

Leadership and Executive Training Overview

Leaders are grown, not born. Learn how to stand-out as a leader! Let UW-Parkside be your source for professional and skill development to help you build your own customized career path. We offer programs for a variety of professionals from all levels in their careers.

Leadership training topics

- Conflict Defused: Analyzing Conflict and Intervening
- Conflict Deconstructed: Recognizing the Components of Conflict
- Emotional Intelligence and the Self-Aware Leader
- Employee Development Planning
- Everything DiSC® Agile EQ™
- Everything DiSC® Productive Conflict
- Everything DiSC Workplace®
- Everything DiSC® Management
- Everything DiSC Work of Leaders®
- Financial Acumen for the Front Lines
- Goal Setting for Continuous Improvement
- Influential Leadership
- LGBTQ Inclusion
- Multicultural Business Communication
- Performance Coaching and Providing Feedback
- Purposeful Leadership: Leader vs Manager
- Root Cause Investigation

Prices – per person

\$149 - \$375 | 3-4 hours | open enrollment training

\$549 - \$825 | 6 hours | Open Enrollment training

\$375 - \$450 | 3-4 hours | Customized training

Pricing is Based on 10 people or more. Training cost increases with over 20 participants for customized or onsite training.

Delivery formats

- Open enrollment – open to the public for anyone to sign up on our website (<http://uwp.edu/prodev>).
 - Not all programs are open for open enrollment.
- Customized trainings (onsite or virtual)

Customized Trainings

UW-Parkside's Professional and Continuing Education Department provides high-quality customized professional development to support the needs of local business and industry. With the talent shortage, professional development can be a key tool for retaining and developing your workforce. UW-Parkside's customized professional development opportunities provide flexible options for employers training needs. Professional development can be delivered on-site, customized by experienced subject matter experts, and offer immediate application on the job.

Training Dates

Future dates to be announced. Keep an eye on our website (<http://uwp.edu/prodev>) for open enrollment opportunities.

Course Descriptions

Conflict Defused: Analyzing Conflict and Intervening

No one enjoys working in a toxic environment, but sometimes conflict feels inevitable—when it happens, what do you? How can conflict become an opportunity for learning and improving? In this course, participants will investigate the role emotion can play in conflict, examine the crucial points at which to interrupt emerging conflict, and analyze conflict at macro and micro levels. With that understanding of the development of conflicted situations, participants will be introduced to negotiation techniques and practiced their application to mediate conflict to a point of resolution and reconciliation. As a leader, the ability to de-escalate conflict effectively and in a timely fashion positions you maintain a productive work environment and attract and retain excellent team members.

When you complete this module, you will be able to:

- Intervene in and deescalate conflict when it happens
- Deploy modes of non-violent communication to resolve conflict
- Engage in principled negotiation and problem solving
- Mediate conflict to a point of reconciliation

Conflict Deconstructed: Recognizing the Components of Conflict

Cooperating and collaborating with colleagues builds enthusiasm and increases morale, whereas tension and conflict in the workplace puts everyone on edge, and sometimes it is a challenge to understand the dynamics underlying an emerging tense situation. This course will equip participants with tools to recognize when a situation might be developing toward conflict, to appreciate the power dynamics underlying the situation, and to identify the conflict styles at play, including their own primary conflict style and how it shapes and influences the developing situation. Minimizing conflict by understanding its underlying mechanics helps maintain a collaborative workplace environment, which retains and attracts the best team members and builds good reputations.

When you complete this module, you will be able to:

- Recognize the typical components of conflict
- Understand the power dynamics underlying conflict
- Identify conflict styles and their use in any given conflicted situation
- Decode conflict patterns

Course Descriptions – continued

Emotional Intelligence and the Self-Aware Leader

Increase your self-awareness and leadership skills by practicing emotional intelligence. When a person's IQ only takes them so far, their EQ can take them farther. Top leadership qualities are cultivated when leaders engage in self-awareness and utilize emotional intelligence practices. Take your skills to the next level with exposure to a personal EQ assessment, and training that will impact both your personal and professional life.

Employee Development Planning

Engage and motivate employees by helping them understand how their top skills and passions will help them achieve their personal development goals. In this training, participants will learn how to identify the top 5 professional values they consider 'very important', identify their top 3-5 skills and passions, identify the professional values most important to the people they serve, how to utilize the employee development template to create specific personal development goals for the short and long term and how to coach others on creating Employee Development goals for themselves.

This course is intended for those interested in learning about tools and methodologies to enable one's personal or professional passions via the creation of intentional Employee Development goals and actions.

Everything DiSC® Agile EQ™

Everything DiSC® Agile EQ™ is a virtual or classroom training and personalized learning experience that teaches participants to read the emotional and interpersonal needs of a situation and respond accordingly. By combining the personalized insights of DiSC® with active emotional intelligence development, participants discover an agile approach to workplace interactions and learn to navigate outside their comfort zone, empowering them to meet the demands of any situation. In this training, participants will discover their EQ strengths, recognize their EQ potential, and commit to customized strategies for building agility. The result is an emotionally intelligent workforce that can support your thriving agile culture—no matter where they are.

Everything DiSC® Productive Conflict

Everything DiSC® Productive Conflict is a classroom training and personalized learning experience that increases self-awareness around conflict behaviors and helps participants effectively respond to the uncomfortable and unavoidable challenges of workplace conflict. Rather than focus on a step-by-step process for conflict resolution, this training program combines the personalized insights of DiSC® with the proven science of cognitive behavioral theory to help participants recognize and transform their destructive habits into more productive responses. The result is improved workplace relationships that drive results.

Course Descriptions – continued

Everything DiSC Workplace®

Everything DiSC Workplace® is a virtual or classroom training and personalized learning experience that can benefit every person in the organization—regardless of title or position, department or function—in building more productive and effective relationships at work. It teaches participants to understand themselves and others, while learning to appreciate different priorities, preferences, and values each individual brings to the workplace. With personalized insights and actionable strategies, participants learn how to adapt to the style of others, ultimately improving engagement, collaboration, and the overall quality of the organization. Everything DiSC Workplace® is DNV-GL certified as an occupational test tool. It is EFPA compliant and to be used for development purposes.

Everything DiSC® Management

Everything DiSC® Management is a virtual or classroom training and personalized learning experience proven to increase the effectiveness of anyone in a management role. Participants deepen their understanding of themselves, their direct reports, and their own managers using the DiSC model, while learning how their management style influences their approach to decision-making, time management, and problem solving. Participants walk away with concrete strategies to help them adapt to the styles of their direct reports, enabling them to bring out the best in their people, no matter where they are.

Everything DiSC Work of Leaders®

Everything DiSC Work of Leaders® is a classroom training and personalized learning experience that connects unique leadership styles to real world demands. It brings together best practices from 300 experts in over 150 organizations, the important work of the most prominent scholars, and over four years of additional research and development to provide participants with an actionable path toward more effective leadership. With one unified model of leadership—Vision, Alignment, and Execution—it helps leaders understand their own leadership styles and how their tendencies influence their effectiveness in specific leadership situations.

Financial Acumen for the Front Lines

This interactive course will provide participants a basic understanding of the operating and leadership behaviors needed to drive profitability in organizations. Participants will learn how to identify behaviors that impact profitability, identify financial measurement opportunities, apply meaningful metrics, identify support roles and pinpoint desired behaviors that will help to align all employees in the financial success of the organization.

This course is intended for leaders or employees who are responsible for managing elements of the operating budget or teams that want to drive a culture of financial ownership amongst the front-line teams.

Course Descriptions – continued

Goal Setting for Continuous Improvement

Identify and address opportunities for improvement in your operations.? Learn how to create accurate checkpoints to measure employee achievements. In this workshop Ed Egan, a Registered Corporate Coach with 26 years' experience in the manufacturing sector of a global fortune 100 company, will walk participants through the steps of goal creation that includes opportunity identification, action creation, measurement methods, achievability, timing, progress tracking and leveraging the methods and learnings to other areas of their operations.

This course is intended for those who are looking to identify and address opportunities for improvement in their operations by installing the needed goals and actions across all levels of their organization to deliver results

LGBTQ Inclusion

Learn to assess beliefs and behaviors around sexuality and gender to provide truly inclusive services to LGBTQ communities. Discuss important topics including acceptance and inclusion, health disparities, Minority Stress Theory, and trauma informed strategies to use at your organization.

Multicultural Business Communication

The modern workplace has developed into a rich environment mixing employees of all ages in an increasingly multi-cultural milieu, which provides a range of perspectives to fuel innovation and creativity. Because of this dynamic environment, understanding and being able to communicate across cultures and across generations is a critically important skill for successful collaboration and leadership in the workplace. This course will help participants understand cultural and generational differences, identify barriers to effective communication in diverse environments, and supersede those barriers to bridge generations and cultures through case studies and practical exercises. These skills will serve tomorrow's leaders as they strive to build organizations based on cooperative, collaborative teamwork.

When you complete this module, you will be able to:

- Articulate the business advantages of having a highly diverse workforce and work styles
- Learn to manage and communicate expectations for the new multi-cultural, multigenerational workforce
- Describe a multi-cultural, multi-generational model of listening, providing feedback, and communicating
- Develop and implement an action plan to improve communication

Course Descriptions – continued

Performance Coaching and Providing Feedback

In a world increasingly dominated by social media, we all receive input and feedback on our opinions and actions, but not necessarily feedback that is helpful or constructive. In the workplace, feedback needs to be constructive and effective at all levels in order to maintain and improve employee engagement and satisfaction. Performance coaching is an ongoing process which returns feedback to help employees grow by developing new skills and by planning out priorities, which in turn helps build and maintain relationships amongst employees and supervisors. This course will teach participants to provide effective feedback and performance coaching, which will contribute to a productive, healthy, top-performing workplace.

When you complete this module, you will be able to:

- Receive and act on feedback from others
- Produce feedback and offer an explanation of it
- Distinguish between coaching and mentoring
- Coach individuals and teams

Root Cause Investigation

How many times do you ask “why” before you get the real answer to an issue? By exploring the root cause of issues, you can more productively address the source of decreased productivity in your organization leading to greater organizational success and cultural moral. In this workshop, participants will gain a working overview of the 5 WHY model of Root Cause Investigation which can be used to build on the positive elements taking place or redirect the negative elements in one’s operation.

This course is intended for those that are involved in the resolution of recurring challenges that cause chaos in the operation and ultimately lead to a lack of productivity.

Customer Service Training Overview

Our project-based, interdisciplinary curriculum is designed to provide you the skills and leadership insights needed to move Customer Experience initiatives forward within your organization.

Customer Service Training Topics

- Customer Experience Program
- CX 2.0 (coming soon)

Delivery formats

- In-person
- Online
- Customized trainings

Dates

Rolling open enrollment (currently virtual option only)

Prices – per person

\$999 per person (Group rates and scholarships available)

Course Descriptions

Customer Experience Program

Excellent customer experience creates brand loyalty, affinity, and drives revenue. The New CX Certificate Program offered through UW-Parkside Executive Education, may be one of the most important investments your company can make. Whether you attend the 4-day in-person sessions or join us for 8 modules online, you will learn to understand how customer's feel about your company based on their experiences. You will develop deeper customer insights and learn how to integrate innovative digital methodology that will make your organization stand apart from the competition. The UW-Parkside CX Program for Executives is designed by industry experts and recognized leaders for professionals seeking advanced skills in this fast-growing discipline. Classes feature a hands-on, interactive approach designed to provide the skills required to lead your company's new customer experience culture.

Course Descriptions – continued

CX 2.0 (coming soon)

Venture into the core of digital channels, value-added marketing, customer experience ecosystems, technology and execution excellence. The Customer Experience 2.0 Certificate Program builds on the framework you acquired in our original Customer Experience Certificate Program and takes you beyond. Learn how CX comes into play with marketing and the new value roadmap. Discover the latest models for operationalizing CX and the significance of customer analytics. Learn from the best! Case studies are presented by top industry leaders, explaining why they did it, what it means to their business, and how you can do it too. Go beyond the basics to drive strategy and profitability in your organization today.