member roles. Recognize the seven keys to effective teamwork and how to achieve the impossible with creative thinking, courage and heart.

**Session 3: Goal-Setting**

Goal-setting is an essential part of the management process. Learn how to create specific, measureable, and achievable goals. Learn how to use those goals to motivate yourself and others, and how to incorporate goal-setting into the performance review process. Find out when to include others in setting goals, and when to go at it alone. Finally, learn how to link specific goals to larger objectives and, ultimately, to your vision of success.

**Session 4: Motivating Others**

Are you finding it difficult to keep your group motivated? Research indicates that while money is important to employees, it doesn't always motivate them. Learn what does, and what you can do to make the most of those factors. Learn what most employees find motivating, what motivates specific types of employees, and how to use motivators that really work.

(*Supervisors Boot Camp is part of the Supervisory Skills Certificate program, but you do not need to be enrolled in the program to take this boot camp.*)

For more information and to register, visit: learn.unh.edu/supervisorsbootcamp
HIGH PERFORMING LEADERSHIP

A can’t miss program for all leaders and managers!

2-1/2 Day Residential Training
The Mountain Club on Loon, Lincoln, NH
Wednesday, April 12, 6 p.m.-8:30 p.m.,
Thursday, April 13, 8 a.m.-7 p.m., and
Friday, April 14, 8 a.m.-1:30 p.m.
$1,295 ($1,395 if registering after March 15)
Meals and 2 Nights’ Accommodations Included, 1.4 CEUs, CRN 217173
Instructor: Peter Hughes

Located at the luxurious Mountain Club on Loon in Lincoln, High Performing Leadership is an intensive residential program designed specifically for leaders and managers.

By combining team and group discussion, presentations, and case studies, you will gain the practical tools, techniques, and operating philosophy necessary to reach higher levels of team and organizational performance.

Core program themes that will be presented and explored will help you craft a strategy for dramatic increases in the performance of you and your organization.

The objective will be to:
- Enhance, transform, and elevate your leadership skills
- Teach you how to better develop high performing teams
- Create operational excellence, and
- Shape your organizational culture into one of engagement.

The bottom line will be to:
- Create personal standards of excellence and organizational greatness.

Note: High Performing Leadership is a part of the Leadership & Management Certificate program, but you do not need to enroll in the program to take this offering.

For more information and to register online visit: learn.unh.edu/leadership

LEADERSHIP & SERVICE EXCELLENCE

Presented as part of the 3rd Annual Nassikas Lecture Series
2-1/2 Day Residential Training
The Mountain Club on Loon, Lincoln, NH
Wednesday-Friday, March 29-31
$1,185 ($1,395 if registering after February 15)
Meals & 2 Nights’ Accommodations Included, 1.95 CEUs, CRN 217172
Instructor: Peter Hughes

Don’t miss this 2-1/2 day residential training designed specifically for those dedicated to leadership and service excellence in the areas of: hospitality, restaurant management, healthcare, and tourism.

In today’s challenging and rapidly changing work environment, delivering excellent service to the guest/customer can make the difference between sustained success or operational failure.

Improve your service organization in ways that yield high levels of:
- Guest/Customer and Employee Satisfaction
- Brand Recognition
- Profitability, and a
- World-class Work Environment.

You’ll be introduced to templates, models, and techniques for building the competencies necessary to create an excellent operating culture supported by highly motivated and committed staff members.

Through expert instruction and facilitations, you will become proficient in the areas of:
- Setting and measuring service standards
- Exercising exceptional leadership in customer service contexts
- Developing high-performing service delivery teams
- Creating operational service excellence
- Shaping an organizational culture of service engagement
- Identifying and closing service gaps

For more information and to register online visit: learn.unh.edu/hospitality

The Nassikas Lecture Series was made possible by a generous donation from James and Helen Nassikas. James Nassikas, a UNH Hospitality Management alumnus (’52), is recognized worldwide for his dedication to service standards in the hospitality industry. In 1979, Harvard Business School selected Nassikas and the Stanford Court Hotel in San Francisco, where he was president and general manager for 20 years, as the subjects of a celebrated case study that was a mainstay of the school for 10 years. In 1986, Nassikas was named Independent Hotelier of the World by International Hotels Magazine.

Offered in collaboration with:
University of New Hampshire
Peter T. Paul College of Business and Economics
Hospitality Management Program
CERTIFICATE PROGRAMS

About Certificate Programs
Most Certificate Programs can be completed within a year or less. Requirements for completion vary depending on the program. Most programs are comprised of six one-day workshops, although some include multi-day workshops. Workshops may be offered in Portsmouth, Manchester, and Durham. You can take the workshop at any location it is offered. To receive a Certificate of Completion, you must fulfill the requirements maintaining at least 80% attendance in workshops. As a general policy, required workshops will not be waived, however, if you have previous training or experience in a required topic area, with permission, a substitution may be allowed. For licensing information and requirements for specific certificate topics, consult the professional organizations serving these fields. Note: Some workshops apply to more than one certificate program. If you are enrolling in more than one program, a maximum of two workshops may apply to multiple certificates.

Cost and How to Enroll
The cost to complete a Certificate Program is the cost of the workshops in it plus as a one-time certificate enrollment fee of $20. You register and pay for each workshop as you go. It is not mandatory that you enroll in a certificate program before taking the first workshop; however, you should try to enroll before completing your second workshop within that program area. To enroll in a Certificate Program, use the mail-in registration form at the back of this catalog, or go online to http://learn.unh.edu/certificates.

How Long to Complete a Program
Certificate programs have no specific start or end date. You progress at your own pace by registering for workshops as you want. However, you are required to complete your certificate program within two years of your enrollment date. If you wish to complete a certificate in less than two years, sufficient workshops are offered to enable that.

Note: UNH Professional Development & Training reserves the right to change or terminate certificate programs and/or requirements at any time.

COMMUNICATION SKILLS
In today’s dynamic work environment, effective communication is crucial. This program is designed to improve communication skills through a broad spectrum of offerings covering writing, presentation and interpersonal communication strategies. You will leave the program with a strong communication toolbox and practical knowledge about how to apply these tools in different situations with varying audiences.

Electives (choose six):
Several electives are offered each semester that apply to this program in the topic areas of presentation skills; conflict resolution; listening skills; email, phone, and mail communication; customer service; good grammar; and more. (Workshops marked with a “CS” at the end of their description apply to the Communication Skills Certificate Program.)

NEW! DIGITAL DESIGN

With concentrations in Graphic Design and Front End Web Development
In today’s ever-growing digital industries, the line between graphic design and web development is becoming increasingly blurred. Designers and front end developers often find themselves working collaboratively, using the same mix of tools and terminology, in the creation and delivery of diverse digital projects. This Certificate Program is comprised of two required workshops and four electives. You have the option of earning a general Digital Design certificate, comprised of a mix of graphic design and web development topics, or a Digital Design certificate with a concentration in either Graphic Design or Front End Web Development.

In the Graphic Design concentration, you will dive deeper into the world of Adobe Creative Cloud, gaining hands-on experience and learning how to conceptualize, create and deliver design ideas from start to finish. In the Front End Web Development concentration, you will obtain a deep understanding of HTML and CSS, as well as how to utilize tools and frameworks such as Photoshop and WordPress to design webpages, templates and web graphics. Workshops are offered in Durham and Manchester.

Two Required Workshops:
- Introduction to Adobe Creative Cloud
- Introduction to Web Design

Electives (choose a total of four):

GRAPHIC DESIGN ELECTIVES
Several electives are offered in the topic areas of Adobe InDesign, Photoshop, Illustrator, and Typography. Note: If you wish to concentrate on Graphic Design, then four electives from the Graphic Design options must be taken. (The workshops marked with “GD” at the end of the description can be used for this concentration.)

FRONT END WEB DEVELOPMENT ELECTIVES
Several electives are offered that apply to the Digital Design-Front End Web Development Certificate program in the topic areas of web authoring using HTML and CSS, WordPress, user experience (UX), Typography, and Web Project Management. Note: If you wish to concentrate on Front End Web, then four electives from the Front End Web options must be taken. (The workshops marked with “FE” at the end of the description can be used for this concentration.) (Note: Workshops marked with “DD/GD/FE” indicate that they can apply to the general Digital Design certificate or the Graphic Design and/or Front End concentrations.)

GRANTSMASTERSHIP
This program will provide you with practical skills to develop and write grant proposals as well as manage grant projects effectively once received. You will learn about researching and applying for grants, how to develop a creative idea, locate the right funding source, and write an effective proposal. You will also learn practical strategies for managing your project, keeping it on time and on budget, developing appropriate reporting methods, and dealing effectively with others who are involved in the project. Workshops are offered in Portsmouth and Manchester.

Three Required Workshops:
- Grantwriting: The Fundamentals
- Grantwriting: Advanced
- Introduction to Basic Project Management

Electives (choose two):
Numerous electives are offered in a variety of topics designed to enhance your grantwriting and fundraising skills. (Workshops marked with a “GW” at the end of their description apply to the Grantsmanship Certificate Program.)
LEADERSHIP & MANAGEMENT

This program focuses on skills that will enable you to become a better leader and manager. Leadership ability is not necessarily bestowed by rank or title; but is an ability to motivate and influence others, to instill vision and purpose, and to guide others to accomplish the overarching goals of the organization. This program consists of one required multi-day workshop plus three electives. Workshops are offered in Portsmouth and Manchester, with the exception of High Performing Leadership (residential program at Loon Mt.) and the Conference for Managers (usually at Wentworth-by-the-Sea in New Castle, NH).

Required Workshop (choose one of the two offerings below):
* Applied Leadership Institute (3-day workshop in Portsmouth)
* High Performing Leadership (a 2-1/2-day residential workshop at The Mountain Club on Loon)

Electives (choose three):
Several electives are offered each semester that apply to this certificate in the topic areas of leaderships, management, supervision, team building, employee engagement, organizational change, and innovation. (Workshops marked with a “LM” at the end of their description apply to the Leadership & Management Certificate Program.)

PROJECT MANAGEMENT

Project management isn’t just for project managers, engineers, and IT professionals. This program is on the leading edge of project management—as a business process that is an extension of the organization’s planning process. You will learn how to apply project management principles to specific business situations, as well as learn methods for influencing others in applying sound practices across the organization. The program will provide anyone responsible for, or participating in, business initiatives or projects, with valuable information and skills that can be implemented immediately to sustain improved business results. Workshops offered in Manchester and Portsmouth.

One Required Workshop:
* Introduction to Basic Project Management (a two-day workshop)

Electives (choose five):
Several electives are offered each semester that apply to this certificate in the topic areas of project cost management, managing business change, project uncertainty, lean concepts, and agile principles. (Workshops marked with a “PM” at the end of their description apply to the Project Management Certificate Program.)

Required Workshops (choose three):
* Stepping Up to Supervisor OR Foundations of Supervision
* Basic Employment Law
* OR Employment Law for HR Managers and Employers
* Analyzing Workstyles: Using MBTI to Improve Communication
* Conflict Resolution Through Effective Communication

Electives (choose three):
Several electives are offered each semester that apply to this certificate in the topic areas of critical thinking, change management, financial management, communication skills, teambuilding, and performance appraisal. (Workshops marked with a “SS” at the end of their description apply to the Supervisory Skills Certificate Program.)

SUPERVISORY SKILLS

This program has been developed to train new supervisors in the interpersonal aspects of supervision and to provide an opportunity for established supervisors to refresh or advance their skills. Workshops are offered in Portsmouth and Manchester.

Required Workshops (choose three):
* Negotiation Skills for Coaches (one-day workshop)
* Gender Dynamics in Coaching (one-day workshop)

Electives (choose three):
Several electives are offered each semester that apply to this certificate in the topic areas of critical thinking, change management, financial management, communication skills, teambuilding, and performance appraisal. (Workshops marked with a “SS” at the end of their description apply to the Supervisory Skills Certificate Program.)

More Certificate Programs: Coaching Children & Teens!
In addition to the Certificate Programs described here, UNH Professional Development & Training also offers certificate programs in Coaching Children & Teens and Coaching Children & Teens with ADHD.

For complete information about Certificate Programs: learn.unh.edu/certificates

HUMAN RESOURCES MANAGEMENT

This program is designed for individuals in the human resources field, both experienced and newly-assigned, who desire additional training. Topics range from the technical aspects of administration to the human relations issues that surround working with a diverse workforce. Workshops are offered in Portsmouth and Manchester.

Elective Workshops (choose six):
Numerous electives are offered each semester including topics in: HR management skills; hiring, firing, retention, and performance assessment; employment law; professional coaching; dealing with performance problems; interviewing skills; staff reduction planning and execution; multi-generational staffing; communication issues; work-life balance and time management; and critical thinking. (Workshops marked with a “HR” at the end of their description apply to the Human Resources Management Certificate Program.)

Note: This program is not designed to prepare participants for industry certification examinations, such as the HRCI PHR/SPHR or SHRM-CP/SCP exams.

PROFESSIONAL COACHING

Employers are realizing that coaching is a cost-effective way to help their employees increase effectiveness, think more creatively, and take on greater responsibility, and grow professionally. Individuals who enroll in this program may be pursuing coaching with a variety of professional goals:
* As consultants, looking to meet their clients’ specific coaching needs;
* As internal coaches, looking for additional training to better serve their company;
* As managers, looking to implement coaching programs at their own company; or
* As career-seekers/changers, looking for a career that helps people reach their highest professional and/or personal potential.

Workshops are offered in Portsmouth and Manchester.

Three Required Workshops:
* The Art of Coaching (a core class of five, one-day sessions)
* Negotiation Skills for Coaches (one-day workshop)
* Gender Dynamics in Coaching (one-day workshop)

Elective Workshops (choose two):
Several electives are offered each semester that apply to this certificate, covering topics in analyzing workstyles, strategic influencing skills, coaching executives, and negotiation skills. (Workshops marked with a “PC” at the end of their description apply to the Professional Coaching Certificate Program.)

Note: This program is educational and not a licensing program. Those who successfully complete the program will receive a certificate of completion. Successful completion does not meet any licensing or regulatory requirements and does not entail any special status, rights, duties, or privileges.
LEADERSHIP, MANAGEMENT & SUPERVISION

The Duh! Approach To Management and Supervision: Dispelling Common Leadership Myths
Portsmouth/Pease: CRN 217044, Thursday, February 2, 9 a.m.-3:30 p.m., .6 CEUs, $270, lunch included
This workshop dispels myths and provides common sense approaches to effective leadership that will have you rethinking commonly held beliefs about being a leader. You will learn what works to enhance communication—especially about change, and how to increase motivation. Leave with skills to immediately apply to your management and supervisory style. (LM, SS)
Instructor: Gerri King

Employee Retention: Keeping the Best
Manchester/88: CRN 217046, Thursday, February 2, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included
In this interactive workshop you will discuss strategies for employee retention and the importance of having a retention plan. You will learn why employees quit and when they are most vulnerable. Learn steps to improving retention including onboarding and training, communication, feedback, recognition, coaching, and aligning team goals with company mission. Leadership and motivation assessments will be conducted, and you will leave with specific ideas for implementing retention strategies in your organization. (LM, HR)
Instructor: Linda Blessing

Employee Engagement: Increasing Motivation and Commitment
Manchester/88: CRN 217023, Tuesday, February 7, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included
Supervisors and managers will know how to create greater employee and team alignment to achieve organizational success after completing this workshop. 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. (LM, SS, HR)
Instructor: David Liddell

Foundations of Supervision
Portsmouth/Pease: CRN 217027, Tuesday, February 7, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included
In this workshop you will develop an understanding of the fundamentals of effective supervision. Topics covered will include: the role of the supervisor/manager; management styles; how to promote good performance and job satisfaction; and effective communication skills. Whether you currently are a supervisor or are entering a managerial role, you will improve your skills through exercises, discussion, and self-assessment. (SS)
Instructor: David Lee

Applied Leadership Institute
Portsmouth/Pease: CRN 217013, Thursdays, February 16, March 2, March 23, 9 a.m.-3:30 p.m., 1.8 CEUs, $795, lunch included
The Applied Leadership Institute is comprised of three one-day sessions that will help you to meet current leadership and change management pressures to do more with less, maintain performance, and deal with the issues of globalization, outsourcing, and a slow economy. 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 and theories 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.

Day 1 of the Institute will focus on the individual leader; characteristics that make an optimal leader; evaluating strengths and weaknesses; and how operational challenges affect leadership style. You'll form working teams for activities designed to enhance your skills.

Day 2 will focus on organizational processes and how to incorporate process improvement and positive change into your workplace.

On Day 3 you will conduct a 360-degree assessment; examine high performing teams and culture; and participate in simulation exercises to heighten your understanding and skills. The Institute is geared to any manager or supervisor, regardless of your position in the organization. Sessions will be offered every other week to allow time for you to process information and apply it at your workplace. Attending with other managers from your organization will maximize the learning outcomes and benefits gained. (LM)
Instructor: David Hughes

Leading the Newest Generation
Portsmouth/Pease: CRN 217031, Tuesday, February 21, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included
In this workshop, you will examine what millennials, 18 to 34-year-olds, look for and expect in a working environment, and how to inspire and motivate them to higher performance. Millennials are highly educated, technologically adept, and culturally diverse and engaging them may require that you be more flexible with your leadership approach. You'll discuss: how the work-life balance is viewed differently across generational workgroups and what that means for personnel considerations; how to retain top talent and develop new millennial leaders; why a one-size-fits-all leadership style doesn't motivate millennials; and how a few minor adjustments in your leadership/managerial style can go a long way toward motivating optimum performance. (LM, SS)
Instructor: Peter Hughes

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Instructor: Peter Hughes

UPCOMING CONFERENCES

Leading a Multigenerational Workforce
Conference for Managers, Supervisors, Project & Team Leaders
Wentworth by the Sea, New Castle, NH
Friday, February 10, 9 a.m.-4 p.m.
(check-in, 8 a.m.). 6 CEUs, CRN 246217, $295 ($325 if registered after January 27), lunch included (LM, SS)
(See details on page 5.)

New! 2 1/2 Day Residential Training
Service Excellence Loon Program
The Mountain Club at Loon, Lincoln, NH
Wednesday—Friday, March 29—31, 1.95 CEUs
CRN 217172, $1,185 ($1,395 after February 14)
Meals and 2 Nights’ Accommodation Included
(See details on page 8.)

2 1/2 Day Residential Training
High Performing Leadership
The Mountain Club at Loon, Lincoln, NH
Wednesday, Thursday, Friday, April 12—6 p.m.-8 p.m.,
April 13—8 a.m.-7 p.m., April 14—8 a.m.-1:30 p.m.,
CRN 217173, 1.4 CEUs, $1295 ($1395 if registered after March 15),
Meals and 2 Nights’ Accommodation Included (LM)
(See details on page 8.)

Supervisors Boot Camp
Durham/Squamscott Room at Holloway Commons
Thursday, July 20, 9 a.m.-4 p.m.
CRN 217178, .6 CEUs, $275, lunch and parking included (SS)
(See details on page 7.)
**Teambuilding for Increased Productivity**  
*Portsmouth/Pease: CRN 217038, Tuesday, February 21, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included*  
This workshop looks at the very center of every team's effectiveness and efficiency—their ability to quickly come together to solve problems and meet deadlines. You will learn about leadership that guides without dampening creativity, and how forming productive working relationships with one another is a critical factor in an organization's ability to remain flexible, responsive, and competitive in the marketplace. *(LM, SS)*  
**Instructor:** Gerri King

**From “Me” to “We” - 16 Critical Practices for an Engaged, “Can Do” Workforce**  
*Portsmouth/Pease: CRN 217049, Thursday, February 23, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included*  
In this workshop, you will learn six of the most critical management practices that cultivate a “We” culture where employees focus on providing value and have a “go the extra mile” attitude. A Harris Interactive study of U.S. employees revealed that only 37% said they have a clear understanding of what their organization is trying to achieve; and only 20% said they have a clear “line of sight” between their tasks and their team's and organization's goals. Learn management strategies from employers like Southwest Airlines and Disney and have your employees thinking and acting like business owners. *(LM, SS, HR)*  
**Instructor:** David Lee

**Stepping Up to Supervisor**  
*Manchester/88: CRN 217034, Tuesday, March 7, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included*  
There are unique challenges for the employee who is making the transition from staff member to supervisor. In this workshop, you'll conduct a self-assessment and engage in case study discussion. You'll have the opportunity to determine your preferred supervisory style and identify ways to modify your style to bring out the best in others. Discussion will focus on: developing confidence and getting comfortable in your new role; assertiveness vs. command and control; gaining the respect of staff, peers and management; building credibility and influence; dealing with passive-aggressive or resistant employees; and separating personal and business issues. *(SS)*  
**Instructor:** Lynne Richards

**Getting Along with Difficult People**  
*Manchester/88: CRN 217028, Thursday, March 9, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included*  
Who is your “difficult person”? Co-workers, supervisors, managers or customers can be difficult to work with at times. Learn how to identify and isolate the difficulty, to understand and manage “your own” buttons, how to improve communication, how to manage conflict, and how to maintain healthy power balances in the work relationship. *(SS, CS)*  
**Instructor:** Tess George

**Strategic Influencing Skills: Influencing with Impact and Integrity**  
*Portsmouth/Pease: CRN 217036, Thursday, March 9, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included*  
Based on two decades of research on leaders in profit and nonprofit workplaces, this workshop shows you how to have influence in the decision-making process of your organization, team, or office. Topics include: understanding power and system dynamics; mapping sources of influence, how to access resources and build support, building coalitions in a time of uncertainty and moving ideas despite resistance. Come prepared with an issue or initiative at work that you want to apply the strategies to. The topics apply to all organizations, from wholesale or retail business, manufacturing, government, healthcare, information services, or academia. *(LM, SS, PC)*  
**Instructor:** Carlotta Tyler

**How to Hack Your Awesome**  
*Portsmouth/Pease: CRN 217040, Thursday, March 9, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included*  
The goal of this workshop is to learn how to “hack” you—that is to understand what makes you tick and to channel what makes you unique into the results you want. Learn how to unleash your innate talent, strengths, potential and performance more often and become more employable and promotable. You will explore how to identify and leverage the talents and strengths that infuse you with enthusiasm; boost your energy level to fuel productivity and creativity; apply the rule that “state determines performance”; apply the science of habit change; and create a life and work ecosystem that nourishes you. *(LM)*  
**Instructor:** David Lee & Amy Wood

**Influencing Behavior in the Workplace: Healthy Attitudes, Strong Results**  
*Portsmouth/Pease: CRN 217030, Tuesday, March 14, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included*  
Learn how to coach employees to break through negative and limiting attitudes that interfere with their own successful job performance and that of their work team. In this workshop, you'll learn to identify how people react to stress, how to deal with defensive behavior, and how to guide employees to find more positive ways to deal with the challenges they face on the job. *(LM, SS, HR)*  
**Instructor:** Gerri King

**Leading Virtual Teams**  
*Manchester/88: CRN 217047, Tuesday, March 14, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included*  
Strengthen the knowledge and skills you need to effectively lead virtual (remote) teams. Remote teams are similar to traditional teams except that leaders must be more deliberate with their actions, behavior, and communication to ensure success for the remote team. You'll learn: best practices for building and maintaining trust and connection; how to establish clear team expectations to increase motivation and engagement; how to identify individuals' capabilities for the best team balance; tools to maximize communication effectiveness; and how to build a culture of accountability by managing performance from a distance. *(LM, SS)*  
**Instructor:** David Liddell

**10 Tools to Keep Your Feedback and Conversations on Track**  
*Portsmouth/Pease: CRN 217012, Thursday, March 16, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included*  
This workshop will show you how to deliver feedback in an objective and non-judgmental manner and how to respond to challenging rebuttals calmly and assertively. You will learn and practice 10 communication tools to keep your conversation on track. Don’t let diverting, evasive or challenging detours take your conversation down a different path. Discover how to answer challenges and deliver feedback in a way that is objective and minimizes defensiveness. *(CS)*  
**Instructor:** Lynne Richards

**Using Personal Strengths for Goal Setting and Career Development**  
*Portsmouth/Pease: CRN 217042, Thursday, March 16, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included*  
Get assistance in setting goals and planning for your career progression or career change. You will use the StrengthsFinder 2.0 assessment to discover strengths, and put them to work developing your career. Exercises will cover: finding professional purpose, setting effective goals, and planning professional development. Participants will leave the session with a deeper understanding of their professional track; their personal strengths and how they translate to the workplace; and how to set effective goals for a current or future position. *(LM, SS, HR)*  
**Instructor:** Mary Eisenhauer
Managing Organizational Change: Culture, Policy, and Process  
**Manchester/88: CRN 217041, Tuesday, March 21, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included**  
This workshop will focus on three specific components of organizational change: culture, policy and process. Learn how to identify your desired culture; create and implement policies and procedures that align with the desired culture; and address challenging employee transitions. Significant time and discussion will be spent on efforts needed to inspire the people throughout the organization. You will leave with practical tools, templates, checklists and exercises to use immediately to implement change management strategies at your organization. Professionals that would most benefit from this session are C-Suite professionals, HR managers, business owners, entrepreneurs, and anyone leading a merger/acquisition.  
**Instructor: Susan DeMarco**

Developing a Culture for Success  
**Portsmouth/Pease: CRN 217039, Thursday, March 30, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included**  
In this workshop, you will learn how to measure your company’s current culture and identify areas for improvement. You will define your company’s current culture, mission, and vision statements, analyze the role culture plays on employee engagement, and learn how to appropriately reward positive behavior (not just through compensation)! You will learn the five steps to building a successful company and leave with actionable steps to develop a culture for success. Attendees that will most benefit from this workshop are staff tasked with defining, measuring, and improving organizational culture, employee engagement, and morale.  
**Instructor: Tammy Jordan**

Applying Positive Psychology to Build a High Performing Workplace  
**Portsmouth/Pease: CRN 217014, Thursday, April 6, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included**  
Negative mindsets and interactions can breed conflict and erode productivity in the workplace. However, research in the field of positive psychology shows that positivity can be learned. In this workshop you will learn how to apply this research to get high performing teams. You’ll learn techniques to flip negativity, discover positive meaning in the work environment, and engage your team through authentic recognition. A four-step model to foster team growth and performance will be presented. You’ll practice these skills through interactive exercises and case studies to be ready to apply them back at your workplace.  
**Instructor: Katherine Maloney and Janet Edmunson**

Facilitation Skills  
**Manchester/88: CRN 217024, Thursday, April 6, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included**  
This workshop teaches effective strategies and tools to creatively and successfully navigate a group while encouraging involvement, interaction, and ownership of the outcomes and goals. You will discuss: how to create an environment that fosters learning; ways, words, and questions which engage; techniques to keep discussion flowing; strategies to close engagement on a high note; and best practices when facilitating meetings remotely. Successful facilitation skills are critical for supervisors and managers as they involve their teams in goal setting, project execution, and quality improvements.  
**Instructor: Susan DeMarco**

 Assessing Responsibilities and Delegating Work: Getting the Monkeys Off Your Back  
**Portsmouth/Pease: CRN 217016, Tuesday, April 11, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included**  
In this interactive workshop you will learn how to distinguish “monkeys”—responsibilities and work that should be performed by others, from a valid task. Each time you say, “I’ll look into it and get back to you,” you have just picked up a monkey. If you find yourself harried and having more work to do than time allows, you are probably picking up tasks that belong to your staff and colleagues. Develop the skills to assist your staff in regaining control of their own responsibilities and avoid taking on monkeys themselves.  
**Instructor: Lynne Richards**

Paradoxes of Leadership  
**Manchester/88: CRN 217048, Tuesday, April 11, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included**  
In this workshop, you will explore 14 paradoxes from Charles Edmunson’s book, *Paradoxes of Leadership*, and apply them to your own leadership experiences. Through the lens of these paradoxes, and through interactive activities and discussion, you’ll practice ways to build your employees’ self-worth by demonstrating appropriate vulnerability, giving respect, listening, reducing fear, correcting through grace, finding strength in weakness, learning from mistakes, and giving of yourself. Employees will flourish when you as a leader apply these paradoxes back at work. You will receive a copy of *Paradoxes of Leadership* as part of the workshop.  
**Instructor: Janet Edmunson**

Analyzing Workstyles: Using MBTI® to Improve Communication  
**Offered twice:**  
**Portsmouth/Pease: CRN 217035, Tuesday, April 11, 9 a.m.-3:30 p.m., .6 CEUs, $285, lunch included**  
**Portsmouth/Pease: CRN 217183, Tuesday, June 6, 9 a.m.-3:30 p.m., .6 CEUs, $285, lunch included**  
The ability to communicate and to understand your own and others communication styles is critical to effective organizations and teams. This workshop will help you discover your personality type using the Myers-Briggs Type Indicator®, understand your communication style, and learn how to use this knowledge to improve your communication. Learn tips for communicating with people who have the same, similar, or very different communication styles. Take home materials that provide an overview about communication skills, strategies, and different styles; practical tips for communication; and developmental tips for each of the 16 MBTI® types.  
**Instructor: Mollie Allen**

Creating Work/Life Balance  
**Portsmouth/Pease: CRN 217045, Tuesday, April 18, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included**  
Most of us say that work-life balance is a goal, but it will be impossible to achieve if we haven’t defined it for ourselves. Learn what work-life balance really is, how to achieve it, and how to sustain it for productivity and satisfaction. You’ll craft a personalized plan to increase equilibrium at home and work. You will be able to identify and eliminate circumstances that thwart your work-life balance; cultivate conditions at home and work to promote work-life balance; approach work (and life) with increased energy, enthusiasm and efficiency; and be more internally centered and grounded.  
**Instructor: Amy Wood**

Creative Innovation: Thinking Outside the Box  
**Portsmouth/Pease: CRN 217021, Thursday, April 20, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included**  
Explore why businesses need creativity! Gain tips, techniques and
strategies for “thinking outside the box” and turning problems into opportunities. You’ll learn why it is important to challenge boundaries; how to use “thinkertoys” to spark creativity and innovation; to identify the inhibitors of creative thinking; what the LO-LO Concept is; and to use creativity techniques to generate and encourage innovative thinking and problem-solving. You’ll assess your company’s creativity climate and identify ways to encourage and promote creativity in yourself and others to unbox your creativity. (LM)

**Instructor:** Lynne Richards

**Mastering Multiple Projects, Priorities and Demands**

*Manchester/88: CRN 217032, Tuesday, May 2, 9 a.m.–3:30 p.m., .6 CEUs, $250, lunch included*

This workshop will teach you the practices and methods you need to manage multiple priorities and projects in a demanding workplace. You will learn skills to avoid the gridlock of deadlines, interruptions and simultaneous priorities. Topics will include effective problem solving; tools to monitor progress in improving productivity practices; examination of teamwork; and persuasion methods to mutually support work group productivity. (LM, SS)

**Instructor:** Jim Milliken

**Appreciative Inquiry: A Strengths-Based Approach to Change**

*Portsmouth/Pease: CRN 217015, Tuesday, May 9, 9 a.m.–3:30 p.m., .6 CEUs, $250, lunch included*

In this workshop, you’ll learn the process of Appreciative Inquiry (AI), a positive approach to change that looks for what works rather than identifying a problem and fixing it. You’ll learn the steps involved and the importance of language in inquiry and questioning. When AI techniques are used, positive aspects are identified—whether within the individual, in team functions, in operations, or in the values and goals of the organization. By formulating the questions using AI, a concrete understanding of what change is needed emerges, along with increased collaboration, sharing, and teamwork. Case reviews will be shared to showcase AI. (LM, SS, HR)

**Instructor:** Sue DeMarco

**Basic Employment Law: What Every Manager and Supervisor Should Know**

*Manchester/88: CRN 217017, Tuesday, May 9, 9 a.m.–3:30 p.m., .6 CEUs, $250, lunch included*

Supervisors must understand the basics of employment laws and regulations when managing employees, but few have received training in these areas. This workshop will examine both legal and practical topics that you need to know to meet your obligations to your employees and your employer. You will learn about NH and federal discrimination laws; legal issues to avoid when interviewing, hiring and discharging employees; the ADA; identifying FMLA issues; basic concepts in NH and federal wage and hour laws; and identifying and avoiding harassment problems. This workshop can also help others process change. Learn about the dynamics of change and how to get ahead of potential negative impacts by learning techniques for managing it. Develop an understanding of the stages of adapting and learn practical techniques to enhance morale and to handle the unintended by-products of change including rumors, conflict, and low energy. (LM, SS, HR)

**Instructor:** Brian Bouchard

**Boosting Your Emotional Intelligence**

*Manchester/88: CRN 217043, Tuesday, May 9, 9 a.m.–3:30 p.m., .6 CEUs, $250, lunch included*

In this workshop participants will learn the components of emotional intelligence, or EQ—the capacity to understand one’s self and others, and apply that understanding. You will learn how to operate with greater self-discipline, resourcefulness and motivation; engage and inspire others to get desired results; lead from a place of enhanced self-awareness and flexibility; and manage difficult people and situations with enhanced dexterity. Participants will leave with a personalized action plan for increasing their EQ and leveraging it to gain influence. (LM, SS)

**Instructor:** Amy Wood

**New! Narcissism in the Workplace**

*Portsmouth/Pease: CRN 217050, Thursday, May 11, 9 a.m.–3:30 p.m., .6 CEUs, $250, lunch included*

One of the most difficult workplace behaviors to contend with is narcissism. It is confusing behavior, and at times can feel threatening or even dangerous. Although the term narcissism is used often, few people understand what the behavior is. In this workshop you will learn what narcissism is, and gain techniques to deal with this challenging behavior. You will learn to identify, understand, and effectively react to narcissistic workplace behavior. This workshop will be co-taught by a clinical psychologist/author of two books on narcissism, and a leadership expert. Together they will present cases along the spectrum of narcissistic behaviors. (LM, SS, HR)

**Instructor:** Stephen Gianotti & Patricia Gianotti

**New! Time Management: Regaining Control of Your Schedule**

*Portsmouth/Pease: CRN 217051, Thursday, May 18, 9 a.m.–3:30 p.m., .6 CEUs, $250, lunch included*

This no-nonsense workshop will help you develop the interpersonal skills you need to make yourself heard, regain control of your schedule and get what you want—without alienating or annoying your boss, colleagues and co-workers. Learn how to communicate priorities and offer positive alternatives. Discover some simple, common sense approaches to saying ‘no’ and making it stick. At the end of this workshop, you’ll be able to assess your underlying motivations for saying ‘yes’ when you want to say ‘no’; learn how to communicate priorities and offer positive alternatives; and use strategies of saying ‘no’ effectively and gracefully. (SS, CS)

**Instructor:** Lynne Richards

**Change Management Toolkit**

*Portsmouth/Pease: CRN 217018, Tuesday, May 23, 9 a.m.–3:30 p.m., .6 CEUs, $250, lunch included*

In this interactive workshop, you’ll build a toolkit of skills needed to help others process change. Learn about the dynamics of change and how to get ahead of potential negative impacts by learning techniques for managing it. Develop an understanding of the stages of adapting and learn practical techniques to enhance morale and to handle the unintended by-products of change including rumors, conflict, and low energy. (LM, SS, HR)

**Instructor:** Gerri King

**Critical Thinking**

*Nashua (River College, Dion Center, Dion Board Room, 16 Clement St.): CRN 217022, Tuesday, May 23, 9 a.m.–3:30 p.m., .6 CEUs, $250, lunch included*

Learn critical thinking skills that improve the way you think. Critical thinking is a structured, disciplined approach to problems that results in faster and better decisions. You’ll learn standards for evaluating thinking processes, explore problem-solving and decision-making techniques, and practice applying those techniques during the session. With so much information available in today’s work environment, managers who can think clearly and understand and process that information have become much more valuable. (LM, SS)

**Instructor:** Tess George

**Flexible Leadership for Every Situation**

*Manchester/88: CRN 217026, Thursday, June 1, 9 a.m.–3:30 p.m., .6 CEUs, $250, lunch included*

During this interactive workshop you will utilize a self-assessment to determine your versatility in using the right style based on the needs of the employee, and learn how to match the appropriate leadership style to the level of employee. Learn whether to direct, coach, or support, and how to use goal setting, delegation, coaching, performance evaluation, active listening, feedback, and proactive problem-solving to improve results and increase accountability. (LM, SS)

**Instructor:** Lynne Richards
New! Leaders Wanted:
Using Business Skills to be a Community Champion
Manchester/88: CRN 217052, Tuesday, June 6, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included
Your New England community needs and welcomes the contribution of your business expertise in efforts to improve community life. This workshop will show you how to bring your talents to community service by getting involved with appointed or elected boards, committees, and commissions, and will prepare you to excel once you’ve arrived. Whether your strength is as a big-picture visionary, data expert, or technical advisor, municipalities provide excellent opportunities for you to develop and display leadership skills while you improve your local community. (LM)
Instructor: Mark Laliberte

New! Communicating in a Digital World
Manchester/88: CRN 217055, Tuesday, June 20, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included
You will learn the communication skills needed to be effective in a digital world. This workshop will teach you how to efficiently communicate both on a digital platform and through short written messages. Learn how to use grammar and punctuation to be understood and the steps you can take to craft digital messages that are engaging and are written with respect. (CS)
Instructor: Tess George

New! Communicating Effectively in a Global Workplace
Manchester/88: CRN 217054, Thursday, June 15, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included
This workshop will teach you to communicate effectively in a global workplace. You’ll learn how to adapt your communication style to diverse audiences and situations. You’ll also learn how to work effectively with colleagues from different cultures. (CS)
Instructor: Tess George

New! Managing Stress and Conflict Resolution
Manchester/88: CRN 217053, Tuesday, June 27, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included
Learn practical strategies to effectively manage stress and resolve conflicts in the workplace. This workshop will teach you how to recognize and address the signs of overwork and stress, and how to develop strategies to prevent burnout. You’ll also learn how to communicate effectively with colleagues and clients. (CS)
Instructor: Gerri King

New! Making Your Business Writing More Effective
Manchester/88: CRN 217051, Thursday, April 13, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included
This workshop will cover the basic principles and practices of effective business writing, including for email communication. You’ll learn a step-by-step process that will enable you to be a good writer, and have a chance to try it. You’ll focus on how business writing principles apply to email and how email differs from other approaches; determine when to use email and when not to; how to express yourself so you’ll be understood; and what to avoid in email communication. Bring examples of business writing and/or email communication to use during workshop exercises. (SS, CS, GW)
Instructor: David Lee
PROJECT MANAGEMENT

Portsmouth/Pease: CRN 217061, Tuesday, March 7, 9 a.m.-3:30 p.m., .6 CEUs, $295, lunch included
If you are looking for methods of measuring and forecasting project status, regardless of the industry you work in, Earned Value Management (EVM) is a tool that provides project control information to effectively manage projects. EVM measures work accomplished versus planned budget and schedule, to identify potential problems and make timely project management decisions. You’ll discuss project plan components (work breakdown structure, estimates, baselines, project schedules), the problem-solving decisions necessary for project recovery, and review a project case study. The theory of project constraints—time, cost, quality, scope and resource—will be covered. (PM)
Instructor: David Connors

Introduction to Basic Project Management
Offered twice:
Portsmouth/Pease: CRN 217059, Tuesdays, March 14 and 21, 9 a.m.-3:30 p.m., 1.2 CEUs, $590, lunch included
Portsmouth/Pease: CRN 217060, Wednesday-Thursday, August 2-3, 9 a.m.-3:30 p.m., 1.2 CEUs, $590, lunch included
Focus on the concepts, practices, and tools of real-world project management—skills that are a required core competency for growth and quality-oriented organizations. This two-day workshop breaks down the process of planning and implementing projects into easily mastered steps. Learn how to determine when to use project management, define project boundaries, establish the project’s structure, develop an effective team, create the project description, define project scope, create the work breakdown structure, determine the sequence of project work, create a realistic schedule, monitor progress, and communicate project status. You will practice skills in teams working on a team member’s live project. (PM, GW)
Instructor: Stephen Stofanak

Project Cost Management: Advanced Financial Concepts
Portsmouth/Pease: CRN 217062, Tuesday, March 28, 9 a.m.-3:30 p.m., .6 CEUs, $295, lunch included
This workshop covers advanced project cost management topics to deepen your skills. You’ll learn project selection methods to determine the relative worth of project options; an overview of depreciation methodologies; cost estimating techniques; and the use of decision trees in financial decision-making. You’ll do exercises that apply knowledge learned, providing you with practical skills. You should have experience in EVS or have taken the workshop Project Cost Management: A Guide to EVM. The content is geared to those who need to understand financial concepts at a level beyond simple Earned Value, or who are planning to take the PMP exam. (PM)
Instructor: David Connors

New! Scaled Agile Framework Principles & Practices
Manchester/88: CRN 217068, Tuesday, April 4, 9 a.m.-3:30 p.m., .6 CEUs, $295, lunch included
Agile is an alternative to traditional project management that helps teams effectively respond to project unpredictability. This introductory workshop will introduce you to the techniques, skills and tools needed to enable you to build Agile discipline. Through the understanding of Lean-Agile Principles and practices of Scaled Agile Framework (SAFe), you’ll learn how to execute and release value through Agile Release Trains, build an Agile Portfolio, and coordinate and lead a Lean-Agile enterprise. (PM)
Instructor: Michael Casey

Topics in Advanced Project Management
Portsmouth/Pease: CRN 217066, Thursday, April 13, 9 a.m.-3:30 p.m., .6 CEUs, $295, lunch included
This workshop offers the experienced project manager advanced techniques for increased productivity and success. You will focus on the concepts, practices, and tools of real-world project management while expanding your personal project management skill set. Explore techniques for designing and developing project solutions. You will learn how to start projects for success, establish project controls, and minimize risk. Take your team to the next level with the key behavior change element required to ensure project success. Note: The workshop, “Intro to Basic Project Management,” is a prerequisite to this workshop unless you have the instructor’s approval. (PM)
Instructor: Stephen Stofanak

Project Management for Managing Business Change
Portsmouth/Pease: CRN 217063, Tuesday, April 19, 9 a.m.-3:30 p.m., .6 CEUs, $295, lunch included
In this workshop you will learn a proven project-based business change management process for assessing, identifying, selecting, and implementing the “right” business initiatives and projects. Learn to reduce start-up and overall project costs; reduce employee stress; and ensure a higher rate of project completion on time and on budget, with the expected business value. A series of interactive exercises will enable you to learn the process and assessment tools in detail, so that you can establish a customized process within your organization. You are encouraged, but not required, to complete a general project management workshop prior to attending this one. (PM)
Instructor: Stephen Stofanak

PMI-CCR Strategic and Business Management Topics for Project Managers I
Manchester/88: CRN 217064, Thursday, April 20, 8:30 a.m.-4:30 p.m., .8 CEUs, $295, lunch included
Managing projects in a business environment requires both strategic planning and contracting savvy. In this interactive workshop, you will examine strategic planning tools and methodologies, and learn about contract types—their risks and benefits; and contract terms and conditions. The project manager must ensure that the company’s interests are being protected at every step in the process. (Note: This workshop facilitates and satisfies the new Continuing Certification Requirements of the Project Management Institute (PMI). This workshop is not part of the UNH Project Management Certificate Program.)
Instructor: David Connors

Structuring Projects For Success: Dealing with Project Uncertainty
Portsmouth/Pease: CRN 217065, Tuesday, May 2, 9 a.m.-3:30 p.m., .6 CEUs, $295, lunch included
In this workshop the concepts of risk will be explored and then linked to project management. You will be introduced to tools and techniques for identifying and assessing project risk factors. Through the use of qualitative methods, you’ll learn how to prioritize risks and determine their potential impact on the project objectives. Interactive case studies will be employed to demonstrate the application of the presented tools and techniques. A section of the workshop will be

UPCOMING CONFERENCE

New! Project Management Conference
Durham/Squamscott Room at Holloway Commons
Friday, June 9, 9 a.m.-4 p.m., .6 CEUs
CRN 217177, $349 ($379 if registering after May 19), lunch and parking included (PM)
(See details on page 4.)
devoted to addressing typical organizational obstacles to adopting risk management practices. (PM)
Instructor: Rob Cimini

New! Lean Concepts and Problem Solving
Manchester/88: CRN 217069, Tuesday, May 23, 9 a.m.-3:30 p.m., .6 CEUs, $295, lunch included
The concept of Lean is being used in many industries and businesses. Originally developed for manufacturing, Lean is primarily about solving problems and is now applied in most types of organizations. You will explore and discuss basic Lean principles and thinking. Workshop topics will include people involvement; waste reduction; standardization; visual management; A3 problem solving; value stream mapping; and 5S workplace organization. Hands-on demonstrations will be used to emphasize concepts. (PM)
Instructor: Joe Cunningham

PMI-CRR Strategic and Business Management Topics for Project Managers II
Manchester/88: CRN 217067, Thursday, May 25, 8:30 a.m.-4:30 p.m., .8 CEUs, $295, lunch included
In this interactive workshop, focus on quality management by learning lessons from the formulation of the quality movement and its early leaders; and understanding current team-building tools that increase quality. Quality issues in the U.S. technology and automobile industries during the 20th century, and the contributions of early quality leaders will be visited. Brief instructional exercises will be employed to reinforce principles and current theories in team-building including McGregor's Theory X/Theory Y, Myers Briggs Type Index, Maslow's Hierarchy of Needs, Herzberg's Theory, and Situational Leadership. Participants who will most benefit are experienced project managers interested in quality management and Six Sigma process improvement. (Note: This workshop facilitates and satisfies the new Continuing Certification Requirements of the Project Management Institute (PMI). This workshop is not part of the UNH Project Management Certificate Program.)
Instructor: David Connors

HUMAN RESOURCES MANAGEMENT

Managing Workers’ Compensation in NH
Portsmouth/Pease: CRN 217006, Thursday, February 9, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included
Feel confident in your NH workers’ compensation responsibilities after taking this interactive workshop. You will review employers' responsibilities related to workers' compensation including posting and filing requirements, Temporary Alternative Duty programs, and reinstatement rights. With hands-on case studies, you will gain the resources to ensure your company or organization is legally compliant and effective in managing workers' compensation issues. (HR)
Instructor: Amy Cann

Human Resources 101: Practitioner Skills Workshop
Portsmouth/Pease: CRN 217005, Tuesday, February 14, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included
Explore the changing role of HR—from an administrative function concerned primarily with hiring and firing to an integrated function in the organization’s strategic plan. You’ll review staffing, HR planning, recruiting and hiring, employee orientation and training, performance management, compensation practices, job design and analysis, employee benefits, employee/management relations, and cultural diversity in the workplace. This workshop is for both new HR professionals as well as seasoned pros who want a refresher on the key building blocks to success. (HR)
Instructor: Linda Blessing

Conducting Internal Investigations
Manchester/88: CRN 217009, Tuesday, March 7, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included
In 2014, the Equal Opportunity Commission reported that a total of 88,000 discrimination and harassment charges were filed. As an employer or human resources professional, it is your job to handle complaints such as harassment, discrimination, and wrongful termination that are filed by employees. During this interactive program, applicable federal and state laws will be covered. You will learn how to conduct sensitive internal HR investigations to help maximize the chances of resolving disputes before they explode into legal nightmares. (HR)
Instructor: Linda Blessing

OSHA and NHDOL Health and Safety Regulations
Manchester/88: CRN 217007, Tuesday, March 28, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included
Gain resources and practice in this is an interactive workshop for anyone involved with health and safety responsibility in their NH-based organization. The morning session will focus on OSHA and NH DOL safety regulations, and proactive employer steps for the best work environment. The afternoon will review hands-on case studies. You will gain the resources needed to ensure your business has a legally compliant and comprehensive program to improve safety, productivity and morale, while decreasing administrative headaches and expenses. (HR)
Instructor: Amy Cann

Wage and Hour Compliance and Updates to the FLSA
Portsmouth/Pease: CRN 217004, Tuesday, April 4, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included
Be prepared to navigate the December 2016 FLSA update and to understand wage and hour concepts, with this review of state and federal wage and hour laws. Learn about fundamental federal and state laws covering hours worked, time-keeping, overtime, minimum wage, and payroll period requirements; remote access and the Portal to Portal Act; trends in wage and hour enforcement; handling claims before the U.S. and NH Departments of Labor; new EEO-1 reporting requirements; and overtime exemptions, particularly the so-called “white collar” exemptions. (HR)
Instructor: David Lee

Starting New Employees Off Right with Onboarding
Portsmouth/Pease: CRN 217008, Thursday, April 20, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included
The goal of this workshop is to assess your onboarding and management processes to determine whether they lead to high employee engagement or “buyer’s remorse.” You’ll learn key components of effective onboarding, how to avoid common mistakes, and how the psychology of onboarding programs prepares your employees for maximum engagement and productivity. You’ll also discuss how to communicate the importance of onboarding to key stakeholders. (SS, HR)
Instructor: David Lee

The Learning Workplace
Manchester/88: CRN 217010, Tuesday, May 23, 9 a.m.-3:30 p.m., .6 CEUs, $159, lunch included
Current research suggests contemporary workplace training and development is not effective at imparting learning that is applied on the job. This course meets this limitation head-on by exploring effective transfer of learning strategies that enhance effective workplace learning. The course examines the variety of ways in which workplace learners gain new knowledge and skills as part of their professional growth. Using an interactive, partnership education approach, this instruction explores essential elements of learning, learning design, effective transfer of learning, and learning evaluation. (HR)
Instructor: Chuck Bagley

For instructor bios, see pages 22-23
New! Health as Wealth: Improving Employee Nutrition for Increased Productivity and Performance
Portsmouth/Pease: CRN 217011, Thursday, May 25, 9 a.m.-3:30 p.m., .6 CEUs, $189, lunch included
The CDC reports, “Full-time workers who are overweight or obese and have other chronic health problems miss about 450 million more days of work each year than healthy workers. The result is an estimated cost of more than $153 billion in lost productivity each year. A 1% reduction in excess weight and high blood pressure, glucose, and cholesterol levels has been shown to save $83 to $103 annually in medical costs per person.” This workshop provides valuable insights, ideas and applications for developing healthy workers that enhances organizational productivity. (HR)
Instructor: Sara Oberle

PROFESSIONAL COACHING

Negotiation Skills for Coaches
Portsmouth/Pease: CRN 217056, Tuesday, February 7, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included
In this workshop you will focus on how to give the client the skills s/he needs for increasing their chance of getting what they want and need at work. In this interactive seminar, you will examine models of negotiation (win-win, win-lose) and will experience adapting negotiation styles to fit a particular situation. The workshop leader will share her experience learned during a decade of conducting labor negotiations. (PC)
Instructor: Carlotta Tyler

Coaching the Woman Executive
Portsmouth/Pease: CRN 217058, Friday, February 17, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included
Coaching the Woman Executive breaks new ground in the field of coaching. You will learn how to coach women leaders so that they understand their unique capacity to lead, rather than having to adapt to previous leadership theory focusing on men, or “one size fits all” approaches. Gain insights from over 20 years’ experience of coaching and researching women leaders. Learn about the capabilities, experience, and insights women bring to work that are uniquely suited to leading in a changing, diverse global organizations. Examples will be presented to illustrate coaching strategies. (PC)
Instructor: Carlotta Tyler

Gender Dynamics in Coaching
Portsmouth/Pease: CRN 217055, Thursday, February 23, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included
This workshop will provide you with the skills and confidence to effectively heighten client awareness of the dynamics of gender in coaching. The topic will be addressed based on 20 years of original research and field-study designed and conducted by the workshop leader, and field study of men and women at work on four continents. You will explore cultural influences on beliefs about men and women and understand the impact of gender on work. (PC)
Instructor: Carlotta Tyler

The Business of Coaching: Get the Results You Want!
Portsmouth/Pease: CRN 217057, Thursday, March 23, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included
This highly interactive workshop for both internal and external coaches will cover the essentials for launching or building your coaching practice. Topics will include: practical operating tips, the sales process and contracting, defining and marketing your services, developing ethical markers, and financial success or Visible Value. Added in the coaching practice. You’ll emerge with a roadmap for developing a customized business plan. The instructor will also share insights and practical advice on the business side of coaching, whether your interest is a stand-alone coaching business or providing coaching services within your organization. (PC)
Instructor: Carolla Tyler

Train the Trainer:
Designing Training for the Adult Learner
Manchester/88: CRN 217070, Thursday, May 4, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included
This interactive workshop shows you how to incorporate adult learning principles and structure into your training presentations to ensure that adults get the most out of them. Create trainings that trigger the senses, facilitate independent learning, and maximize performance. Explore why learning styles matter and how the brain learns. Plan, prepare, and design trainings using a 5-step model, C.E.D.A.R., to make your learning sessions interactive and engaging. Training tools and techniques will include using metaphors, analogies and stories; asking questions that promote learning; creating the right training activities and exercises; and enhancing memory and retention to make training stick. (HR)
Instructor: Lynne Richards

Training Techniques: Content and Execution
Portsmouth/Pease: CRN 217071, Thursday, June 1, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included
Conducting training programs for adults requires specific skills and techniques. To create real behavior changes and transfer of knowledge, the workshop leader must do much more than just present information. This workshop will help you learn how to make your training a valuable learning experience for the participants. Topics include: matching the training objectives to the training need, building rapport, designing learning activities, encouraging and managing discussion, and using visual aids to increase learning. This workshop is appropriate for formal trainers as well as managers and professionals who want to train others. (HR)
Instructor: Tess George

MARKETING & SALES

New! Social Media Marketing for Business
Portsmouth/Pease: CRN 217054, Tuesday, March 7, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included
Social media is fundamentally changing the way companies market themselves. Gain hands-on experience with social media during this workshop, by creating a goal-based social media strategy that capitalizes on search engine optimization and keyword strategies. Proven social media tactics will be presented through articles, videos, case studies, and group discussion. Learn how to create and implement a Facebook, YouTube, LinkedIn and Twitter presence, while utilizing video, email, and blogging tools. It is recommended that students bring a laptop computer to this workshop. (CS)
Instructor: Marlana T. Trombley

Bullets, Targets & Social Media: The Art of Commercial Writing
Portsmouth/Pease: CRN 217053, Tuesday, April 4, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included
In this workshop you will write, edit, analyze, listen, select and edit, to build a vocabulary of cohesive materials appropriate for cross-media and target audiences. You will generate original content by tapping resources, skills, talents and perceptions you already bring to your work. Learn to pump-up vernacular vocabulary and writing skills with mind-bending, brain-fertilizing assignments; generate and deliver original, valid content; build cohesive written materials appropriate for cross-media and target audiences; and understand the profound and sublime impact message and media has on culture and beyond. (CS)
Instructor: Karla Whitney
WORKSHOPS

COMPUTERS & TECHNOLOGY

Analytics

Google Analytics

Instructor: Jim Roldan (DD/GD & FE)

Google Analytics tools measure website, app, digital, and offline data to gain customer insights. Whether you are new to Google Analytics, or looking to better utilize your data, this course offers the perfect introduction to the basics of web analytics. Through hands-on exercises, you will achieve basic mastery in metrics and reporting, and use data to answer questions about who, how, and why people are coming to your websites and apps. Course topics will include data architecture, collecting data, building reports, actionable insights, and tips and tricks. Participants are required to bring a laptop computer to class.

Instructor: Alec Newcomb

Cybersecurity

New! Introduction to Cybersecurity

Instructor: Jeff Northrop

As our dependence on online connectivity grows, the opportunities for hackers to access our vulnerable computer infrastructure grows along with it. The frequent news of data breaches and lost intellectual property has given rise to the visibility of cybersecurity, making it one of today's most sought-after skills. This workshop is designed to help you understand the fundamental concepts and vocabulary of cybersecurity, including common vulnerabilities, tools, and techniques utilized to identify and mitigate risks—all illustrated with real world examples. If you are interested in learning more about cybersecurity, this course will set a foundation for more targeted learning.

Instructor: Karla Whitney

Computer Applications

New! Google Office Apps

Instructor: Jay Partlan

Create professional documents with relative ease with Google Productivity Apps—a free set of office applications that includes word processing, spreadsheets, presentations, a calendar, and a cloud storage system. Because it is cloud-based, you can use the online applications and access your documents from anywhere. Your Google documents are compatible with Microsoft Office documents. This workshop provides an introduction to Google Docs, Sheets, Slides, Drive and Calendar.

Instructor: Karla Vogel

Digital Design

New! Introduction to Adobe Creative Cloud

Instructor: Jim Roldan (DD/GD & FE)

Creative Cloud (CC) includes Adobe's entire collection of creative apps including Photoshop, Illustrator, and Experience Design CC (Preview). Go between working in mobile apps or on a desktop to create wherever you are. You can design and create using photos, graphics and illustrations; edit video; and create UX design. This overview workshop introduces you to frequently used CC applications, and will reveal many of the features and resources that help you make the most of your Creative Cloud subscription. Some familiarity with Adobe applications is helpful, but not necessary. Previous experience using Windows/Mac OS is required. (DD/GD & FE)

Instructor: Karla Vogel

New! Introduction to Web Design

Instructor: Alec Newcomb (DD/GD & FE)

This workshop will focus on the unique characteristics of designing content for effective online communication. This overview will include website organization; principles of visual design; design fundamentals for text, color, images, and multimedia; navigation considerations; page layout; accessibility criteria; and specific issues of design for multiple browsers and devices. You will be introduced to the tools and process of coding a web page using HTML5 and CSS style rules to format a web page. Group discussions will provide practical experience in critiquing websites for effective design elements. (DD/GD & FE)

Instructor: Alec Newcomb

UPCOMING CONFERENCES

New! Digital Marketing Conference

Portsmouth-Sheraton Harborside Hotel

Thursday, Friday, May 11, May 12, 9 a.m.-4 p.m., CRN 217176, 1.2 CEUs, $379 ($409 after April 21, lunch included)

(See page 3 for details.)

New! Business Analytics Boot Camp

Manchester/882

Fridays (April 28 and May 5, 9 a.m.-5 p.m.) and 2 Saturdays (April 29 and May 6, 10 a.m.-4 p.m.)

CRN 217175, 2.4 CEUs, $1,199 ($1,299 after April 1), lunch included

Instructor: Rich Huebner

(See page 7 for details.)

For instructor bios, see pages 22-23

unh.edu/training
Adobe InDesign—Level I
Durham/Kingsbury N134: CRN 217077, Saturday, March 25, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included
Adobe InDesign combines some of the best features of other desktop publishing software. It offers high-end integration with other Adobe products, such as Adobe Illustrator and Adobe Photoshop, and offers users a variety of features for producing exceptional documents. InDesign offers strong typographic control and consistent page design. In this hands-on workshop you will be introduced to: toolbars, document setup, bleeds and gutters, grids and guides, photo and text placement, and exporting to PDF. Experience with Windows or Mac platform is required. Students should bring a thumb drive to the workshop to save any completed work. (DD/GE)
Instructor: Grace Peirce

New! Web Authoring—Using Cascading Style Sheets (CSS)
Manchester (needs CPU lab): CRN 217085, Thursday, March 30, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included
This hands-on workshop provides an overview of using Cascading Style Sheets (CSS) in the web publishing process, introducing the purpose, structure, and location of style rules in a website. You’ll learn how to code basic style sheets for inline, embedded, and external rules; methods to reference the style rules in the HTML syntax; how to use Class and ID selectors and pseudoclass selectors; CSS syntax for text, images, backgrounds, and hyperlinks; The Box Model for a page layout design; and a flexible container design for device and browser compatibility. Students will practice developing style rules to design and format a website presentation. (DD/GE)
Instructor: Karla Vogel

Adobe Illustrator—Level I
Durham/Kingsbury N134: CRN 217075, Saturday, April 1, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included
Adobe Illustrator is designed for graphic artists, technical illustrators, and individuals who want to create their own art by combining type and graphics and drawing on the screen. The basic tools of the software will be covered, along with drawing techniques and keystroke shortcuts. Experience with Windows or Mac platform is required. Students should bring a thumb drive to the workshop to save any completed work. This workshop is part of the Desktop Publishing Certificate Program, but you do not need to enroll in the program to take this workshop. (DD/GE)
Instructor: Jim Roldan

From Start to Shelf: Bringing Design Ideas to Market
Durham/Kingsbury N134: CRN 217080, Saturday, April 8, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included
Learn how to map your design ideas from concept to finished product, implementing your design with planning, prototyping, user-testing and production. You will learn agile development, storyboarding, how to research and talk with vendors about materials and processes, how to get quotes, schedule production and deliver the goods. Hands-on exercises include production planning and management for a website, a printed piece, and a packaged product. Anyone responsible for design, communications, production, and project management will benefit from this workshop. (DD/GE)
Instructor: Karla Whitney

Adobe Photoshop—Level I
Durham/Kingsbury N134: CRN 217078, Saturday, April 22, 9 a.m.-3:30 p.m., .6 CEUs, $250, lunch included
Photoshop is the leading photo design and production software for imagery used in a variety of professional medias, including photography, print, art print, web, video, and multimedia. In this beginning workshop, you will explore the basic features of this powerful software. Hands-on practice will help you learn about masking, selection techniques, sharpening, retouching, resolution basics, resizing, manipulating, cropping, and editing images, working with text, and a workflow that includes using layers to the best advantage. (DD/GE)
Instructor: Jim Roldan
## Workshops

### Office Administration

**New! 10th Annual Office Professionals Conference**

**Portsmouth–Sheraton Harborside Hotel: CRN 217174**
Friday, April 7, 9 a.m.–4 p.m., .6 CEUs, $225 ($255 if registering after March 17), lunch included

(See page 6 for details.)

### Construction Management

**Managing Construction Projects—Planning, Design, Contracts, Records, Legal Issues, and More**

**Manchester/88: CRN 217090**, Tuesday, April 18, 9 a.m.–3:30 p.m., .6 CEUs, $350, lunch included

Learn the steps to take to insure that construction projects are completed on time, within budget and without claims and litigation. Focus on managing the design phase; developing contracts; managing information flow; keeping records; partnering and team building; resolving cost-effective claims; scheduling and cost control; and how to improve communication between client, designer, and contractors. You'll learn how to identify potential legal issues; develop contracts using a "contract checklist," and organize documents such as RfIs, correspondence, change orders, submittals. Finally, review how to obtain and organize information for claims that might arise, and how to move a claim to resolution. (PM)

_Instructor: Roy Wilson_

### Grantsmanship & Fundraising

**Web Resources for Grant Seekers**

**Manchester/88: CRN 217094**, Wednesday, April 5, 9 a.m.–3:30 p.m., .6 CEUs, $175, lunch included

Grants totaling millions of dollars are available to nonprofits, but how do you find them and identify the organizations most likely to be interested in your proposal? In this workshop, you will: review research skills to target grant funds; increase your ability to search effectively online; explore cutting-edge grant technology; identify patterns of foundations, corporations, and private trusts; and begin your own grant research. Please bring a laptop computer or tablet/iPad if you have one. (GW)

_Instructor: Jack Smith_

**Grantwriting: The Fundamentals**

**Portsmouth/Pease: CRN 217093**, Friday, April 7, 9 a.m.–3:30 p.m., .6 CEUs, $175, lunch included

This fundamental grantwriting workshop will review the entire fundraising cycle of researching and applying for grants from federal, state, and foundation sources. You will discuss how to develop a creative idea; locate the right funding source; and write an effective proposal with introduction, problem statement, objectives, timeframe, and evaluation. Come with an idea for funding and write an internal case for your organization to use in grant applications. This workshop is designed for those raising funds for 501c3 nonprofit organizations such as fundraisers, teachers, administrators, and related professionals. (GW)

_Instructor: Sarah Gnerre_

**Grant Management Techniques for Nonprofits**

**Portsmouth/Pease: CRN 217091**, Wednesday, April 19, 9 a.m.–3:30 p.m., .6 CEUs, $175, lunch included

Understand the entire grant cycle—from concept to closeout—and learn to satisfy your funders as you accomplish program objectives. Review grant monitoring systems; discuss the roles and responsibilities of grants management stakeholders, current trends in the grant world, financial management, and identifying grant funding resources. You'll take away practical insights whether you're an experienced grant manager, a start-up managing your first grant, or a board member wanting a broader understanding of nonprofit operations. (GW)

_Instructor: Jack Smith_

**Grantwriting—Advanced**

**Manchester/88: CRN 217092**, Friday, May 12, 9 a.m.–3:30 p.m., .6 CEUs, $175, lunch included

This advanced grantwriting workshop is “hands on” and each person will complete a proposal for funding. There will be an opportunity to critique several proposals and identify foundations for funding. You'll learn about resources and strategies, budget presentation, and how to contact funding sources. Materials will be available to assist you in identifying a foundation and writing the grant proposal. Come with an idea for a funding project. Prerequisite: "Grantwriting: the Fundamentals" or some experience in grantwriting. (GW)

_Instructor: Sarah Gnerre_

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_For instructor bios, see pages 22-23_
INSTRUCTOR BIOGRAPHIES

For full biographies, see workshop descriptions on our website.

Mollie Allen, M.Ed., is a certified coach, teacher and consultant who works with adults and youth—in groups and individuals. Her background includes a broad range of experience in the business and education sector. She is an international presenter and author, a member of the Assn. for Psychological Type Int'l, and Master Practitioner of the Myers-Briggs Type Indicator®, certified for Steps I, II and III.

Chuck Bagley received a master’s in adult learning and development and a CAGS in the neurodevelopmental approach to teaching. He’s taught a variety of topics at the undergraduate and graduate level as well as English to refugees and created several faculty development programs. He is currently working on a doctorate in education focusing on facilitating the development of effective learning practices.

Linda Blessing, M.S. in Education, has over 30 years’ experience in human resources, training, operations, management, quality assurance, project management, and healthcare compliance, and is principal of her own life coaching and training. She has also held various management positions in HR, training, and project management, during her 22 years with Anthem Blue Cross and Blue Shield.

Brian Bouchard, Esq., is an attorney and member of Sheehan Phinney Bass & Green’s Labor and Employment Group. His practice focuses on labor and employment issues, claims of discrimination, civil litigation, and construction litigation. He is a frequent contributor of legal articles to the Union Leader, New Hampshire Business Review, and Good Company.

Amy Cann, M.B.A., has 19 years’ experience in human resources and health and safety. She has been the human resources manager for Laars Heating Systems Company since 2004. In addition to her MBA in Global Studies, she has a Graduate Certificate in HR Management from SNHU and maintains Senior HR Certification with both HRCI and SHRM.

Michael Casey has experience spanning 30 years in programming (C, C++, Java) and management. He has been helping organizations learn and transition to agile practices since 2006. He is SPC4-certified to teach SAFe (Scaled Agile Framework).

Rob Cimini is a Principal Consultant with Pinnacle Project Source. Rob has 18 years of experience in managing projects over a diverse industrial base as well as implementing project management systems in organizations. He is a certified project management professional (PMP) through the Project Management Institute.

David Connors has over 30 years’ corporate experience with the IBM Corporation as an IT professional, including more than 25 years’ experience in project management. His management experience includes leading a project mgmt. office in a multi-divisional, multi-national product development area. His company, PM Intervention, is a Registered Education Provider for PMI.

Joe Cunningham has worked as an Industrial Engineer for many years in industry improving processes and reducing waste. Currently he is a professor at New Hampshire Technical Institute and UNH Manchester, teaching Automation and Lean Manufacturing in the engineering technology programs.

Susan DeMarco is Director of Organizational Development for Exeter Hospital and works across the organization. Her responsibilities have included employee, management, and leadership development programs, team development and interventions, along with coaching at the manager level and above. She has successfully used Appreciative Inquiry (AI) techniques in her work and received her training from David Cooperider, one of the founders and an ongoing major contributor in AI.

Greg Duval is the Owner & Creative Director at GREGORVIO, a Manchester-based branding and design studio that specializes in print and digital media. He also has extensive experience in the areas of website design, corporate identity, print publishing, advertising campaigns, and new media.

Janet Edmunson, M. Ed., is president of JME Insights and partner in sSpeak Performance. She has over 30 years’ experience in leadership in large and small organizations, including as Corporate Manager of Wellness Programs for Georgia-Pacific Corp. and Director of Prevention and Wellness at Blue Cross Blue Shield of Mass. She has also been a consultant and widely experienced national motivational speaker.

Mary Eisenhauer has over 20 years’ experience in HR in corporate environments, most recently at UNH where she focuses on employee relations and organizational development. She holds a master’s degree in HR management and a senior professional in human resources certification. She is a trained practitioner in the Myers-Briggs Type Indicator® and a certified professional coach.

Tess George, M.A. in Speech Communication, is founder and principal of Speakwell, a communication training firm, focusing on communication skills in the workplace. She has taught a variety of communication classes at many colleges, including Penn State and UMass. With over 20 years’ experience in training, teaching, singing, acting and storytelling, she helps participants to reach their communication goals.

Stephen Gianotti is president of The Woodland Group where he works with clients to provide data-driven decisions that provide strong foundations for sustainable development and change. His expertise includes individual, group, and organizational diagnostics and development; leadership development; executive coaching; and keynote speaking. He is on the Board of Directors for the Global Society for Organizational Learning and the Global Coaching Community, has a Master’s in Business Education, and is a published author.

Patricia Gianotti, Ph.D, is an author, consultant, and keynote speaker, with a focus on recognizing the costs of narcissistic leadership to individuals, departments, and teams, and the corporate bottom line. Her areas of expertise include group facilitation; program design and presentation; and psychological assessment for individual and group dynamics. She is founder of The Center for Spiritual Integration.

Dave Griffiths offers training in writing, presentation/briefing skills and media relations. Drawing on 27 years in journalism, he teaches seminars at federal agencies, nonprofit organizations and businesses, including a course he designed and taught for the U.S. Veteran Affairs at 15 VA medical centers and other facilities. His classes feature exercises on clear writing, group work, peer review and meticulous editing, as well as the link between critical thinking and writing and speaking.

Rich Hubeber is currently Principal Data Architect for New England Quality Care Alliance (NEQCA), which serves over 250,000 patients in Massachusetts. Along with the help of his team, he is responsible for leading the overall enterprise data architecture decisions that affect downstream analysis and business intelligence for NEQCA. He has 25 years of combined industry and academic experience in IT and computing and has specialized in data-related matters including database design, database administration, data analysis, and data architecture. He has master’s degrees in Management and Information Systems, and is nearing completion of a PhD in Information Technology. He is also author of several publications.

Peter Hughes, M.Ed., is the President and CEO of High Performance Leadership, Ltd. He teaches organizational behavior at UNH’s Paul College of Business and Economics, has worked as a consultant with companies, and has taught at the UNH Browne Center.

Tim Johnson is founder of ideakindler, which provides organizational, marketing, sales and nonprofit strategic planning services using traditional, emergent, lean startup and data-driven tools. He is also the Principal CRM Consultant at Cathexis.

Tammy Jordan is the chief empowerment officer and founder of Leader Consulting Group, a leadership consulting firm specializing in the hospitality, not-for-profit and healthcare industries. She has over 20 years’ experience in the organization development, training, speaking and coaching fields. She has a master’s degree in organization development and leadership, has extensive experience in multiple assessments, is certified in DISC, and specializes in the Herrmann Brain Dominance Instrument.

Gerri King, Ph.D., is a social psychologist and organizational consultant to corporations, nonprofits, government, education, and healthcare. She works throughout the U.S., Asia, and Canada with a focus on Mergers and Acquisitions, Strategic Planning, Leadership and Supervisory Training, Conflict Resolution,
Managing Change, and Enhancing Teams. Based in Concord, NH, she is a founding partner of Human Dynamics Associates. She is also author of The “DUH” Book of Management and Supervision: Dispelling Common Leadership Myths.

Mark Laliberte has extensive experience working with and for state and municipal government. He currently works in the Seacoast for the New Hampshire Department of Resources and Economic Development, is a selectman in Candia, and previously owned his own political consulting firm, working with NH-based candidates.

David Lee is founder and principal of HumanNature@Work. He is an internationally recognized authority on organizational and managerial practices that optimize employee performance, morale, and engagement. He is author of “Managing Employee Stress and Safety” as well as nearly 100 articles and book chapters on organizational and individual performance. He has held positions as a supervisor and trainer in the corporate world and a clinician and trainer in the healthcare field.

David Liddell is the founder and CEO of SKYE Business Solutions, aimed at improving the performance of company leaders, the skills and abilities of employees, and the profitability of organizations. His problem-solving abilities and hands-on approach and expertise make him sought after by leaders who want breakthrough results for themselves, their teams, and their organizations. He has held strategic leadership roles in major organizations and has an engineering degree from Concordia Univ.

Katherine Maloney, MBA, is an accomplished coach, program manager, facilitator, and consultant with over 25 years’ experience helping individuals and teams connect with success in health care, financial services, and higher education organizations. Workplace affiliations and clients have included Blue Cross Blue Shield of Massachusetts, Fidelity Investments, BankBoston, and Babson and Emmanuel Colleges. She has owned and managed her firm, WorkPaths Consulting, since 2012.

Jim Milliken is a training consultant who specializes in communication, project management, and workplace skills. His clients include large and small corporations, academia, and nonprofits throughout New England.

Alec Newcomb has spent 18 years in a variety of digital leadership roles, from running the early search engine, Lycos, to his current position as Head of Digital Leadership at UNH Cooperative Extension. She is a Registered Dietitian Nutritionist with a background in community nutrition and has a B.S. in Health Science and Nutrition.

Sara Oberle works as a Wellness Coordinator for the Nutrition Connections program with UNH Cooperative Extension. She is a Registered Dietitian Nutritionist with a background in community nutrition and has a B.S. in Health Science and Nutrition.

Jay Partlan has been teaching people to use computers since 1992. As a full-time member of the UNH Computer Science Department, he taught computer applications and web design to students from all disciplines. Now as corporate trainer and adjunct instructor, he continues to impart his excitement at the amazing possibilities technology opens for professionals at every level in a wide variety fields.

Grace Peirce is an independent computer software training professional. She has been working in the print and publishing field for over 25 years, and on the web since 1995.

Lynne Richards, MBA, is an author and founder of Leading Generations, a training and leadership development firm, and a member of the National Speakers Assn. With over 20 years’ experience in management and training, she specializes in helping people develop their leadership, supervisory, communication, and training skills.

Jim Roldan is an NH-based visual artist, illustrator and educator, with a bachelor’s degree in Illustration from the Rhode Island School of Design and a master’s degree from the NH Institute of Art. His illustrations have been published in Business Magazine, Yankee, Philadelphia Weekly, Merrimack Valley Magazine, and Business New Hampshire. He has created both traditional and digital art for Agfa/ Monotype, Anthem Healthcare, BASF, The Boston Pops, Concord Academy, Endowment for Health, Foss Manufacturing, Hewlett-Packard, Marriott Corporation, Mercury Systems, Mount Washington Hotel, Pace Law School, and many others. He teaches at NH Institute of Art and SNHU and is a past president and current board member of the NH Creative Club.

Fred Schall started his love affair with web design and development in the late 1990s. He has dual degrees in Computer Science and Web Development and teaches Advanced Web Design and User Experience at SNHU. He worked large agencies in Southern California, developing campaigns for brands such as DirecTV, Petco, and Powerade before starting Schall Creative in 2009.

Stephen Stofanak is a senior management consultant with over 35 years’ business experience. He started his career as an engineer at Digital Equipment Corporation spending 23 years in various technical and management positions in the field, as well as at Corporate Field Service and Corporate Manufacturing & Logistics. He owned a consulting company delivering project and organizational change management training, consulting, and coaching to over 300 companies throughout New England, working with such companies as Fairchild, The Jackson Laboratory, Public Service of NH, Cornell University, Laconia Savings, Fellow Brush, Kennebunk Savings, York Hospital, Saint-Gobain, and more.

Amy Wood, Psy.D., is a psychologist based in Maine who uses psychotherapy, executive coaching, mediation, and training to help numerous adults from all walks of life. She is also a certified coach by the College of Executive Coaching, a certified mediator, and author of Life Your Way: Refresh Your Approach to Success and Breathe Easier in a Fast-paced World. A member of the National Speakers Assn., she writes the weekly blog Living Smart for MaineToday.com, and is often called on for her expert opinion by media ranging from local newspapers to Parade Magazine.
UNH Coding Boot Camp
Become a Web Developer in 24 Weeks
Program starts June 5, 2017 in Nashua

Don’t miss out on the University of New Hampshire’s six-month Coding Boot Camp. This program is for working professionals interested in web development or who are actively seeking a career change or advancement. Even better, you can work full time while you learn the skills to become a professional web developer.

Did you know that web development is one of the fastest-growing careers in today’s economy? The Bureau of Labor Statistics projects that jobs in web development will grow at least 20% by 2022. Web developers typically earn a salary between $63,000 and $110,000 per year.

THE CODING BOOT CAMP WILL COVER:

• Skills to be a full stack developer, including proficiency in front-end and back-end development
• HTML, CSS, JavaScript, jQuery, MySQL, Node.js, Java, and more
• Hands-on learning opportunities with employers
• Career coaching, internship opportunities, and an active network of hiring partners

FOR MORE INFORMATION VISIT training.unh.edu/codingbootcamp

Over 100 workshops in teaching and school administration, social work and counseling, and related professions!

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□ General Education
□ Counseling and Social Work
□ Early Childhood
□ Grantwriting & Nonprofit Management
□ Language Arts & Literacy
□ Math & Science
□ Paraprofessional Training
□ Physical Education
□ Special Education

University of New Hampshire
Professional Development & Training

Competency Based Education
Susan Patrick and Joe DiMartino
Wednesday, February 22, 2017
8:30 a.m. – 4:00 p.m.
Crowne Plaza, Nashua, NH
0.6 CEUs | $225 ($250 after February 15)
learn.unh.edu/competency

Spring 2017 Featured Speakers and Events

Collaborative & Proactive Solutions
Ross Greene, Ph.D.
Friday, March 24, 2017
9 a.m. – 3:30 p.m.
Portsmouth Harbor Events & Conference Center
100 Deer Street, Portsmouth, NH
0.5 CEUs | $220
learn.unh.edu/solutions

Differentiation: The Power and Potential of Choice
Mike Anderson
Tuesday, April 11, 2017 | 9 a.m. – 3:30 p.m.
Portsmouth Harbor Events & Conference Center
100 Deer Street, Portsmouth, NH
0.5 CEUs | $220
learn.unh.edu/choice

Family and Community Engagement Conference
Karen Mapp, Ed.D.
Tuesday, May 9, 2017 | 8:30 a.m. – 3:45 p.m.
Strafford Room, Memorial Union Building, UNH
83 Main Street, Durham, NH 03824
0.6 CEUs | $220
learn.unh.edu/engagement

unh.edu/training
Online Career Training Programs

Jump Start Your Career or Find a New One

CPC Medical Billing and Coding (Voucher Included)
This program with 60 HRS of medical terminology training, gives you a competitive edge in entering the healthcare field. 340 HRS

Certified Bookkeeper
The Certified Program helps professional bookkeepers earn prestigious American Institute of Professional Bookkeepers (AIPB) certification. 140 HRS

Pharmacy Technician (Voucher Included)
Pharmacy technicians support licensed pharmacists in providing health care to patients. Train to enter this rapidly growing field with this respected online program. 330 HRS

Human Resources Professional
Master the skills you need to gain an entry-level position in human resources and prepare to take the PHR (Professional in Human Resources) certification exam. 120 HRS

Certified Medical Administrative Assistant (CCMA)(Voucher Included)
This program will train students to handle the increasing complexities of healthcare management and patient care in offices of physicians and other providers. 160 HRS

Certified Outpatient Coder (Voucher Included)
This program teaches the competencies needed to prepare you to sit for the AAPC Certified Outpatient Coder (COC) certification exam. 200 HRS

HVACR Certified Technician
The HVACR Certified Technician program is a comprehensive online training that encompasses heating, ventilation, air conditioning, and refrigeration. 265 HRS

Web Applications Developer
Master the skills you need to create dynamic database-driven websites using the latest technologies. 360 HRS

Professional Bookkeeping with QuickBooks 2015, Software Included
This program teaches students how to master professional bookkeeping using QuickBooks 2015 software. 140 HRS

Payroll Practice and Management (Voucher Included)
Become knowledgeable in all facets of payroll rules and regulations, and join one of the fastest-growing career fields today. 100 HRS

SSCP Systems Security Certified Practitioner (Voucher Included)
This program is an ideal course for individuals interested in advancing their knowledge of information and systems security. 75 HRS

CompTIA Security+ Certification Training (Voucher Included)
Take your first step toward a career as a security professional and prepare yourself for the CompTIA Security+ certification exam as you master the basics of system security, network infrastructure, access control, and organizational security. 80 HRS

CompTIA A+ Certification Training (Voucher Included)
CompTIA A+ certification is the industry standard for validating the skills of entry-level computer technicians. It opens the door to an exciting career in computer technology, and ed2go's online program makes training convenient and interactive. 230 HRS

ICD-10 Medical Coding
Prepare for the future of medical coding by mastering the steps for using the ICD-10-CM and ICD-10-PCS to code medical diagnoses and procedures. 200 HRS

CompTIA Healthcare IT Technician
The CompTIA Healthcare IT Technician course teaches the fundamentals of healthcare IT (HIT) by using the CompTIA Healthcare IT Technician (HIT-001) exam objectives as the framework. 80 HRS

Certified Information Systems Security Professional (CISSP)
CISM is one of the most valued certifications in the IT security industry. This online program will prepare you to sit for the CISM certification exam, and the exam cost is included. 150 HRS

Grant Writing
Learn to write grant proposals that get funded in this nationally recognized Grant Writing online training program. 300 HRS

Certified Wedding Planner
This comprehensive program covers everything an aspiring wedding planner needs to know to get started in the business. This program will provide all the knowledge you need to work as a professional wedding planner or start your own business. 340 HRS

Advanced Hospital Coding and CCS Prep
This program will utilize your existing knowledge of medical terminology and healthcare sciences. Increase your coding skills and prepare to take the certification exam to become a Certified Coding Specialist. 80 HRS

CNA: Routing and Switching (Voucher Included)
Gain the knowledge to install, configure, operate, and troubleshoot medium-size routed and switched networks while preparing you for the 200-125 CCNA exam or the 100-105 ICND1 and 200-105 ICND2 exams. 180 HRS

CBCS Medical Billing and Coding (Vouchers Included)
This nationally recognized program combines the Medical Billing and Coding program with 60 hours of medical terminology training to give you a competitive edge in the healthcare field. 340 HRS

To enroll or learn more, visit or call us at:
e2go.co/unh-spring17
(603) 397-0485
MyCAA Programs—Military Spouse Career Advancement Accounts
Providing financial assistance for military spouses!
MyCAA provides spouses up to $4,000 over 2 years to pursue degree programs, licenses or credentials that lead to employment in portable career fields.

Who is Eligible?

- Spouses of active duty service members in pay grades E1-E5, W1-W2, and O1-O2
- Spouses of activated Guard and Reserve members at E1-E5, W1-W2 and O1-O2 pay grades (spouses of Guard and Reserve members must be able to start and complete their courses while their sponsor is on Title 10 orders)

Your enrollment includes everything you need!

- Programs are 100% online & available 24x7
- Programs include audio, text, graphics, simulation, quizzes & final assessments/exam prep
- Expert Instructor support to help you along the way
- Pre & post assessments, online performance tracking, grading Externship placement upon completion (as applicable)
- All materials included
- Online Technical Support Application Process

Application Process?
Eligible spouses can establish a MyCAA account by visiting the MyCAA website at: https://aiportal.acc.af.mil/mycaa

Once spouse profile information is provided, MyCAA will verify spouse DEERS benefit eligibility. Eligible spouses will be allowed to create their Career and Training Plan and request financial assistance at least 30 days prior to the course start dates. Additionally, spouses are responsible for applying to their selected school or program and enrolling in each course included in their approved MyCAA Career and Training Plan.

BUSINESS
- Project Management Professional
- Business Management Professional
- Accounting Math Specialist
- Accounting Professional
- Finance Specialist
- Economics Specialist
- Entrepreneurship Specialist
- Business Communication Professional
- Business Law Specialist
- Business Math Specialist
- Six Sigma Expert
- Six Sigma Specialist
- Project Management Specialist
- Marketing Professional
- Organizational Behavior Professional

LAW & CRIMINAL JUSTICE
- Civil Litigation Specialist
- Contract Specialist
- Corrections Specialist
- Criminal Investigation Professional
- Criminal Procedure Specialist
- Criminal Law & Procedure Specialist
- Family Law Professional
- Homeland Security Specialist
- Juvenile Justice Specialist
- Law Enforcement Professional
- Law Office Technology Specialist
- Paralegal Certificate Program

Tort Law Specialist
Victimology
Wills, Trusts & Estates Specialist

HEALTHCARE
- Clinical Medical Assistant Certificate Program
- Dental Assisting Certificate Program
- Dental Office Assistant Specialist Certificate Program
- Dialysis Technician Certificate Program
- EKG Technician Certificate Program
- Electronic Health Record Management
- Medical Administrative Assistant Certificate Program
- Medical Billing & Coding Program
- Medical Billing & Coding w/Medical Administrative Assistant
- Physician Office Assistant Professional with EHRM

ACADEMIC PROGRAMS
- Environmental Specialist
- American Government & History Psychology Program
- Life Sciences Specialist
- Sociology Program
- Successful Student Writing Professional
- Research Specialist

We are adding new programs all the time! Please call if you do not see the program you are looking for!

Contact: Claire Guilmette, 603/862-7380, professional.development@unh.edu

50th Vietnam War Commemoration
The Moving Wall Vietnam Veterans Memorial
May 4-8, 2017, UNH Durham

Comrades forever ...

“The Moving Wall” is the half-size replica of the Washington, DC Vietnam Veterans Memorial and has been touring the country for thirty plus years. When John Devitt attended the 1982 dedication in Washington, he felt the positive power of “The Wall.” He vowed to share that experience with those who did not have the opportunity to go to Washington.

John, Norris Shears, Gerry Haver, and other Vietnam veteran volunteers built The Moving Wall. It went on display for the first time in Tyler, Texas in October of 1984. Two structures of The Moving Wall now travel the USA from April through November, spending about a week at each site.

For More Information
Contact the Office of Military and Veteran Services at UNH, 603/862-0643; www.unh.edu/veterans; UNH.Veterans@unh.edu (email).

Sponsored by
The Office of Military and Veteran Student Services, the Office of the President, and Service Credit Union
UNH Online

UNH Online students receive the same high quality education and University of New Hampshire diploma as students studying on campus. Online programs & courses offer flexibility, intimate class sizes, and high quality technology solutions to enhance your learning experience.

Some of our online programs

Master’s Degree
- Business Administration (MBA)
- Educational Studies (MEd)
- Intellectual Property Law (MIP)
- International Criminal Law & Justice (MICLJ)
- Social Work (MSW)

Additional Programs
- Doctoral Degree in Nursing Practice (DNP)
- Graduate Certificates
- LLM Degrees

Learn more at online.unh.edu

Leadership begins with you

Take your education to the next level to make an impact—in your profession, your community and the world.

We’re a flagship public research university with a small-school feel. With more than 100 programs at the master’s, certificate and doctorate levels across three campuses and online, graduate education at UNH leads the way in inspiring and preparing today’s rising stars to become tomorrow’s successful leaders.

UNH Graduate Education at a glance

- 10 Colleges with graduate programs
- 2,775 graduate students from diverse backgrounds (46 states and 63 countries; 19 percent U.S. Minorities and International students)
- 100+ graduate, certificate and doctorate programs
- 26,000 UNH graduate alumni
- 20+ accelerated master’s programs that begin graduate studies during senior year

1 of 12 land, sea and space grant research universities
More than 50 research institutes and centers that excel in programs ranging from the world’s largest wind tunnel to global sustainability solutions
More than $112 million in research support and grants
Ranked as a High Research University by the Carnegie Classification of Institutions of Higher Education

Take your career to the next level with UNH Analytics

EARN YOUR M.S. IN ANALYTICS

Data is being utilized everywhere. Analytics experts who know how to skillfully extract value from data are in high demand, and in just 11 months, you can become one of them! The University of New Hampshire’s full time Master’s of Science in Analytics degree prepares graduates in an applied team-based environment.

PROGRAM HIGHLIGHTS
- Interdisciplinary approach with the ability to specialize (ie. Health, Decision Science)
- Complete analytic projects with industry partners, gaining real-world experience while networking
- Gain expertise in advanced predictive modeling, market segmentation and text analysis
- Professional development through teamwork, communication, critical thinking and project work

Learn more at online.unh.edu

UNH Analytics

Now offering an Online Graduate Certificate in Data Science for professionals!

Durham, NH | 603-862-0688

unh.edu/analytics

The M.S. in Analytics is a very applied, on-campus program with a unique curriculum that combines basic and applied content, professional development and experiential education. Students learn from highly experienced practicing faculty in a team-based, interdisciplinary environment to work on industry-sponsored projects. Students are provided ample opportunities to showcase their analytics skills to attract employer’s attention from different industries.

The Graduate Certificate in Analytics runs alongside the M.S. program from mid-May to mid-August. These students get to work on an exciting analytics case before graduating and are qualified to continue on for the M.S. degree. The online Graduate Certificate: Intro to Data Science offers a flexible, short-turnaround time to completion allowing busy employees to participate. Students enjoy applied learning in a self-paced but facilitated environment with course instructors and a student success coach. Learn the skills to analyze and leverage a wide variety of data for better decision making and competitive advantage.

The planned courses are: DATA 800, Applied Analytic Statistics; DATA 820, Programming for Data Science; DATA 821, Data Architect; DATA 822, Data Mining & Predict Model.
The Economic Development Academy (EDA)—a marquee program of UNH Cooperative Extension—is an intensive, practice-based course that builds the skills of community and economic development leaders and practitioners. This hybrid course consists of three days of face-to-face workshops followed by four interactive, on-line learning sessions during the summer/fall of 2017.

The format is designed to accommodate working professionals in a collaborative environment to learn and share strategies that enhance community-economic development. EDA sessions will focus on the following skills and topics:

- Understanding how the local economy works
- Fostering economic development leadership
- Building your community/region’s economic profile
- Engaging stakeholders in economic development planning and projects
- Effective economic development tools and strategies
- Financing economic development
- Marketing and promoting your community and region
- Analyzing economic impacts of new businesses or businesses lost
- Defining and measuring economic development outcomes

Sponsors: Financial and other support for EDA comes from the Northeastern Economic Developers Association (NEDA), the New Hampshire Economic Developers Association (NHEDA), and the Office of the Senior Vice Provost for Academic Outreach and Engagement at UNH.

**Time Commitment:**
The course entails approximately 32 hours of structured learning, with additional reading and online discussion requirements. You will be emailed a detailed schedule before the course begins.

**Instructors:**
Course sessions are led by national economic development though leaders, successful municipal and regional practitioners, University faculty, and experts from organizations, agencies, and businesses.

**For More Information:**
Call (603) 862-0316 or email community.development@unh.edu

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extension.unh.edu
UNH Professional Development & Training is dedicated to enhancing the professional knowledge and skills of individuals and organizations in New Hampshire and surrounding communities through a variety of quality learning experiences including:

- One-Day Workshops
- Online Courses
- Noncredit Certificate Programs
- Special Conferences
- Boot Camps & Intensives
- On-Site Customized Training

Certificate Programs
Professional Development & Training offers short-term, noncredit certificate programs in numerous topic areas. Most are comprised of six one-day workshops and can be completed within a year. The following Certificate Programs are currently offered:

- Leadership & Management (LM)
- Supervisory Skills (SS)
- Project Management (PM)
- Communication Skills (CS)
- Human Resources Management (HR)
- Professional Coaching (PC)
- New! Digital Design (DD) with Concentrations in Graphic Design (GD) & Front End Web Development (FE)
- Grantsmanship (GW)
- Coaching Children & Teens (CCT)
- Coaching Children & Teens with ADHD (ADHD)

Note about Certificate Program Abbreviations: The abbreviations above are used to indicate that a workshop, conference, or other offering is part of a Certificate Program, but you do not need to enroll in a Certificate Program to take that offering. For more information on certificate programs, visit learn.unh.edu/certificates.

Locations
Portsmouth/Pease: 119 International Drive (Pease Tradeport); (603) 431-2515
Manchester/88: UNH, 88 Commercial Street; (603) 641-4350
Durham: UNH Durham Campus; (603) 862-7380

Plus special off-site locations around the state
For more information on Professional Development & Training program locations in Concord, Nashua, Lincoln, and throughout the state of New Hampshire, visit unh.edu/training, or call (603) 862-7380.

For More Information
Call: (603) 862-7380
Email: professional.development@unh.edu
Visit: unh.edu/training

REGISTRATION FORM
Spring '17 B&I Catalog
We encourage you to register on the web at unh.edu/training
(You may also register by mailing this form to UNH Professional Development & Training, Room G50, 11 Garrison Ave., Durham, NH 03824; or by faxing it to 603/862-7381; or by calling 603/862-7380.)

(Please Print Clearly)  Date ______________________

Name (First) ____________________________________________ (MI) ___________ (Last) ____________________________________________

Date of Birth (required) __________________________________ Gender: ☐ Female ☐ Male

Daytime Phone: (______) __________________________ Evening Phone: (______) __________________________

Email (required) __________________________________________

Home Address ____________________________________________ State___________ Zip________________________

City_______________________________________________________ State___________ Zip________________________

Title__________________________________ Employer________________________________________________________

City_______________________________________________________ State___________ Zip________________________

☐ PLEASE REGISTER ME FOR:

1. Title_________________________________________________________________________________________________
   Location_________________________ Date_____________ CRN___________________ Cost $____________________

2. Title_________________________________________________________________________________________________
   Location_________________________ Date_____________ CRN___________________ Cost $____________________

☐ PLEASE ENROLL ME IN THE FOLLOWING CERTIFICATE PROGRAM(S):

(Please enclose $20 fee for each program): ________________________________

PAYMENT: Enclosed is $ ___________ by: ☐ Check (payable to UNH) ☐ VISA ☐ MC ☐ AMEX ☐ Discover
Card No._________________________ Exp. Date______ / ______ CVV Code ____________

Name on Card ________________________________

Signature ________________________________________________________________________________________________

REGISTER EARLY!
Please try to register at least 2 weeks prior to the seminar date so we can count you in!

Refund and Drop Policy
Refunds, less a $25 processing fee, will be given if withdrawal/drop is requested in writing or online at least five business days prior to the workshop.

Notes: For conference refund policies, see the conference description. For refund policies for courses offered in partnership with other organizations, see the course/program description.

CEUs
Continuing Education Units (CEUs) demonstrate your professional development. You will be awarded .1 CEU for each hour of instruction.

Online Offerings
In addition to the online workshops developed by PD&T, we also partner with organizations to co-offer a wide range of noncredit online short course, certificates, and in-depth training. For all our current online offerings, go to: unh.edu/training.
UPCOMING CONFERENCES & SPECIAL PROGRAMS

**LEADING A MULTIGENERATIONAL WORKFORCE**

**FRIDAY, FEBRUARY 10**
WENTWORTH BY THE SEA, NEW CASTLE

Hear from renowned leadership and management experts offering insight, strategies and tools to effectively lead and succeed in today’s multigenerational workplace.

See page 5 for more information
learn.unh.edu/managers

**NEW! DIGITAL MARKETING CONFERENCE**

**THURSDAY & FRIDAY, MAY 11 & 12**
SHERATON HARBORSDIE HOTEL PORTSMOUTH

Explore the latest in digital marketing strategy with industry leaders from Dunkin Donuts, Ben & Jerry’s, HubSpot, Timberland, and over a dozen regional experts at the UNH Digital Marketing Conference. Learn the current trends, tools and tricks across the digital marketing spectrum from social media, content marketing, advertising, mobile, video, and beyond!

See page 3 for more information
learn.unh.edu/digitalmarketing

**NEW! BUSINESS ANALYTICS BOOT CAMP**

**FRIDAY & SATURDAY, APRIL 28 & 29**
**FRIDAY & SATURDAY, MAY 5 & 6**
UNH-MANCHESTER

Join the Data Revolution with a four-day introduction into the world of business analytics! Learn the theoretical and practical concepts and techniques involved in analytics while gaining hands-on experience with industry tools and techniques.

See page 7 for more information
learn.unh.edu/analyticsbootcamp

**NEW! PROJECT MANAGEMENT CONFERENCE**

**FRIDAY, JUNE 9**
HOLLOWAY COMMONS AT UNH DURHAM

Learn the tools, skills and strategy you need for project management success. Hear from eight industry experts sure to give you the confidence and energy to perform better in your role on any project team.

See page 4 for more information
learn.unh.edu/pmconference

**OFFICE PROFESSIONALS CONFERENCE**

**FRIDAY, APRIL 7**
SHERATON HARBORSDIE HOTEL PORTSMOUTH

Designed specifically for Office Managers, Executive Assistants and Administrative Professionals, this conference will expand your administrative skill-set, enhance your professionalism and keep you current with industry trends.

See page 6 for more information
learn.unh.edu/pros

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**DON’T WAIT! REGISTER EARLY!**

Don’t wait until the last week to register for a workshop.
Save your space by registering early!