



UW-LEaD – Spring 2019 Series

Overview

UW-LEaD or Learning Education and Development is a new professional development program designed to enhance communication skills, influence collaboration and deepen engagement of UWSA employees.

At the end of this experience, employees will have deeper understanding of the principle tenets of effective communication, managing change and how their work style preferences influence collaboration. Participants will also be able to identify stressors and develop strategies for managing stress.

Eligibility Requirements

Participants must agree to attend all sessions in the track. Employees must be in good standing in the organization; have satisfactory or meritorious performance on the most previous performance evaluation and supervisor approval to participate. Department coverage and the needs of the business unit will be considered. Notifications will go out on or before March 1st.

New for Spring 2019! Supervisors/Managers of selected participants are invited to a pre-briefing session hosted by UW-LEaD program facilitators on **March 13th from 10:00-11:00** (via telecon or in-person @ Regent 126). The pre-briefing provides an overview of course content, the transfer of learning to the job and measuring the overall return on investment. Join us!

Course Delivery Format

Each track contains 8 modules delivered face-to-face with cohorts of ~15 participants for each track. Modules are not available as stand-alone courses. Participants may be required to read, conduct internet research or write in advance of each session.

Course Content covers an array of contemporary workplace issues, including communication, change & transitions, coaching and resolving conflict collaboratively. Participants will take the DiSC work style preference assessment and review the results with credentialed professionals. More detail on each track and its' modules are available on the attached document.

Track I. Organizational Contributor modules are geared toward staff who currently do not have managerial or supervisory responsibilities.

Track II. People Manager modules are tailored toward those responsible for managing or supervising other non-student direct reports or have other managerial responsibilities.

Certificate of Completion

Earn the certificate by participating in all sessions without absences.

Session Information:

Dates: see chart at left
Times: 8:00-11:30 am*
Location: 780 Regent St, Room 126
*Except closing session/graduation.

Nominations may be submitted by clicking [here](#).

Spring 2019 Course Schedule

Track I Organizational Contributors <i>Facilitator: Suzanne Qualia, MBA</i>	Track II People Managers <i>Facilitator: Cyndi Wentland, MBA</i>
March 3/26: 8-11:30 a.m.	March 3/19: 8-11:30 a.m. 3/27: 8-11:30 a.m.
April 4/2: 8-11:30 a.m. 4/9: 8-11:30 a.m. 4/16: 8-11:30 a.m.	April 4/3: 8-11:30 a.m. 4/10: 8-11:30 a.m. 4/24: 8-11:30 a.m. 4/30: 8-11:30 a.m.
May 5/14: 8-11:30 a.m. 5/21: 8-11:30 a.m.	May 5/15: 8-11:30 a.m. 5/22: 8-11:30 a.m.
June 6/4: 8-11:30 a.m. 6/11: 8-11:30 a.m. 6/12: 10:30-11:30 a.m. Graduation	June 6/12: 10:30-11:30 a.m. Graduation

All sessions will be held at 780 Regent Street, Room 126.

Organizational Contributors Series

Communication Practices

1. Examine communication as a process & common barriers
2. Understand styles and the application of an assertive style
3. Understand behavioral styles through the DiSC assessment process.

Communicating in Today's Workplace

1. Learn how to give and receive feedback
2. Understand unconscious bias and its potential influence in communications
3. Learn how to communicate to build connection
4. Know organizational policies on social media & electronic communications

Critical Thinking

1. Discover how emotions impact the effectiveness of our thinking
2. Examine the surprising characteristics of effective thinkers
3. Learn to think and act in an intentional, mindful manner

Collaborative Conflict

1. Explore the elements of conflict & the most common types of conflict
2. Examine how conflict styles impact results
3. Review the challenges and best practices to being collaborative under conflict

Problem Solving & Decision Making

1. Strengthen professional credibility with structured problem solving
2. Apply tools for analyzing problems and making decisions
3. Learn how to frame decisions in a manner that builds trust understanding

Interest-Based Problem Solving

1. Learn why, when and how to use interest based problem solving
2. Understand the difference between a "position" and an "interest"
3. Explore facilitation techniques and strategies to foster collaboration

EQ & Personal Productivity & Stress

1. Understand how our individual stress reactions impact health and well-being
2. Identify stress triggers and how our brains react to stress
3. Explore a strategy to process experiences in a productive manner

Personal Change

1. Discover that change resilience can be learned and practiced
2. Understand the differences between reactive, adaptive & transformational resilience
3. Create a plan to enhance professional adaptability

People Managers Series

Leadership Essentials

1. Understand the qualities & competencies of effective leaders
2. Define differences between management and leadership
3. Assess current behavioral style as a foundation for leadership growth

Communication Practices

1. Examine communication as a process & common barriers
2. Learn to listen to engage and build trust
3. Understand styles and the application of an assertive style

Collaborative Conflict

1. Explore the elements of conflict & the most common types of conflict
2. Examine how conflict styles impact results
3. Learn a collaborative approach to navigating conflict

Decisions & Problem Solving

1. Understand systems, critical and strategic thinking models
2. Explore tools and strategies for problem solving & decision making
3. Practice using collaborative improvement tools

Talent Strategies, Part 1: Coaching

1. Learn and apply coaching skills and strategies
2. Understand 3 methods of coaching based on time & purpose
3. Create a coaching plan for a high gain opportunity in your team

Talent Strategies Part 2: Engagement

1. Examine the key elements of employee engagement
2. Build confidence in recognizing and addressing performance gaps
3. Create a plan to delegate for growth

Change & Transitions

1. Understand drivers of change
2. Explore the most common pitfalls of implementing change & how to avoid them
3. Review and use a change plan to enhance business and project results

Diversity & Inclusion

1. Understand the value and complexity of diversity
2. Examine key concepts such as: bias, stereotypes & prejudice
3. Explore and apply a model for managing bias in the workplace



Cynthia Wentland, MBA

Cyndi Wentland is the owner of CLW Performance Solutions, LLC, a performance solutions company that provides strategic or tactical support to organizations seeking to improve their business or people performance.

Cyndi's career has spanned over three decades and has included work in financial services, high-tech manufacturing, insurance, and professional services.

In this time she has had the opportunity to work in a variety of roles and with individuals that cross the spectrum, from individual contributors to senior level executives. In her roles, Cyndi has worked with hundreds of executives to help shape and implement their strategic plans and initiatives, to ensure organizational development and growth. She has provided leadership coaching and training to managers across the country, sharing best practices, strategies and techniques for interpersonal and business effectiveness.

As a successful small business owner, she also knows firsthand the value of strategy, structure and good business practices. Cyndi has multiple training certifications, in addition to certifications on Myers-Briggs Type, DiSC Assessments, Devine Inventory Assessment and Leadership Effectiveness (360) by Management Research Group. She has a MBA from Edgewood College with a focus on Management Development and a B.S. Degree in Education from the University of Wisconsin – Madison.



CLW Performance
Solutions, LLC

UW-LEaD Facilitators



Suzanne Qualia, ACC, MBA CIRM

Suzanne gained 20 years of corporate executive leadership experience in optimizing global supply chains for manufacturing organizations like Sub-Zero Wolf, Fiskars, JI Case, and Land O'Lakes.

She knows the day-to-day challenges leaders and organizations face in achieving balance – i.e., results AND a positive, values-driven organization. Passionately believing that businesses have both a unique opportunity as well as a social responsibility to create both value AND workplaces where people can find fulfillment and thrive in their jobs, Suzanne left the corporate environment in 2012 to fully focus on her passions of leadership and team development. Her vision is to help businesses grow their leaders (first step), and transform their culture (outcome of conscious leadership) in order to improve bottom line results AND create great workplaces!

Suzanne received her BS degrees in Accounting and German from University of WI – Stevens Point and then went on to complete her MBA at University of Minnesota, Carlson School of Management. She is APICS CPIM and CIRM certified. More recently, she completed studies with Coaches Training Institute (CTI) as well as the Center for Executive Coaching. Additionally, she is certified to deliver a neuroscience-based workshop that provides the process, model and tools for employees to shift from survival mode into thriving mode. She is also certified in courses to improve employee engagement and culture shift. Suzanne enjoys spending her free time traveling, reading and volunteering her time to causes that further improve the quality of life for those who need a hand.