

Clemson University Presents...
Professional Communication in the Workplace

GM/UAW People Principles That Last a Lifetime
Optimizing Joint Programs With Shared Goals and Clarity

Monday, March 10, 2008

- 12:00-1:00 pm **On Site Registration**
Sign in and pick up your course materials at the Hilton, Pensacola, Florida
- 1:00 pm **Welcome and Opening Remarks**
Laurie Haughey
- 1:05 pm **Introduction and Conference Overview**
The questions we ask influence the results we get.
Questions are never neutral.
Review of our conference questions.
Jacqueline Reid
- 1:15 pm **Leading an Organization that Embraces Change:
A Positive Approach to Building Organizational Capacity—Part I**
Lynn Pollard
How we choose to lead—choices that ultimately define the future of our organizations—are critical to our organization’s success. *Imagine leadership that assists its organization in embracing change and growing from its strengths, drawing support and participation from all levels of the organization.* This positive approach to building organizational capacity has application throughout your work: whether facilitating business issues, managing a change process, defining organizational strategies, developing teams, developing and coaching others, creating leadership development opportunities.
By the end of this workshop, you will have:
- Re-imagined the kind of leadership/professional support you can offer
 - Identified the path to being a positive change leader in your organization
 - Know when and how to use appreciative questions to forward commitment and engagement
 - Designed the future state of your organization
 - Clarified the leader’s goal in reaching alignment of purpose and goals
- 3:00 pm **Refreshment Break**

- 3:30 pm **Leading an Organization that Embraces Change:
A Positive Approach to Building Organizational Capacity—Part II**
Lynn Pollard
- 5:00 pm **Day I Wrap Up - The Power of Questions**
Jacqueline Reid
- 5:30-7:00 pm **Networking Reception Hosted by Clemson University**
Dinner on your own

Tuesday, March 11, 2008

- 7:30 am **Breakfast Refreshments**
- 8:00 am **Daily Kick-Off**
Laurie Haughey
- 8:05 am **Review of Agenda**
Jacqueline Reid
- 8:10 am **Optimizing Collaboration and Driving Positive Change—Part I**
Lynn Pollard

“People whose future it is need to have a voice in creating it.”

D. Whitney

It isn't change that does you in—it is how well you handle change. This is true for individuals, groups, teams and organizations. For years life was simpler. The patterns of behavior, needed skills and adapted habits were relatively predictable. The world felt stable and constant.

This is no longer true. Increasingly, the world is a global village with change occurring at lightning speed. The scale and scope of social, political and economic change means people can no longer count on their lives following predictable patterns. You need to develop the skills to conceptualize what is happening and develop personal and organizational strategies to adapt to new technologies, pressures and opportunities.

As a result of this workshop, you will:

- Understand the nature and process of change
- Recognize the critical factors which insure a successful, positive change process
- Recognize tools for planning, preparing and implementing change.

- 10:10 am **Refreshment Break**

10:30 am **Optimizing Collaboration and Driving Positive Change—Part II**
Lynn Pollard

12:00 noon **Luncheon Sponsored by Clemson University**

1:15 pm **Using “Creative Abrasion” to Transform Conflict into Collaboration—**
Part I
Heidi Brinkman, PhD

Like change, conflict isn't the enemy. Conflict is an opportunity to work together toward a better solution. The ability to navigate the process of conflict resolution is critical to realizing its positive potential. Without this skill, what could be a process that enhances your work relationships and establishes a trust between you for future interactions often becomes a dance of habitual responses that serve to damage relationships and the potential for positive outcomes to future negotiations.

This workshop segment explores conflict, its causes, its potential impact on work relationships and future interactions and ways to ensure a successful process and outcome.

By the end of this workshop you will:

- Explore your own habitual responses to conflict situations
- Analyze conflict situations and apply appropriate strategies for best results
- Understand the art of collaboration and use of the principled method of conflict resolution
- Know how to diffuse difficult conflict behavior and work in partnership to resolve conflicts and build positive relationships for future success.

3:00 pm **Refreshment Break**

3:15 pm **Using “Creative Abrasion” to Transform Conflict into Collaboration —**
Part II
Heidi Brinkman, PhD

4:30 pm **Day II Wrap Up**
Jacqueline Reid

Dinner on your own

Wednesday, March 12, 2008

7:30 am **Breakfast Refreshments**

8:00 am **Morning Kick-Off**

Laurie Haughey

8:05 am

Review of Agenda

Jacqueline Reid

8:10 am

Influencing People in Power and People Around Me When I have No Authority—Part I

Heidi Brinkman, PhD

At times we think that we have no power to influence others because we lack authority. Authority comes from your position within an organization and the social contract that goes along with your position which dictates that others who report to you agree to follow your lead and do what you ask them to do. Individuals who rely heavily on this positional power to get things done find themselves powerless when they are trying to influence someone who does not fall under their span of control.

This workshop segment further explores collaborative approaches to work and conflict previously discussed during the conference. Here, you will review various types of positional and personal power and explore ways to increase your ability to influence others without using authority at all. You will identify specific power bases and behavioral processes that get people to work together in partnership because they *WANT* to, not because they *HAVE* to.

As a result of this workshop, you will explore and understand:

- Personal and positional power bases and how to develop positive power
- How to win people over to your side with careful, persuasive messages and skilled behaviors
- How to recognize unethical attempts to influence others and ways to counter those attempts
- Best practices for encouraging others to work together collaboratively toward the same goals

10:10 am

Refreshment Break

10:30 am

Influencing People in Power and People Around Me When I have No Authority—Part II

Heidi Brinkman, PhD

12:00 noon

Outdoor BBQ Sponsored by Clemson University

1:15 pm

Designing and Delivering Effective Open Houses and Training Sessions

June Ramos

How do you maximize “buzz” and enthusiasm around the issues you must present to others? How do you design your training so that adults learn what

you need them to learn and you witness needed changes in their behavior as a result? Master trainer, June Ramos has literally thousands of tips to make your programs and open houses sizzle.

You'll learn how to:

- Organize your program to meet your objective?
- Add activities that accentuate your key points.
- Make sure all your learners are “engaged and getting it”.
- Evaluate your successes and build momentum.

3:00 pm

Refreshment Break

3:15 pm

Designing and Delivering Effective Open Houses and Training Sessions
Continued

June Ramos

4:00 pm

Day III Wrap Up

Jacqueline Reid

4:10 pm

Steering Committee Meeting

Members of the Steering Committee will meet to discuss the next conference

Dinner on your own

Thursday, March 13, 2008

7:30 am

Breakfast Refreshments

8:00 am

Morning Kick-Off

Laurie Haughey

8:05 am

Review of Agenda

Jacqueline Reid

8:10 am

From Negativity to Violence, How to Prepare Yourself and Your Workforce—Part I

Kathy Stroh

It is very difficult to see and become alerted to violent behavior that is developing. Violence is a complex issue and has multiple facets to it. Like cancer, knowledge, prevention and early detection are the most powerful forces to deal with violence. This workshop is focused on looking at violence in perspective and preparing yourself and your teams to more effectively deal with it. Key concepts will be covered, including:

- The many faces of violence
- America's love/hate relationship with violence

- Violence as a symptom
- Prevention, prevention, prevention
- How to de-tox or better still, avoid the formation of a Toxic Environment

10:10 am	Refreshment Break
10:30 am	From Negativity to Violence, How to Prepare Yourself and Your Workforce—Part I <i>Kathy Stroh</i>
11:00 am	Evaluation and Wrap Up <i>Jacqueline Reid</i>
11:15 noon	Closing Remarks and Adjournment <i>Laurie Haughey</i>

Your Conference Experts....

HEIDI BRINKMAN, PhD, 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.

LYNN POLLARD specializes in coaching, leadership development, teambuilding and strategic planning. Lynn entered consulting and training as a full-time profession, while working on her doctorate degree in Adult Education and Organizational Development at Temple University. With more than 20 years experience, Lynn works in both public and private sector, providing facilitation, coaching, training and consulting to her clients. Lynn works with organizations, teams and/or individuals in determining direction, courses of action and interventions to produce the desired result. She is a certified coach who assists in building strategies by focusing on the core strengths of the client and leveraging those strengths for success.

JACQUELINE REID knows that interpersonal excellence creates the best 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 event 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. 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, US Sprint, American Express, Eli Lilly & Co. and Sun Microsystems, Inc.

JUNE RAMOS brings more than 19 years experience and a unique blend of management/employee development and corporate communications 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.

KATHY STROH is energetic, empowering, and an expert in her field of conflict management. She has presented more than 1000 workshops and is adept at creating an atmosphere that makes learning interesting and stimulating. Her ability to incorporate humor helps you deal with conflict-related subjects and still feel at ease. Kathy has worked with hundreds of individuals in private industry, city/county government agencies, education systems, non-profit organization, medical institutions, universities and correctional facilities. Her understanding of theory and background of working with high-risk individuals has provided her with clarity and a significant understating of conflict, including violence in the workplace. Kathy's clients have included Amoco Production Company, US Dept. of Commerce, City of Denver, City of Longmont, McDonald's Corporation, Denver Public Schools, Denver Police Department, Adam's County Mental Health Center, Jefferson County Public Schools, Samsonite, Martin Marietta, Denver's Federal Penitentiary and Colorado Women's Correctional Facility.

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 19 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.