

FALL 2009

Professional Development Seminars

INSTITUTE FOR LEADERSHIP & TALENT MANAGEMENT

Strengthen your organization
from the **INSIDE OUT**

FLEXIBLE AND ACCESSIBLE FULL- AND HALF-DAY TRAINING SEMINARS FOR

- new and mid-level managers
- supervisors
- project leaders
- team leaders
- emerging leaders
- human resources professionals



CENTER FOR PROFESSIONAL DEVELOPMENT

UNIVERSITY OF HARTFORD

Empower. Encourage. Expand.

Training enhances organizational effectiveness by preparing managers and emerging leaders to motivate, inspire, respond to, and work with people to build a strong workforce eager to move forward.

Participants can take individual seminars of interest or complete six seminars that lead to a certificate in a specific area.

Certificate in Leadership Excellence (with completion of these six seminars):

- Critical Traits and Strategies for Leaders (Fall '09)
- Business Ethics and Organizational Integrity (Fall '09)
- Seven Steps to Delivering a Premier Presentation (Fall '09)
- Moving from Disagreement to Dialogue: The Fine Art of Healthy Conflict Management (Fall '09)
- Leadership Strengths and Blind Spots (Spring '10)
- Leading Change during Culture Shifts (Spring '10)

Certificate in Talent Development and Retention (with completion of these six seminars):

- Building Your Talent Pipeline for the Future: Finding Stars to Help Grow Your Business (Fall '09)
- How to Hire Stars: Interviewing Strategies for Leaders (Fall '09)
- Coaching Employees to Maximize Performance and Potential (Fall '09)
- Effective Performance Management (Spring '10)
- Developing Employees at Mid-career (Spring '10)
- Are You "One Up" or "One Down"? Social Identity and Its Impact on Work Relationships (Spring '10)

Certificate in Effective Management (with completion of these six seminars):

- Developing Negotiating Skills (Fall '09)
- Engaging Employees for High Performance during Turbulent Times (Fall '09)
- Utilizing Generational Differences: Managing and Motivating Four Generations in the Workplace (Fall '09)
- Dealing with Difficult Employees (Spring '10)
- Build a Team That Works Well Together (Spring '10)
- Everyday Ethics: Integrity and Sound Judgment on the Job (Spring '10)

Professional Development Seminars

- Emotional Intelligence in the Workplace (Fall '09)
- Assimilating New Leaders (Fall '09)
- Build a Strong Executive Leadership Team (Fall '09)
- Are You Politically Savvy? What You Don't Know Could Hurt Your Career (Fall '09)
- Leadership Essentials: Vision, Passion, and Empowerment (Fall '09)

The Institute for Leadership & Talent Management is a program of the Center for Professional Development at the University of Hartford. The center has been a leading provider of expert professional career development services since 1968. It provides high-quality programs and services that meet the career development, educational, and training needs of individual adults, organizations, and employers throughout Connecticut. The center is conveniently located on the University of Hartford's Asylum Avenue campus, easily accessible from local highways and downtown Hartford companies.

For more information,
visit the center's website at
www.hartford.edu/cfpd or
call 860.768.5619.

FALL 2009 SEMINARS

Wed., Sept. 30
8:30 a.m.—noon

SEVEN STEPS TO DELIVERING A PREMIER PRESENTATION

A successful presentation communicates ideas, information, and the presenter's passion for a topic. An effective presentation can be a catalyst for both action and decision making. In this seminar participants learn and practice strategies and methods for organizing ideas into a successful and effective presentation, reducing stage fright and anxiety, using visual aids, developing content and format, designing a perfect closing, and handling postpresentation questions. **Each participant is asked to bring a one- to two-minute prepared presentation on any topic** (e.g., what work you do, a hobby, something you're interested in—anything).

Presenter: **Carol Sica**, MFA, is owner of Professionally Speaking. She has over three decades of experience teaching communication and presentation skills in corporate, educational, and political settings, including Fortune 500 companies, Pepsi, IBM, and Texaco. Her expertise on this subject has also been tapped by not-for-profit organizations, law firms, educational institutions, and professional individuals. In her other successful career as an actress and director, Sica has worked in professional theater and on radio and television. She taught drama and theater arts for three decades at Clark, Hofstra, and Purdue universities.

Tues., Oct. 6
8:30 a.m.—noon

ASSIMILATING NEW LEADERS

Studies have demonstrated that more than one-half of new leaders fail in their first 18 months. In this high-energy, informative seminar, new leaders (less than 18 months) learn about their leadership style and how to set priorities, diagnose and solve work-performance problems, effectively communicate across the organization, foster a motivating work environment, and avoid common new-leader errors. Four stages of new-leader assimilation are addressed: anticipating and planning, entering and exploring, building, and contributing.

Presenter: **Rob Toller**, MS, is a senior consultant at Connecticut Medical Insurance Company. Over the past 25 years, he has held leadership positions at Aetna, Reliance Insurance Group, and Murdock Claim Management Corporation, where he was director of training and development. He received his MS in organizational behavior from the University of Hartford, where he is an adjunct professor teaching management skills, human resource management, and organizational change for both the Barney School of Business and the Department of Psychology in the College of Arts and Sciences. He has served as director of professional development for the Connecticut Chapter of the American Society for Training and Development and has lectured for the Human Resource Association of Central Connecticut.

Fri., Oct. 9
8:30 a.m.—noon

COACHING EMPLOYEES TO MAXIMIZE PERFORMANCE AND POTENTIAL

Managers and supervisors play a vital role in developing employees to meet the changing needs of the organization. In the current economy, using career coaching effectively can improve employee performance and enable a manager to build on employees' strengths for the benefit of the organization. This seminar prepares participants to coach employees on their career development plans by teaching skills in preparing for coaching, conducting an effective coaching session, helping employees identify their strengths and their skills gaps, and utilizing the coaching process to position employees to be strong contributors to the organization.

Presenter: **Linda Kobylarz**, MEd, is president of Kobylarz and Associates. As a career development consultant, she provides training, staff development, program design and implementation, program evaluation, and research services to corporations; federal, state, and community agencies; and schools nationwide. She is a certified global career development facilitator, a certified instructor for the Global Career Development Facilitator Curriculum, and a certified trainer for The Real Game Series. The 2004 president of the Connecticut Counseling Association, Kobylarz has served on the boards of directors of the National Career Development Association and the National Employment Counselors Association.

Wed., Oct. 14
8:30 a.m.–noon

CRITICAL TRAITS AND STRATEGIES FOR LEADERS

This seminar helps new and aspiring leaders to be more effective in today's rapidly changing global marketplace. Participants learn about the characteristics and traits of effective leaders, the role of a leader in an organization, and competencies involved in being a leader. Assessment exercises allow participants to be more aware of their own leadership traits and how these traits can be enhanced. Strategies to achieve results as a leader are discussed.

Presenter: **Andrea Lanese**, MBA, has worked for nearly 20 years in human resources management and corporate human resources. She is director of leadership, staffing, and organizational development at the Barnes Group, Inc. Prior to joining the Barnes Group, she was director of human resources at Pratt & Whitney. Augmented by an MBA from Rensselaer Polytechnic Institute, Lanese's extensive background in leadership development and organizational planning has enabled her to develop corporatwide strategies to enhance existing and future talent and to design well-developed leadership programs.

An all-day seminar
Tues., Oct. 20
8:30 a.m.–4:30 p.m.

EMOTIONAL INTELLIGENCE IN THE WORKPLACE

Emotional intelligence describes an ability and/or skill to perceive, assess, and manage one's emotions, interpersonal interactions, and relationships with groups in order to become more effective in dealing with people in the workplace and in personal life. This seminar provides participants the opportunity to evaluate their current level of emotional competence as assessed by the Emotional and Social Competency Inventory, interpret the results, and examine avenues to increase this competency. Small-group exercises and skill-practice activities further demonstrate how one can increase emotional competence. (There is an additional \$18 fee for the Emotional and Social Competency Inventory and workbook.)

Presenter: **Frank Bellizzi**, PhD, is a professor of management at Quinnipiac University, including eight years as director of the BIC Leadership Development Program. He is the founding director of Associates for Consulting and Training, which provides management and supervisory development training for business, industry, educational, and health-care institutions, as well as local, state, and federal governments. His current areas of interest and research include emotional intelligence, leadership development, executive and managerial coaching, and self-management.

Fri., Oct. 23
8:30 a.m.–noon

DEVELOPING NEGOTIATING SKILLS

Given the centrality of negotiations in the workplace, individuals who apply key negotiating principles can increase their success. Blending practical lessons with research findings improves negotiation outcomes. Participants learn about preparing for negotiations, diagnosing negotiating situations, matching strategies to the situation, negotiating styles, making concessions, developing alternatives, building trust, and persuading others.

Presenter: **John R. Ogilvie**, PhD, is associate professor of management and chair of the Department of Management and Marketing at the Barney School of Business at the University of Hartford. He received his PhD in industrial/organizational psychology from Michigan State University and has taught courses in human resource (HR) management, organizational behavior, and negotiations at the University of Hartford since 1988. His current research explores topics related to changing HR roles, negotiator style, and emotional issues in negotiation. He is the author of a CD-ROM simulation and student workbook on *Strategic Assessment of Human Resource Management* and a CLEP preparation text for Principles of Management. In 2005, Ogilvie was awarded the Barney School of Business's Faculty Excellence Award for Teaching.

An all-day seminar
Tues., Oct. 27
8:30 a.m.–4:30 p.m.

NEW

LEADERSHIP ESSENTIALS: VISION, PASSION, AND EMPOWERMENT

During times of transition and change, effective leaders have the ability to envision positive new directions for their organizations and to inspire and empower their employees to be productive, innovative, and creative as they work in a changing environment. This seminar explores the characteristics of vision, passion, and empowerment as a foundation for leadership. Integrating techniques from the field of entrepreneurship, participants have the opportunity to understand and practice current methodologies that foster innovation, creativity, vision, and passion and to relate these qualities to their leadership development. These personal attributes are examined as the foundation for inspiring and empowering others. Participants also have the opportunity to review how successful leaders consistently manifest these personal qualities and implement them as part of their organizational strategies.

Presenter: **Frank Bellizzi**, PhD (see EMOTIONAL INTELLIGENCE IN THE WORKPLACE, this page).

Wed., Nov. 4
8:30 a.m.–noon



BUILD A STRONG EXECUTIVE LEADERSHIP TEAM

A strong executive leadership team is an unrivaled competitive advantage. Learn how to take your direct reports from a group of highly competitive, individual leaders to a winning executive team. Explore techniques to define a unifying agenda and to focus your executive team on execution through collaboration. This highly participative seminar engages you in an interactive case study and best-practice presentations. You leave with an action plan to ensure that your executive team has the right players, a mission-critical focus, productive norms, and efficient work processes.

Presenter: **Ann Gowdey**, MSW, is president of Ann Gowdey Consulting, LLC, a Connecticut-based consulting firm specializing in executive coaching and leadership development. Gowdey has over 25 years' experience in leadership roles in business, government, and human services. In her consulting role she has coached more than 300 executives, managers, and human resource professionals in Fortune 50 and Fortune 500 businesses. A founding member of The Conference Board's Council on Executive Coaching and co-author of *Guidelines and Ethical Considerations for Assessment Center Operations* (1989), Gowdey's speaking engagements include the DDI International Congress on Assessment Center Methods and the Society for Industrial and Organizational Psychologists.

Fri., Nov. 6
8:30 a.m.–noon

BUILDING YOUR TALENT PIPELINE FOR THE FUTURE: FINDING STARS TO HELP GROW YOUR BUSINESS

Understanding the external labor market, traits that define good employees, and qualities needed to build an effective team are important considerations in selecting new employees. Building a solid team can make a significant difference in retaining talented employees. Participants in this seminar learn a strategic approach to staffing/selection; aspects to consider for selecting the best talent; how generational issues influence hiring practices; and how to create a talent profile for the position, ensuring the selection of an individual who is a strong fit with the organization and its needs.

Presenter: **Andrea Lanese**, MBA (see CRITICAL TRAITS AND STRATEGIES FOR LEADERS, page 4).

Fri., Nov. 6
1–4:30 p.m.

HOW TO HIRE STARS: INTERVIEWING STRATEGIES FOR LEADERS

Managers and supervisors play a key role in selecting new employees. An effective interviewing process can help to ensure the hiring of a quality employee, a positive match between a new employee and the organization, and the retention of talent. This seminar helps participants learn to interview well and take positive steps to build a strong team for their organization. The session includes time to practice and hone interviewing skills.

Presenter: **Andrea Lanese**, MBA (see CRITICAL TRAITS AND STRATEGIES FOR LEADERS, page 4).

Tues., Nov. 10
8:30 a.m.–noon

BUSINESS ETHICS AND ORGANIZATIONAL INTEGRITY

Leaders with high integrity know the difference between right and wrong. But even good people get puzzled when they face tough ethical dilemmas. Moreover, organizational culture and structures impact the integrity of any business. This lively, interactive seminar offers insights into what can go wrong and why, the essential dimensions to building a culture of commitment, and the presenter's widely used Guidelines for Ethical Decision Making, a six-step process for understanding and resolving ethical "gray areas." Participants learn to understand why ethics is essential to business success, identify specific ways to strengthen ethics in organizations, recognize ethical dimensions in business decisions, apply the six guidelines to real-world management ethical dilemmas, and reflect on their own commitment to personal integrity and responsible leadership.

Presenter: **Michael Rion**, PhD, is principal of Resources for Ethics and Management. He has developed companywide ethics programs for Fortune 500 companies, presented keynote speeches and workshops to hundreds of managers and employees at every level, and lectured for universities and professional organizations throughout the United States. Rion served for four years as director of corporate responsibility at Cummins Engine Company and for six years as president of the Hartford Seminary. He holds a PhD in ethics from Yale University and is the author of *The Responsible Manager: Practical Strategies for Ethical Decision Making* and *Everyday Ethics: Putting Values into Action*.

An all-day seminar
Fri., Nov. 13
8:30 a.m.–4:30 p.m.



ARE YOU POLITICALLY SAVVY? WHAT YOU DON'T KNOW COULD HURT YOUR CAREER

Politics exists in all human groups. It is a natural part of how people relate. Accordingly, political savvy is essential for successful leadership in any organization. During this personally powerful seminar, participants explore the strengths and risks of their own political style and develop a political style map for their organizations. Using the Organizational Savvy Self-Assessment as preparatory work, you receive feedback and recommendations on skills, strategies, and behaviors to help get your ideas implemented, increase your impact and influence, develop and project your power, build your network, self-promote, earn trust, and know whom to trust—all accomplished with integrity. (There is an additional \$25 fee for the Organizational Savvy Self-Assessment.)

Presenter: **Ann Gowdey**, MSW (see BUILD A STRONG EXECUTIVE LEADERSHIP TEAM, page 5).

Tues., Nov. 17
8:30 a.m.–noon

UTILIZING GENERATIONAL DIFFERENCES: MANAGING AND MOTIVATING FOUR GENERATIONS IN THE WORKPLACE

The workplace today brings together four different generations: Veterans, Baby Boomers, Gen-Xers, and Millennials. Each generation has its own values, motivators, ways of responding to work, issues, and expectations. To make a workplace function effectively, a manager needs to understand the traits of these generational groups, how to manage them for the benefit of the organization, and how to respond to each generation's issues and expectations to influence the retention of talent. Participants learn to understand the differences between generations, strategies for motivating and working effectively with them, how to help each generation grow and develop at work, and strategies for helping the generations overcome differences in order to work well together.

Presenter: **Melanie Sinche**, MEd, is an accomplished trainer and speaker who has given numerous presentations and trainings for organizations and at conferences across the country. She was the founding director of the Office of Postdoctoral Services at the University of North Carolina at Chapel Hill, where, with the assistance of the staff she hired, she built a highly successful program of development services for graduate students. She has been tapped as a consultant to other universities and research services. A career counselor at the Center for Professional Development, Sinche is the center's expert on recognizing and responding effectively to generational issues in the workplace.

Fri., Nov. 20
8:30 a.m.–noon



ENGAGING EMPLOYEES FOR HIGH PERFORMANCE DURING TURBULENT TIMES

Are resource actions contributing to low morale and lost productivity among your employees? Are external events related to the economy distracting your employees? Is your team or organization stuck in its progress toward some important goal? In this dynamic seminar, created especially for our turbulent times, new and seasoned leaders learn how to wake up, engage, and focus their staffs to excel in the many daily work challenges they face. Leaders learn the critical concepts of employee motivation and practice the three essentials of healthy employee dialogue to foster positive participation and a focused commitment to results. Participants are exposed to practical tools to handle conflict and build employee trust and accountability that will prepare them to lead their employees effectively during difficult times.

Presenter: **Rob Toller**, MS (see ASSIMILATING NEW LEADERS, page 3).

Tues., Dec. 1
8:30 a.m.–noon

MOVING FROM DISAGREEMENT TO DIALOGUE: THE FINE ART OF HEALTHY CONFLICT MANAGEMENT

While "my way or the highway" is often the position taken by people during a disagreement, it is almost always a one-way road to resistance, confrontation, or disengagement. Alternatively, by engaging in productive dialogue and seeking to understand differing perspectives and conflicting needs, disagreeing parties can create a climate of mutual respect and a positive foundation for collaborative problem solving. This half-day, interactive workshop involves participants in exploring and identifying strategies to transform professional disagreements into opportunities for mutual understanding and effective conflict management, both as parties to a disagreement and as mediators in other parties' disagreements. The workshop focuses on leveraging participants' emotional intelligence to examine three types of disagreement: misunderstanding, negotiable disagreement, and nonnegotiable disagreement. Participants learn to differentiate underlying needs and stated, apparently unmovable positions; to suspend judgment and seek mutual understanding; and to use the five A's of productive conflict resolution.

Presenter: **Deanne Shapiro**, MA, is the founder and president of Life Skills Associates, LLC, a training and consulting firm specializing in organizational development and effectiveness. For more than 25 years she has provided professional services for organizations in the for-profit, nonprofit, and public sectors, in such areas as supervisory/managerial skills, leadership development, executive coaching, staff development, workforce diversity, team building, change management, communication skills, conflict resolution, and stress and time management. Shapiro is an adjunct instructor at the University of Hartford and previously taught at the University of Connecticut School of Social Work, Capital Community College, and Bryant University Center for Management Development.

Registration Form—Fall 2009

Please register for each seminar at least one week before the seminar date.

Last name _____ First name _____ MI _____

Phone for weather emergency _____ Work phone _____

Employer _____ Job title _____

Employer's address _____ City _____ State _____ ZIP _____

Do you need special physical accommodation? Yes No E-mail _____

To facilitate networking at the seminar, we would like to hand out a list of participants. May we include your name, job title, work address, work e-mail, and work phone number on such a list?

Yes No

Each seminar is approved for 3.25 CEUs by HRCI; full-day seminars are approved for 6.5 CEUs.

- Fee for each half-day seminar is \$170. Fee for each full-day seminar is \$250.
- Five-seminar discount: One person may register and pay for five half-day seminars and receive a discount of \$50. Price for five seminars: \$800.
- Fees must be enclosed with registration form and may be paid by check, MasterCard, American Express, or Discover.

Confirmations
Registration and payment will be confirmed by e-mail when received. Notification that the seminar will occur, its location, directions, and a parking permit will be e-mailed to you one week before the seminar.

Cancellations
Please call 860.768.5619 if you are unable to attend a seminar after you are registered. Another staff person from your organization may attend in your place. *Refunds will be given if you give one week's notice of cancellation. No refunds will be made with less than five business days' notice of cancellation. No refund will be given if you do not attend a seminar and fail to notify us.*

<input type="checkbox"/> Seven Steps to Delivering a Premier Presentation	Sept. 30 (8:30 a.m. – noon)	\$170
<input type="checkbox"/> Assimilating New Leaders	Oct. 6 (8:30 a.m. – noon)	\$170
<input type="checkbox"/> Coaching Employees to Maximize Performance and Potential	Oct. 9 (8:30 a.m. – noon)	\$170
<input type="checkbox"/> Critical Traits and Strategies for Leaders	Oct. 14 (8:30 a.m. – noon)	\$170
<input type="checkbox"/> Emotional Intelligence in the Workplace	Oct. 20 (8:30 a.m. – 4:30)	\$250 + \$18 (workbook)
<input type="checkbox"/> Developing Negotiating Skills	Oct. 23 (8:30 a.m. – noon)	\$170
<input type="checkbox"/> Leadership Essentials: Vision, Passion, and Empowerment	Oct. 27 (8:30 a.m. – 4:30 p.m.)	\$250
<input type="checkbox"/> Build a Strong Executive Leadership Team	Nov. 4 (8:30 a.m. – noon)	\$170
<input type="checkbox"/> Building Your Talent Pipeline for the Future	Nov. 6 (8:30 a.m. – noon)	\$170
<input type="checkbox"/> How to Hire Stars	Nov. 6 (1–4:30 p.m.)	\$170
<input type="checkbox"/> Business Ethics and Organizational Integrity	Nov. 10 (8:30 a.m. – noon)	\$170
<input type="checkbox"/> Are You Politically Savvy?	Nov. 13 (8:30 a.m. – 4:30 p.m.)	\$250 + \$25 (workbook)
<input type="checkbox"/> Utilizing Generational Differences	Nov. 17 (8:30 a.m. – noon)	\$170
<input type="checkbox"/> Engaging Employees for High Performance during Turbulent Times	Nov. 20 (8:30 a.m. – noon)	\$170
<input type="checkbox"/> Moving from Disagreement to Dialogue	Dec. 1 (8:30 a.m. – noon)	\$170

Total payment enclosed in amount of _____, check payable to **University of Hartford**

MC AmEx Discover

Name on card _____

Card number _____ Expiration date _____

Signature of card holder _____

Billing address for credit card _____

Mail this form with payment to **Center for Professional Development**, 50 Elizabeth Street, Hartford, CT 06105, or fax it to 860.768.5680. Questions? Call the center at 860.768.5619. For more information, visit our website: www.hartford.edu/cfpd.