

The Power of Honest Conversations

Tuesday, August 6 10:15 AM - 11:45 AM

Allison Vaillancourt

Program Knowledge Level: Overview

Field of Study: Personnel/Human Resources

Course Description: The most successful managers create a culture of openness and accountability, set clear expectations, and have the courage to have hard conversations. During this session, we will work through the performance issues that challenge managers most and discuss the power of candor to create high-performance work groups.

Learning Objectives:

- Establish professional expectations for your work team
- Recognize the performance issues that challenge managers most
- Apply a 4-step process for delivering difficult feedback

Elements of Engagement:

- Group Discussion
- Polling Questions
- Use of Case Study
- Dyad exchange on elements of struggle in delivering difficult messages

Discover Your Strengths

Tuesday, August 6 1:00 PM – 2:30 PM

Katy Rees & Jennifer Williams

Program Knowledge Level: Basic

Field of Study: Personal Development

Course Description: The CliftonStrengths assessment is an optimal tool for unlocking potential and facilitating personal and professional growth. By discovering Strengths, individuals can enhance self-awareness and uncover their tremendous potential and opportunity. During this session, participants will learn how to transform talents into strengths and effectively develop themselves for greater performance. Join us in the first year of this series to explore strengths, recognize and appreciate the strengths of others, and learn how to apply strengths for success.

Learning Objectives:

- Explore theme perceptions, vulnerabilities, and watch points to lead more effectively and contribute to the team(s) collective success.
- Apply, leverage, and collaborate with strengths to be at their individual and collective best.
- Uncover tips for leaning into and leading with strengths while also managing vulnerabilities and watch points.

Elements of Engagement:

- Group Discussion
- Polling Questions
- Instructor-posed question with period of reflection
- Learning by using games or simulations

The Art of Informational Interviewing

Tuesday, August 6 2:45 PM – 4:15 PM

Carina Celesia-Moore

Program Knowledge Level: Basic

Field of Study: Personnel/Human Resources

Course Description: One of the most effective, yet untapped professional development tools available, is “informational interviewing.” No matter where you are in your career, having a focused conversation with a professional who works in a position, career field, or organization that interests you, can help you gain a greater perspective on your own professional pursuits. If you want to re-energize your career goals whether in-person or virtually, join this interactive session and you will leave with tips and tools ready to explore the art of informational interviewing.

Learning Objectives:

- Explore the benefits of informational interviewing.
- Review the key components to successfully prepare for, conduct, and follow-up on informational interviews.
- Practice mock informational interviews in the role of the information seeker and the role of the interviewer.

Elements of Engagement:

- Instructor-posed question with period of reflection
- Learning by using games or simulations

LSS vs AI – The Process Improvement Battle of the Century!

Wednesday, August 7

8:30 AM – 9:45 AM

Antonio Nava

Program Knowledge Level: Basic - participants may benefit from reviewing our White Belt video (<https://youtu.be/nl4vNpt-oak>) AND our Introductory AI module (<http://bit.ly/ai-intro-1>)

Field of Study: Business Management & Organization

Course Description: In the blue corner, we have "Lean Six Sigma," the reigning champion of process improvement methodologies. With its powerful tools and techniques, Lean Six Sigma has been the go-to choice for organizations seeking to streamline their operations and achieve operational excellence. But, in the red corner, we have a challenger that's been making waves in the industry. It's the new kid on the block, "AI"! That's right, folks, Artificial Intelligence is looking to take on the champ and show the world what it's made of.

Learning Objectives:

- Describe foundational concepts of Lean and Artificial Intelligence.
- "Leverage Lean thinking when considering pain points within a process.
- Identify quick wins as well as larger strategy efforts when presented with various ideas

Elements of Engagement:

- Instructor-posed question with period of reflection
- Q&A section with presenter having three prepared questions for the audience

Navigating Your Career

Wednesday, August 7

11:15 AM – 12:30 PM

Diane Fennig

Program Knowledge Level: Basic

Field of Study: Personal Development

Course Description: Your career journey is unfolding. Your team and leadership are standing behind you in this commitment to participate in BMI. How we work has changed and it is time to update our plans and goals for our career future. This interactive session will allow you to create your own score card and share some milestones to consider.

Learning Objectives:

- Design/redesign a career map and plan
- Review your supports in Mentors, Champions, and Sponsors
- Begin the assessment of your gaps and how you will create experiences to stretch yourself

Elements of Engagement:

- Group Discussion
- Q&A section with presenter having three prepared questions for the audience
- Pair and Share

Executive Presence

Wednesday, August 7

2:00 PM – 3:15 PM

Teri Bump

Program Knowledge Level: Overview

Field of Study: Personal Development

Course Description: Do you have the communication skills to be heard, the gravitas to gain respect and an appearance that garners positive professional interest? What does that look like, sound like and feel like on screen? Let's talk about how you can maximize your on-screen meetings and build relationships in a virtual world. You know that executive presence will get you noticed and sponsored. This fast-paced session will share information on the how, what, and why of being visible, sponsored, and promoted in person and on screen. Both being a leader and being perceived by others as a leader will be critical to your success. Virtual meetings have their advantages. Let's break them down and improve our impact. We will take a look at our communication, gravitas, and appearance so we can identify and embody the executive presence (in person & on screen) required to make our own choices and control our destiny.

Learning Objectives:

- Understand what makes up executive presence, how to develop it and project it
- Apply how to actively listen and connect with others
- Recognize the impact of non-verbal behavior. Understand how to project professional presence and confidence

Elements of Engagement:

- Active listening exercises
- Create a personal presence plan at table groups
- Open Q & A

Navigating the Audit Trail

Wednesday, August 7

3:30 PM – 4:15 PM

Howard Lutwak

Program Knowledge Level: Overview

Field of Study: Auditing

Course Description: In this course you will gain an understanding of the different types of audits that are typically done at our campuses. You will learn how to prepare for and survive audits of your college, department, or unit. This session will provide you with an understanding of risk and internal controls and how they impact our work on campus. By attending this session you will be able to identify business risks within your department, learn about the importance of internal controls in all of our campus jobs, and be prepared for audits.

Learning Objectives:

- Differentiate between the types of audits that may occur on your campus
- Learn about risks in the university environment
- Gain an understanding of the purpose and importance of internal controls

Elements of Engagement:

- Instructor-posed question with period of reflection
- Use of Case Study
- Learning by using games or simulations

QBQ - Question Behind the Question: Accountability for Success

Wednesday, August 7

4:15 PM – 5:30 PM

Debra Hammond

Program Knowledge Level: Overview

Field of Study: Personal Development

Course Description: Enhancing your own level of accountability will assist leaders at all levels to resolve problems and increase overall personal and organizational effectiveness. This session will help participants explore various levels of accountability using the components of the QBQ – The Question Behind the Question based on the work of John G. Miller. Participants will use a case study methodology to recognize when they could be operating in a “victim loop” in order to move towards greater levels of personal accountability. Finally, participants will learn how to formulate questions that will assist in developing appropriate solutions to organizational problems.

Learning Objectives:

- Understand the components of the QBQ – Question Behind the Question.
- Recognize components of the “victim loop” and learn how to operate in the “accountability loop.”
- Understand the types of questions to ask in order to resolve problems, increase accountability and enhance effectiveness.

Elements of Engagement:

- Group Discussion
- Instructor-posed question with period of reflection
- Use of Case Study
- Q&A section with presenter having three prepared questions for the audience