



Cultural Sensitivity in the Workplace

Tuesday, August 8 8:30 AM-10:00 AM

Ashlee B. Reece-Walker, Atkinson, Andelson, Loya, Ruud &
Roma

Program Knowledge Level: Overview

Field of Study: Behavioral Ethics | Eligible for 1.5 CPE

Course Description: Understanding people of different backgrounds and cultures is increasingly important in today's multicultural work environment. Cultural sensitivity training can help educational institutions increase cultural competency and prevent conflicts that can lead to incidents of discrimination, harassment and retaliation. Administrators will learn what it means to have cultural sensitivity and how to implement culturally sensitive behavior.

Learning Objectives:

- Identify appropriate times, methods and circumstances for training
- Monitor and avoid forms of discrimination
- Discover how to ways to have conversations improve sensitive situations

Elements of Engagement:

- Practice interactions with others in the course
- Discuss programs and systems others have implemented
- Open Q&A



Voice, Values & Velocity: The New Rules of Employee Engagement

Tuesday, August 8 10:15 AM-11:45 AM

Allison M. Vaillancourt, PhD, SPHR

Program Knowledge Level: Overview

Field of Study: Personnel & Human Resources | Eligible for 1.5 CPE

Course Description: Strategic employers have recognized the urgent need to attend to growing employee expectations for values, voice and velocity. Employees want work aligned with their personal values, a say in organizational decision-making, and a hassle-free experience that lets them get things done quickly while getting regular promotions. This session will address what it takes to be a destination of choice for the very best employees and why progressive employers will be best positioned to attract talent in an increasingly competitive labor market.

Learning Objectives:

- Understand the structural issues affecting labor availability
- Identify changing aspects of the employee value proposition
- Evaluate participant institution's current employment approach against innovative strategies being employed at innovative organizations
- Design strategies to make participants' organizations more competitive in both attracting and retaining quality talent

Elements of Engagement:

- Polling to assess strategies participants are currently using to increase employee retention
- Small group discussion about the factors that impede talent acquisition and retention
- Small group discussion about how higher education sells higher education careers
- Open Q & A



Strategy Planning #1 - Overview

Tuesday, August 8 1:15 PM-2:45 PM

Ruth Johnston, PhD

Program Knowledge Level: Overview

Field of Study: Business Management & Organization | Eligible for 1.5 CPE

Course Description: The opening course for this intensive study of strategic planning through implementation will cover the components of planning, the variations of how it is done, the balanced scorecard approach to strategy mapping, and introduce the case studies and expectations for presentations on Wednesday. Throughout the two days, participants will be encouraged to share their experiences with planning, at the unit, organizational and institutional levels.

Learning Objectives:

- Understand the components of strategic planning
- Assess the readiness of an organization to do strategic planning
- Implement the balanced scorecard approach for strategy mapping
- Approach planning from an understanding of the leader's role

Elements of Engagement:

- Share planning experiences in small groups
- Prepare strategy communication plan
- Prepare a one-page strategy plan for individual institution
- Open Q&A



Strategy Planning #2 - SWOT, Mission, Vision, Values & Strategy Mapping

Tuesday, August 8 3:00 PM-4:30PM

Ruth Johnston, PhD

Program Knowledge Level: Overview

Field of Study: Business Management & Organization | Eligible for 1.5 CPE

Course Description: Participants will learn how to conduct a SWOT (strengths, weaknesses, opportunities and threat) analysis and the value of it; create a mission, vision and values statement, and a strategy map using various tools and approaches. The latter part of the session will be spent in teams working on the case study.

Learning Objectives:

- Conduct a SWOT analysis
- Create a mission, vision and values statement
- Create and implement a strategy map including goals, themes and priorities

Elements of Engagement:

- Work in table group
- Share SWOT plan with other table groups across the classroom
- Experiment with strategy map formats exercise
- Open Q&A



Leading with Your Strengths

Wednesday, August 9 9:45 AM-11:15 AM

Katy Rees & Jennifer Williams

Program Knowledge Level: Overview

Field of Study: Personal Development | Eligible for 1.5 CPE

Course Description: The CliftonStrengths assessment is a powerful tool for unlocking potential and facilitating personal and professional growth. During this session, participants will explore how their unique themes contribute to their ability to lead projects, tasks, and people forward. The course will build upon the three prior years of strengths curriculum, as participants will explore their greatest domain of strength, how to lead with strengths and get the best of themselves and others, as well as identify tools for managing perceptions that may impact their ability to achieve success. Join us to learn how to lead with your talents and leverage as strengths.

- **Learning Objectives:**
- Differentiate terminology and concepts from Years One, Two, and Three.
- Apply, leverage, and partner themes to showcase your best self and encourage others to be at their best.
- Implement leading with strengths and managing weaknesses.
- Enhance understanding of the domains of strength and helping/hindering themes.
- Explore theme perceptions, vulnerabilities, and opportunities in order to positively contribute to your team(s) and lead more effectively.

Elements of Engagement:

- Discuss assessment tool results in small groups
- Meet others to explore themes, opportunities, and blind spots
- Connect with individuals to discuss dominant domains, hindering and helping themes, and how to lead more effectively
- Open Q&A



Strategy Planning #3 - Action Planning & Lean Process

Wednesday, August 9 2:00 PM-3:30 PM

Ruth Johnston, PhD

Program Knowledge Level: Overview

Field of Study: Business Management & Organization | Eligible for 1.5 CPE

Course Description: This course will focus on taking a strategic priority and creating an action plan, called an Activity Scope, to map out the problem statement, steps to achieve a goal, who is involved, the timeline, etc. Additionally, each team will have 10-minutse to present the work of their team and receive feedback from other class participants.

Learning Objectives:

- Apply Activity Scopes to map out the steps to take to achieve a goal
- Understand the basics of Lean
- Employ Lean tools in your work
- Demonstrate your knowledge of strategic planning
- Apply principles of strategic planning back at your institution

Elements of Engagement:

- Conduct table team planning discussion on incorporation of Lean Principles
- Create Activity Scopes with team members
- Presentation and feedback sessions

- Open Q&A



Strategy Planning #4 - Leading Change & Course Summary

Wednesday, August 9 3:30 PM-5:00 PM

Ruth Johnston, PhD

Program Knowledge Level: Overview

Field of Study: Business Management & Organization | Eligible for 1.5 CPE

Course Description: This course will engage the participants in the topic of how to lead and manage change, especially the impact on people and on you as the leader. You will be able to implement and apply all tools from the previous strategy planning courses over the last two days.

Learning Objectives:

- Identify the change cycle and what happens in it
- Understand conditions and success factors of leading effective change
- Demonstrate coaching skills during change

Elements of Engagement:

- Work with table group on change cycle charting
- Practice change management coaching skills
- Open Q & A