XU Professional Development Catalog
Manager/Supervisor Sessions

*Communicating for Leadership Success:*

This foundation course introduces leaders to the essential interaction skills that are critical to leadership success. These Interaction Essentials are the core behaviors that leaders need to possess to be effective in the many situations they handle on a daily basis, such as coaching, delegating, and driving change. Leaders will learn how to meet the personal and practical needs of their team members, and how to communicate in order to spark action in others to achieve business results. They will also learn how to provide positive feedback that recognizes and motivates individuals and teams, as well as developmental feedback that helps others get back on track. This foundation course is a prerequisite for many of the courses in the Interaction Management® Exceptional Leaders series.

**This course is a pre-requisite for all manager/supervisor training**

September 7, 2017 8:30am-12:30pm- Surkamp  
September 14, 2017 8:30am-12:30pm- Surkamp  
October 13, 2017 8:30am-12:30pm- Surkamp  
October 19, 2017 8:30am-12:30pm- Surkamp

*Coaching for Peak Performance:*

This course helps leaders handle both proactive and reactive coaching discussions. By understanding the importance of four coaching techniques, learners can have more effective and efficient interactions. The session incorporates a fast-paced game to understand the techniques. Since both proactive and reactive coaching discussions can be challenging, participants will use their own situations to make the course especially relevant to them.  
*Prerequisite: Communicating For Leadership Success*

October 13, 2017 1:00-5:00pm- Surkamp  
October 19, 2017 1:00-5:00pm- Surkamp
**Resolving Workplace Conflict**

Today’s business environment presents new and growing challenges forcing organizations to continually increase productivity, improve quality, shorten cycle time, and reduce costs. Survey after survey confirms that people are working longer and harder at jobs that are more complex and have a wider range of responsibilities. At the same time, the way people work and communicate with one another is changing, creating added stress and complexity. The homogenous, single-function, co-located group is being replaced by dispersed, cross-functional teams with diverse areas of expertise. An unfortunate but natural by-product of these challenges is conflict. While conflict can lead to discoveries such as new ideas and innovative breakthroughs, it can, if allowed to escalate, result in damage to critical working relationships. This course teaches leaders how to recognize the signs of escalating conflict and take appropriate action to minimize damage. Leaders are introduced to two resolution tactics—coach and mediate—and practice using the Interaction Essentials as they coach an associate to resolve a conflict. *Prerequisite: Communicating For Leadership Success*

December 7, 2017 8:30am:-12:30pm- Surkamp  
December 14, 2017 8:30am:-12:30pm- Surkamp

**Driving Change:**

This course helps leaders implement change in the workplace so they can avoid the problems that plague 70% of failed change initiatives. Driving Change provides the skills and resources leaders need to accelerate the process of implementing change with their team members and to create an agile work environment where people are more open to change. Leaders will learn how to use three Change Accelerators to turn resistance into commitment and inspire team members to take ownership of change. *Prerequisite: Communicating For Leadership Success*

January 11, 2018 8:30am:-12:30pm- Surkamp  
January 25, 2018 8:30am:-12:30pm- Surkamp
**Strategies for Influencing Others:**

Whether it’s an innovative breakthrough or a simple process, making it happen requires a strategy. This course is shows leaders and individuals how to package their ideas in a way that will win over the most skeptical individuals. Participants learn strategies for effectively capturing people’s attention, transforming their perspectives, and gaining their commitment to taking action. **Prerequisite: Communicating For Leadership Success**

February 15, 2018 8:30am-12:30pm- Surkamp  
February 20, 2018 1:00-5:00pm- Surkamp

**Everything DiSC:**

Everything DiSC is not a test, it's a personality assessment. It is a simple tool designed to help you understand yourself AND others. By understanding different behavioral styles, you will be able to build more effective working relationships.

September 28, 2017 8:30am-12:30pm- HR Large Conference Room  
December 19, 2017 1:00-5:00pm- Surkamp  
February 8, 2018 8:30am-12:30pm- Surkamp  
March 15, 2018 1:00-5:00pm- Surkamp

**Emotional Intelligence:**

In this session, participants will learn how to define emotions and Emotional Intelligence (EI), distinguish EI from other forms of intelligences, recognize, understand and manage their own emotions as well as how to recognize, understand and influence the emotions of others. Participants will become more aware of how our emotions can drive behaviors and impact people (positively and/or negatively), and they will learn how to manage these emotions-both their own as well as others-especially when we are under pressure and how to recover from negative experiences with people and situations quicker. Finally, you will learn to enhance working and personal relationships and to build a mental mechanism of success in work, life and relationships for the future.

March 15, 2018 8:30am-12:30pm- Surkamp  
April 26, 2018 8:30am-12:30pm- Surkamp
Connecting With Others – Reaching Performance Potential through Inclusion:

Instead of just introducing new concepts, this course focuses on specific competencies which create sustainable culture change around inclusion and diversity. The class goes beyond awareness and looks at five strategic skills which are necessary to connect with a wider scope of individuals – causing a marked improvement in employee engagement, customer satisfaction and overall performance. The five disconnects and the corresponding competencies include:

1. Disconnect: Flocking – gravitating toward those with similar interests.  
   Competency: Networking – expanding our circle with those who are different.
2. Disconnect: Cultural Naïveté – causing offense without intending to.  
   Competency: Sensitivity – awareness of our interactions.
3. Disconnect: Monoculturalism – expecting conformity to a single approach.  
   Competency: Calibration – adjusting for differences and altering our approach.
4. Disconnect: Pejorative Behavior – showing or tolerating overt disrespect.  
   Competency: Advocacy – taking a stand and addressing inappropriate behavior.
   Competency: Positive Expectancy – assuming the best of others and acting on it.

Learning Objectives:
• Repairing Disconnects – A three-step process for addressing a disconnect is presented which involves: taking initiative, exploring the issues and creating cooperation to repair the problem.
• Improving Connections – participants are asked to work together to analyze situations where they could afford to connect better with someone else. Each person creates a brief action plan that enumerates ways they can strengthen their connections.
• Application – participants formulate specific action plans to ensure that the five competencies are put into practice in reference to employee and customer relations.

November 16, 2017-9:00am-3:30pm- Surkamp  
February 7, 2018- 9:00am-3:30pm- Smith Hall 308  
March 8, 2018- 9:00am-3:30pm- Smith Hall 308  
April 11, 2018- 9:00am-3:30pm- Surkamp
ADA On Campus: Reasonable Accommodations and Improving Access:

To retain today’s students and employees with disabilities, proactive institutions are reframing their institutional philosophy to view disability as a part of individuals’ diverse identities. Removing administrative hurdles, so multiple offices provide access to reasonable accommodations is crucial to increasing diversity and satisfaction, benefiting the whole campus community.

Learning Objectives
- Explore best practices related to access and accommodations
- Determine your campus’ allocation of responsibilities.
- Understand students’ privacy and right to disclose their disabilities — or not.
- Use case studies to explore possible ADA scenarios and build practical, hands-on decision-making skills — and avoid mistakes when real cases present themselves.

November 8, 2017 10:00am-12:00pm- Surkamp
March 14, 2018 10:00am-12:00pm- Smith Hall 308

Defeating Unconscious Bias- Five Strategies:

Unconscious bias is in the news. From Silicon Valley to Wall St. to Main St., the impact of implicit bias is real and damaging to the workplace. Bias gets in the way of making good decisions in hiring and promoting. It also has a big impact on your employees and workplace in general. The vignettes illustrate how unconscious bias affects hiring, promoting and the functioning of a team and then demonstrates action steps to counter your personal bias. (ALL)

Learning Objectives:
- Become aware of the impact of unconscious biases on themselves, their colleagues, and their workplace.
- Understand that even unconscious biases can be defeated.
- Learn how to employ 5 practical strategies to identify and counter their own unconscious biases.

January 31, 2018 1:30-3:30pm- Smith 308
March 22, 2018 10am-12:00pm- Surkamp
**OUCH! That Stereotype Hurts:**

Staying silent in the face of demeaning comments, stereotypes or bias allows these attitudes and behaviors to thrive. This undermines our ability to create an inclusive workplace where all employees are welcomed, treated with respect and able to do their best work. Yet, most employees and leaders who want to speak up don't know how. So, we say nothing.

**Learning Objectives:**
- Understand the impact of stereotypes and biased statements, even when casually said.
- Identify the most common reasons people sit silent in the face of bias and stereotypes.
- Enhance skills for speaking up against stereotypes without blame or guilt.

April 19, 2018 1:30-3:30PM- Smith 308
No matter what people believe about their workplace, the simple fact is conflict is unavoidable. Therefore, they should not fear conflict, but embrace skills to effectively understand and manage conflict in order to deliver their best work. The course will focus on the foundational keys to building respectful workplaces. We have identified three core elements of workplace respect. They are described as the 3 C's of Respect: Communication, Collaboration and Care. The training includes information, activities, skills and tools to equip participants to recognize diverse conflict styles and manage conflict productively.

1. Defining respect and its relevance to success in the workplace
2. Understanding personal & organizational values & beliefs
3. Identify diverse conflict styles and productive approaches to managing them
4. Review and Practice Skills to effectively manage conflict
5. Developing respect critical thinking skills (develop respect commitment statement)
6. Embracing emotional intelligence to effectively manage conflict
7. Practicing empathic listening skills

**GETTING STARTED**
- Introductions
- Ground Rules
- Values Clarification
- Conflict Management Overview

**THE 3 C'S OF RESPECT: COMMUNICATION**
- 5 Tricks Simulation
- Identify and Assess 5 Conflict Styles
- Identify typical conflict situation case studies
- Respect Critical Thinking Skills Exercise
- Empathic Listening Skills

**THE 3 C'S OF RESPECT: COLLABORATION**
- Snickers & Pegs Exercise
- Review the Cost of Disrespect
- Review 5 Conflict Styles: Attributes, Pros and Cons (Thompson-Kilman Model)
- Review & Practice Conflict Management Skills & Strategies

**THE 3 C'S OF RESPECT: CARE**
- 6 Keys of a Positive Environment (care video)
- Emotional Intelligence Insights
- Review Respect and Performance behavioral agreement tool
- Brainstorming specific actions individuals and teams can implement to reduce conflict within workgroups (small group)
Individual Contributor Sessions

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Creating a Culture of Service eXcellence By Looking Through the Lens of The Customer!

Solidarity and Kinship – develop strong relationships within and outside of Xavier; value diversity of people, ideas and ways of thinking; motivating others and offer assistance with your talents

This training supports the institutional value of Solidarity and Kinship as employees learn how to develop strong relationships within and outside of Xavier and become men and women for other by:

• Understanding Xavier’s Product & Service.
• Identifying the need to satisfy both our internal and external customers
• Examining the Difference between Mediocre and eXceptional Customer Service.
• Overcoming Barriers to Service eXcellence by Looking through the Lens of the Customer.
• Understanding that “Everything Speaks”
• Creating Service “WOW’s”
• Becoming Customer Service Champions

October 31, 2017 8:30am-12:30pm- Surkamp
April 26, 2017 1:00pm-5:00pm- Surkamp
ALL FOR ONE