The noncredit professional development courses that follow are eligible for a VCFA professional
development scholarship. Employees that are awarded the scholarship will be notified and registered for
the course they applied for by the Division of Continuing Studies. Please do not register on your own.

More information including the location and time for each course can be found online at
continuingstudies.wisc.edu/leadership/. Most, but not all, courses are held at the Pyle Center, Monday-
Friday, between the hours of 8:00am and 4:00 pm. Be sure to look closely at the registration confirmation
for locations and hours.

Leadership Development:

The Art of Conflict Transformation
Conflict is something most people want to avoid, yet it's a natural part of life. When approached with
integrity, curiosity, and compassion, conflict can open us to new possibilities and deepen our
relationships. This workshop will help you embrace both-and thinking, transforming conflict into win-win
solutions. Discover how to increase your comfort in dealing with conflict and to build more trust and
communication in relationships.
Tue-Wed, Jun 11-12, 8:30am-4:30pm

Communication Skills for Challenging Conversations
In an instant, any conversation can become a challenging one. Learn how to handle difficult interpersonal
conversations at work and to listen and be assertive without weakening relationships. Develop a
framework to better understand the complex nature of interpersonal communication, and explore why
misunderstanding is so normal. Apply the skills learned to conflict resolution and giving performance
feedback; possibly the most difficult conversations managers have.
Thu-Fri, Jun 20-21, 9am-3:45pm

Communication Strategies for Women in the Workplace
Both men and women face challenges to reaching their goals in organizations. Being understood as
intended when communicating is inherently complex because of the fundamental nature of human
perception and the influence of almost any difference between sender and receiver, including gender.
Drawing from academic research and the collective experience of those in the program (including men,
who are welcome), we will explore practical communication strategies for women to help them effectively
navigate today’s dynamic workplace.
Thu, May 23, 9am-3:45pm

Customer Service: Strategically Creating Standards and WOWs
Customer service is a key part of almost any organization's strategy, whether profit, nonprofit, or public.
However, customer service is complex and it is further complicated by the nature of human perception –
perception is reality and customers react to their perceptions. You will learn how to manage customer
perceptions and their expectations. It is possible to give too much service, so you'll learn how to
strategically set service standards, ways to measure customer satisfaction, and how to empower service
providers within guidelines.
Thu, Aug 22, 9am-3:45pm

Essential Insights for Working With the HR Function
As a manager or team leader, your colleagues and your own instincts may give you contradictory advice;
"Go see HR," and "Don't go to HR." This class will explore the basic and the strategic functions of HR and
help you effectively use HR staff as advisers and not as "the enforcers." Learn how HR can help with your
own career development and with a wide range of issues beyond navigating employment laws.
Wed, Apr 24, 9am-3:45pm
Executive Presence for Leaders at All Levels
There is a lot that goes into commanding respect, influencing people and inspiring trust. Authenticity is required, but so is the perception of it. Often called "executive presence," leaders at all levels in all organizations need to communicate verbally and nonverbally in ways that others perceive as trustworthy, persuasive, genuine, etc. It’s not just about how you talk, sit, move and don’t move. It’s about how you listen. Our instructors, a theatre director and a management consultant, will be our guides.
Thu, Aug 15, 9am-3:45pm

Leading Out Loud: Using Story in Communication
Leaders at any level in an organization need to be able to persuade and inspire. Decisions need to be made. Change needs to happen. Teams need to come together. There are many tools leaders can use to increase their impact, whether speaking formally or just discussing ideas in a meeting. We’ll explore one of them, how to use stories effectively, including how to avoid overuse and exaggeration— because the bigger issue here is trust and believability.
Thu, Jul 25, 9am-3:45pm

The Manager's Role in Work Satisfaction, Performance, and Engagement
There are many myths about what managers can and should do to support employee work performance, satisfaction, and engagement. You will learn what decades of real world management experience reveals about best practices and tools for day-to-day manager activities, plus gain insights from recent research focusing on today's diverse and fast-moving environments.
Thu-Fri, May 16-17, 9am-3:45pm

Business Management:

Excel Skills 1: Fundamentals and Essentials
Get an introduction to using your data and unlock this powerful spreadsheet software for business and personal use. Learn MS Excel essentials for formatting and organizing data. Gain a level of confidence and save time by creating spreadsheets to efficiently collect, organize, and track data and lists. You also gain the skills to format spreadsheets and create basic workbooks, enter and format data, and insert formulas to perform calculations. A laptop with Excel 2010 or newer version is required.
Wed, May 22, 8:30am-3:30pm

Excel Skills 2: Exploring and Describing Data
Build the expertise to quickly unlock insights from your organizational and personal data. Learn spreadsheet modeling principles that simplify your ability to report on routine organizational metrics. Gain the skills to filter and modify data with greater accuracy, as well as transform large datasets into user-friendly tables and graphs for presentations and reports. Excel Skills 1 or equivalent skills required. A laptop with Excel 2010 or newer version is required.
Fri, Sep 27, 9am-3:45pm

The Joy of Meetings: Recipes for Success
Ever been to a meeting that was flat as a pancake, or in danger of boiling over? The missing ingredient in many meetings is an outcome-based agenda that uses people's time well, focuses energy, and supports more productive work before, during, and after meetings. Price includes the book, The Facilitator's Guide to Participatory Decision-Making, and custom handouts.
Thu, May 9, 8:30am-4:30pm

Facilitating Effective Meetings
Gain an understanding of the mechanics of managing a meeting well. Learn to develop an agenda, manage meeting dynamics, deal with disruptive behavior, keep the meeting on track, track assignments, and record the decisions and actions of the group. The session includes templates and models to use for agenda development and meeting notes.
Thu, Apr 25, 8:30am-3:15pm
Strategic Thinking, Planning, and Organizational Transformation
Strategic planning provides both a process and a set of outcomes that help you find the answers to core questions about organizational identity and direction. Discover how to construct your organization’s strategic plan, involve other stakeholders in its development, and ensure successful implementation.
Wed, Jun 5, 8:30am-3:15pm

Using Data for Better Decisions
Learn how to use research correctly—including how to interpret and incorporate available research findings to support your goals and activities—and design research studies to shine light on critical issues. Explore the meanings of the most-used statistical indices and when you should use each of them, and discover how people can be misled using statistical figures and devices.
Fri, May 3, 8:30am-3:15pm

Diversity and Inclusion:

Facilitating Cross-Cultural Groups and Global Teams
Organizations today work increasingly with staff and partners who come from all over the world. As a result, we find ourselves facilitating meetings and teams with significant cultural differences. Learn insights, strategies, and techniques to improve your cross-cultural sensitivity and competence as a facilitator and leader in a culturally diverse context. Explore key causes of cross-cultural misunderstandings and how to overcome them.
Thu, Jul 18, 9am-3:45pm

Honoring Our Common Differences: Leadership for Inclusivity
Inclusivity is the practice of radical hospitality—where all people experience uncompromising respect and dignity. Inclusive organizations value and actively encourage multiple experiences and perspectives, creating a positive, collaborative environment in which people feel safe to be themselves, and are able to contribute their best work to the organization.
Tue, Apr 23, 8:30am-4:30pm

Human Resources, Training & Development:

How to Energize Your Workshops and Turn on the Learning
Do you need to conduct a workshop but have no formal training on how to do so? Have you been doing the same workshop repeatedly and are looking for ways to liven it up? Are you tired of doing all the talking in your workshops and want to get your audience more involved? Learn the basics of experiential learning theory, how to develop outcome-based learning objectives, and how to use interactive teaching methods for a great workshop experience.
Tue, May 7, 8:30am-4:30pm

Strategic Staffing and Workforce Planning
Learn how to strategically recruit, hire, and retain the best talent in a competitive labor market while avoiding biases and legal pitfalls. Critical for every human resources professional and supervisor; discover effective recruitment strategies to attract a diverse workforce, techniques for interviewing and selecting the best candidate, and strategies to plan for future workforce needs.
Thu-Fri, Apr 11-12, 8:30am-4pm

Career Planning:
Tools for Purposeful Career Change
For those at a career crossroads and wanting more intentional career planning, this in-depth workshop provides assessment, structure, and exercises to facilitate the career- and life-planning process. You’ll explore your skills, values, interests, and style preferences using the Strong Interest Inventory (SII), Myers-Briggs Type Indicator (MBTI), and other individual/group activities and leave the workshop with an action plan. For individuals at any stage in their career including retirement. Led by experienced career counselors. Some homework between sessions.
Thu-Fri, June 20-21, 8:30am-4:30pm