


 Willamette Valley Higher Education HR Consortium Presents 
The 2009 Management Development Series

<p style="text-align: center;">Communication & Problem Solving Session 1</p> <p style="text-align: center;">Lenny Borer, Skills Trainer and Consultant</p> <p style="text-align: center;"><i>Sessions 1 & 2 build on each other and includes completion and analysis of the DISC Dimensions of Behavior Instrument</i></p> <p style="text-align: center;">September 25, 2009 George Fox University, Tigard \$60 per participant</p>	<p>Agenda</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">8:30 – 9:00 a.m.</td> <td>Registration & Continental Breakfast</td> </tr> <tr> <td>9:00 – 9:15 a.m.</td> <td>Welcome</td> </tr> <tr> <td>9:15 a.m. to 12:00 p.m.</td> <td>Completion & analysis of the DISC Dimensions of Behavior instrument</td> </tr> <tr> <td>12:00 – 1:00 p.m.</td> <td>Networking Lunch (lunch provided)</td> </tr> <tr> <td>1:00 – 4:00 p.m.</td> <td>Exercises in communication style and working effectively with other styles</td> </tr> </table> <p>Description: Different communication styles have different effects on people. Some approaches tend to aggravate situations into problems while other styles foster open discussion and lead to solutions. Our tendency is to use the styles we're most familiar with, whether or not they fit the situation.</p>	8:30 – 9:00 a.m.	Registration & Continental Breakfast	9:00 – 9:15 a.m.	Welcome	9:15 a.m. to 12:00 p.m.	Completion & analysis of the DISC Dimensions of Behavior instrument	12:00 – 1:00 p.m.	Networking Lunch (lunch provided)	1:00 – 4:00 p.m.	Exercises in communication style and working effectively with other styles
8:30 – 9:00 a.m.	Registration & Continental Breakfast										
9:00 – 9:15 a.m.	Welcome										
9:15 a.m. to 12:00 p.m.	Completion & analysis of the DISC Dimensions of Behavior instrument										
12:00 – 1:00 p.m.	Networking Lunch (lunch provided)										
1:00 – 4:00 p.m.	Exercises in communication style and working effectively with other styles										

<p style="text-align: center;">Communication & Problem Solving Session 2</p> <p style="text-align: center;">Lenny Borer, Skills Trainer and Consultant</p> <p style="text-align: center;">October 9, 2009 Portland State University, Native American Center \$50 per participant</p>	<p>Agenda</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">8:30 – 9:00 a.m.</td> <td>Registration & Continental Breakfast</td> </tr> <tr> <td>9:00 – 9:15 a.m.</td> <td>Welcome</td> </tr> <tr> <td>9:15 a.m. to 12:00 p.m.</td> <td>Building communication skills, problem solving, resolving conflicts</td> </tr> <tr> <td>12:00 – 1:00 p.m.</td> <td>Networking Lunch (lunch provided)</td> </tr> <tr> <td>1:00 – 4:00 p.m.</td> <td>Developing a team, group decision making</td> </tr> </table> <p>Description: Building upon the skills learned in Session 1 you will learn appropriate communication skills to use in challenging situations that require problem solving and resolving conflicts. Skills used to develop a team environment and group decision making are also introduced.</p>	8:30 – 9:00 a.m.	Registration & Continental Breakfast	9:00 – 9:15 a.m.	Welcome	9:15 a.m. to 12:00 p.m.	Building communication skills, problem solving, resolving conflicts	12:00 – 1:00 p.m.	Networking Lunch (lunch provided)	1:00 – 4:00 p.m.	Developing a team, group decision making
8:30 – 9:00 a.m.	Registration & Continental Breakfast										
9:00 – 9:15 a.m.	Welcome										
9:15 a.m. to 12:00 p.m.	Building communication skills, problem solving, resolving conflicts										
12:00 – 1:00 p.m.	Networking Lunch (lunch provided)										
1:00 – 4:00 p.m.	Developing a team, group decision making										

<p style="text-align: center;">Performance Coaching Session 3</p> <p style="text-align: center;">Arty Trost, Management Consultant</p> <p style="text-align: center;">October 30, 2009 The Old Library, BP John Administration Building \$50 per participant</p>	<p>Agenda</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">8:30 – 9:00 a.m.</td> <td>Registration & Continental Breakfast</td> </tr> <tr> <td>9:00 – 9:15 a.m.</td> <td>Welcome</td> </tr> <tr> <td>9:15 a.m. to 12:00 p.m.</td> <td>Sharing performance expectations & encouraging mutual feedback</td> </tr> <tr> <td>12:00 – 1:00 p.m.</td> <td>Networking Lunch (lunch provided)</td> </tr> <tr> <td>1:00 – 4:00 p.m.</td> <td>Coaching: challenge & support</td> </tr> </table> <p>Description: Every leader faces the challenge of building and sustaining a working environment and relationships that enhance performance. Too often, we overlook the power of working with our staff and colleagues to clarify performance expectations; often, we are also hesitant to provide performance feedback and coaching. You will utilize practical techniques for setting expectations and providing performance feedback and coaching. You will learn how to give appreciative feedback and recognize performance issues before they become major problems. You'll take away communication strategies that will enable you to deliver clear messages that help others to perform their best.</p>	8:30 – 9:00 a.m.	Registration & Continental Breakfast	9:00 – 9:15 a.m.	Welcome	9:15 a.m. to 12:00 p.m.	Sharing performance expectations & encouraging mutual feedback	12:00 – 1:00 p.m.	Networking Lunch (lunch provided)	1:00 – 4:00 p.m.	Coaching: challenge & support
8:30 – 9:00 a.m.	Registration & Continental Breakfast										
9:00 – 9:15 a.m.	Welcome										
9:15 a.m. to 12:00 p.m.	Sharing performance expectations & encouraging mutual feedback										
12:00 – 1:00 p.m.	Networking Lunch (lunch provided)										
1:00 – 4:00 p.m.	Coaching: challenge & support										

Leadership, Team Building, Diversity Session 4

Steve Hanamura, Consultant

November 13, 2009
Reed College, Kaul Auditorium
\$50 per participant

Agenda

8:30 – 9:00 a.m. Registration & Continental Breakfast
9:00 – 9:15 a.m. Welcome
9:15 a.m. to 12:00 p.m. Leading teams from diverse perspectives
12:00 – 1:00 p.m. Working Lunch (lunch provided) *Featuring Will Hornyak presenting on "Leadership and Imagination: How Leaders Inspire, Transform and Motivate Through Story telling"*
1:00 – 4:00 p.m. Understanding connections between leadership, teambuilding & diversity

Description: Understand the connection between leadership, team building, and diversity. Increase your ability to become effective leaders on your teams and in the community. Develop strategies to create a safe environment in which to work. Explore how to integrate diversity, team building and leadership development into a system that will enhance departments and divisions within your organization to work more effectively together.

About the presenters

Lenny Borer

Lenny Borer is one of the Northwest's premier trainers and facilitators known for his highly interactive and effective training programs. His humorous and engaging style creates environments where participants learn, gain insight & develop new skills. As a facilitator he has a unique and exceptional ability to help groups identify and resolve their conflicts and issues. Lenny has served private companies and public agencies throughout Oregon, Washington and California.

Arty Trost

Arty has been keeping audiences enthralled for over 25 years. She is known for the high level of energy and enthusiasm she brings to her work, as well as her ability to stimulate and motivate participants. Her extensive consulting experience provides an additional rich resource for participants. Her clients range from Fortune 500 corporations to public agencies to small grass-roots community organizations. Arty has presented workshops, seminars and institutes throughout the United States, as well as keynoting national, regional and state conferences. In 1989 she was honored by an invitation to become a member of the internationally renowned NTL Institute for Applied Behavioral Science.

Steve Hanamura

Steve Hanamura is president of Hanamura Consulting, Inc., a firm he founded in 1986. Steve brings more than 30 years experience to the consulting, training and speaking profession. He is widely sought after in the areas of leadership development, managing and leading diversity initiatives, building effective teams, managing personal and organizational change and working with generational differences.

The Storyteller

Will Hornyak teaches storytelling in Professional Communication at Marylhurst University and performs throughout the United States and Canada. A former newspaper reporter in Latin America, he has performed and provided workshops for The Oregon Department of Human Resources, Intel, Johnson Controls, the American Cancer Society, and the United States Forest Service. He was named Artist of the Year by young Audiences of Oregon in 2004.

About WVHEHR

In the early 1990's, the Human Resource Directors in Portland and Salem area colleges and universities created an informal consortium, The Willamette Valley Higher Education Human Resources Consortium, through which we provide a number of benefits to our participating institutions. In addition, for the past eleven years we have been providing an annual management development series for supervisors and managers.

