

**Clemson Conference on Joint Leadership:
*Building Collaborative Environments, Extraordinary Teams and
Utilizing Mutual Problem-Solving Strategies that
Support the Operators***

Agenda:

Day I: Tuesday, February 7, 2006

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| 12:00-1:00 pm | On Site Registration at the Radisson South Padre Sign in and pick up your course materials |
| 1:00 pm | Welcome and Opening Remarks <i>Laurie Haughey, Conference Chairperson</i> |
| 1:05 pm | Introduction and Conference Overview <i>Conference Organizer</i> |
| 1:30 pm | How Leaders Create Collaborative Environments With Their Workers—Building an Extraordinary Team—Part I <i>Kristin Arnold</i> During this workshop you will explore the critical ingredients required for building a collaborative environment. You will gain a comprehensive view of the leadership model that promotes both higher accountability and true teamwork. You will also have an opportunity to benchmark extraordinary teams while brainstorming how you can adapt these skills, strategies and blueprints to your organization. |
| 3:00 pm | Refreshment Break |
| 3:15 pm | How Leaders Create Collaborative Environments With Their Workers—Building an Extraordinary Team—Part II <i>Kristin Arnold</i> |
| 4:45 pm | Day I Wrap-Up <i>Jacqueline Reid</i> |
| 5:30 pm | Margarita Reception Sponsored by Clemson University |

Day II: Wednesday February 8, 2006

- 8:00 am **Continental Breakfast hosted by Clemson University**
- 8:30 am **Welcome**
Laurie Haughey
- 8:35 am **Review of Agenda**
Jacqueline Reid
- 8:40 am **Group Innovation and Teamwork: Improving Collaboration Through Innovative Problem-Solving—Part I**
Jeff Govendo
Discover powerful team tactics that capitalize on new opportunities and generate new ideas for solving tough, day-to-day challenges. Working in teams, you will utilize a formal problem-solving process and learn to apply it to your real life issues. During this session, you will learn how to apply these key strategies:
- The Power of Wishing
 - Connection-Making
 - Side Tripping
- 10:00 am **Refreshment Break**
- 10:15 am **Group Innovation and Teamwork: Improving Collaboration Through Innovative Problem-Solving—Part II**
Jeff Govendo
- 12:00 noon **Luncheon Provided by Clemson University**
- 1:00 pm **Group Innovation and Teamwork: Improving Collaboration Through Innovative Problem-Solving—Part III**
Jeff Govendo
During this session you will be introduced to a methodology for systematically transforming a creative idea into a useful, workable concept. As you will quickly learn, it begins with three simple words..."Just Say Maybe." Using some of your own work situations and dilemmas, Jeff will put you through a series of exercises and experiences that allow you to derive productive solutions.
- 2:30 pm **Refreshment Break**
- 2:45 pm **Group Innovation and Teamwork: Improving Collaboration Through Innovative Problem-Solving—Part IV**
Jeff Govendo

4:45 pm **Day II Wrap-Up**
Jacqueline Reid

Day III: Thursday, February 9, 2006

8:00 am **Continental Breakfast hosted by Clemson University**

8:30 am **Welcome**
Laurie Haughey

8:35 am **Review of Agenda**
Jacqueline Reid

8:45 am **Total Team Activity**
Prior to breaking up into two teams for the remainder of the day, you will participate in an intense, high-energy application team building activity.

9:00 am **Stretch Break**

9:15 am **Group A—Managing the Competing Priorities of Leadership – Juggling Your Many Hats**
June Ramos

As a leader the demands on your time are monumental. You are pulled from strategic issues to personnel problems, to plant committees...and all before 10AM! To be an effective leader, building teamwork, collaboration, and mutual problem solving, the REACTIVE demands on your time must be tamed, and NOW! Learn how you can apply the strategies, tools and skills taught in this segment to regain control of your time and accomplish the results you desire.

Group B— Are Your Meetings Managing You? How to Lead and Attend Productive Meetings

Jacqueline Reid

There may be no greater frustration than to be sitting in a meeting that is going nowhere while you have a thousand critical items you need to accomplish. During this segment, Jacqueline will illustrate how you can spend 50% less time in meetings freeing you up to become a more productive employee. You will learn the various skills of meeting management—a critical asset for leaders. Whether you are holding a 5 minute "touch base" meeting or a plant-wide strategic planning session, learn how to "structure" meetings that guarantee the outcomes you want. "Who—Will do What—by When?"

- 11:30 am **Luncheon BBQ Provided By Clemson University
Group Photo Taken Outdoors**
- 12:30 pm **Group A— Are Your Meetings Managing You? How to Lead
and Attend Productive Meetings**
Jacqueline Reid
- Group B—Managing the Competing Priorities of Leadership
—Juggling Your Many Hats**
June Ramos
- 2:45 pm **Stretch Break**
- 3:00 pm **Action Planning**
Jacqueline Reid

Day IV:Friday, February 10, 2006

- 8:00 am **Continental Breakfast hosted by Clemson University**
- 8:30 am **Welcome**
Laurie Haughey
- 8:35 am **Leaders as Persuaders—Building Compelling Presentations—
Part I**
Joe Ellers
Do you have great ideas, plans for improvements, or innovations to processes? BUT, getting the right people to listen and commit to implementation...now that is a different story! During your last day of training, you will learn how you can take the helpful new techniques you have learned in the past three days and *persuade* others into adopting your ideas which will make your work environment better.
- 10:15 am **Refreshment Break**
- 10:30 am **Leaders as Persuaders—Building Compelling Presentations—
Part II**
Joe Ellers
- 11:00 am **Conference Debrief, Wrap-Up and Evaluation**
- 12:00 noon **Adjourn**

Biographical Information on Your Trainers

KRISTIN J. ARNOLD, CMC, CPF, CSP helps corporations, government and non-profit organizations achieve extraordinary results. With years of team-building and facilitation experience, Kristin specializes in coaching executives and their leadership, management and employee teams, particularly in the areas of strategic, business and project planning, process improvement, decision-making, and collaborative problem-solving. She is an accomplished author and editor of several professional articles and books, and was a featured columnist of *The Daily Press*, a Tribune Publishing newspaper for eight years. Kristin is a Certified Speaking Professional from the National Speakers Association, a Certified Professional Facilitator of the International Association of Facilitators, a Certified Management Consultant® of the Institute of Management Consultants and is qualified to administer the Myers-Briggs Type Indicator.

Heidi Brinkman, PhD

DR. HEIDI S. BRINKMAN is President of BCI, a management consulting firm specializing in individual, team and organizational effectiveness. She is former Academic Director of Leadership Programs for The Institute of Executive and Professional Development, Daniels College of Business, and co-founder of the Leadership Institute of Denver (LID). Heidi was a clinical professor in the department of management at Daniels for 10 years and continues her affiliation as an adjunct professor. Her work centers on research, training, coaching and development with subject matter expertise in interpersonal and organizational communication, conflict resolution, business writing and presentation, and human resource management.

JOE ELLERS has been presenting training programs and consulting programs in the areas of marketing, sales and customer service for the last twenty years. His experience covers almost every market segment in the world including almost all major manufacturing categories as well as a wide array of services. He has experience working with more than one thousand organizations throughout the world with his specialty being in the area of business-to-business selling. Of particular interest, is his work in pharmaceuticals and health care which includes work not only with major pharmaceutical suppliers such as Baxter and Glaxo but also includes work with several hospitals and peripheral organizations such as SunHealth and Atwork. Joe was appointed as an Adjunct Professor at Clemson in 1989. In 1995, he received an honorary doctorate from Kutaisi University in the country of Georgia for his work with their economy and in 1996 he was elected as a member of Russia's Quality Academy. He has written extensively about sales and customer service for various publications including *Tradeshaw Week*, *Electronic Distribution Today*, and *The Pt Distributor*.

JEFFREY A. GOVENDO helps client organizations tackle tough challenges through creative problem solving. He works with teams in a broad range of industries as a project consultant, group facilitator, trainer and conference designer, enabling organizations to

achieve their goals by increasing their capacity for innovation. Jeff developed and refined his capabilities in this area as a former principal at Synectics, Inc., an international consulting firm recognized as the pioneer in the field of business innovation. Jeff is a graduate of the University of Rochester, and holds graduate degrees in psychology from Northeastern and Boston Universities. His business innovation and creativity articles have appeared in *Innovative Leader*, *Decision Magazine* (Ireland), *Boston Business Journal*, *Executive Excellence*, *CIO*, *It's About Business* and *Mass High Tech*.

JUNE RAMOS brings more than 19 years experience and a unique blend of management/employee development and corporate communications/public relations to her work as a consultant. An international trainer and consultant, June has clients in Canada, France, Australia, New Zealand and the United Kingdom. Her primary emphasis is helping individuals and organizations achieve results and optimal performance through focused, positive behavioral changes—primarily in the area of communication and interpersonal skills. With programs such as *Effective Presentation Skills*, *Straight Talk*, *The Power of Positive Communication to Manage Conflict*, and *Communicating for Greater Personal Effectiveness*, among others, June both teaches and models the skills that you will learn.

JACQUELINE REID knows that interpersonal excellence creates better business results. She has successfully trained more than 20,000 people and consulted with more than 250 businesses internationally during the past 25 years. She is certified in Accelerating Implementation Management (AIM) and works extensively with small and large change initiatives in business and government agencies. Jacqueline is the founder of the Taos Conference for Government, an annual think-tank that provides participants concrete tools for government change. Additionally, based on her research in work-world changes, Jacqueline created *Tools for Tomorrow*—an integrated package of skills that are vital for successful results in a 21st-Century workplace. The cornerstone tools are *ProActive Responding*[™]—a self management system, and *Building Teams and Collaborative Environments*—a sophisticated and experiential skill set that prepares professionals and organizations for the necessary shift to accomplishing results through collaboration and teamwork. Jacqueline delivers over 100 presentations yearly to such clients as IBM, Westinghouse, Uniroyal, and Courtaulds Textiles International. U.S. State Department, Michelin Corporation, Duke Power Company, U.S. Sprint, American Express, Eli Lilly & Co. and Sun Microsystems, Inc.

Your Conference Chairperson....

LAURIE HAUGHEY, Assistant Director of Professional Advancement and Continuing Education at Clemson University organizes conferences on topics as diverse as Six Sigma, Lean Manufacturing, Supply Chain Management, Leadership, and Communication Skills. Born in the GM town of Oshawa, Ontario, several of her family members have worked there, including her grandfather with 42 years of service. Laurie's first acquaintance with Clemson University came as a recruited student and track athlete on a full athletic scholarship. She has more than 20 years experience as an administrator. Early in her career she worked in athletics, serving as Athletic Advisor to teams including football. She initiated LIFE LINE (Leaders In Football and Education,) a peer leadership

group that promoted player-to-player support, community outreach and charitable giving. She is the author of *Athletes Off the Field: A Model For Team Building and Leadership Development Through Service Learning*. Also, she contributed "Five Standards of Excellence Practiced by Ethical Leaders," a preface to Marlene Caroselli's *The Business Ethics Activity Book* published by the American Management Association (AMA). Her writing on leadership has been cited by Monster and editors at *Workforce Management* reprinted her five standards of ethical leadership in their entirety in 2003.