

## **2018-19 AP LEADERSHIP SERIES**

### **MODULE 1: Team Building: Build successful teams through trust, partnerships, and strategic working relationships**

***Presenter: Tim Selgo, Retired GVSU Director of Athletics***

**Monday, September 24, 2018:** 1:00–4:00 p.m., Room 2270, Russel H. Kirkhof Center, Allendale Campus

Participants will learn how to:

- Interact with others in a way that builds trust.
- Demonstrate honesty and behave in a consistent manner.
- Identify and take actions to build strategic relationships between teams, departments, or units to facilitate the accomplishment of work goals.
- Use appropriate methods and a flexible interpersonal style to help build a cohesive team of faculty and staff members that facilitate completion of team goals.

***Prior to this Module, participants are expected to view webinars and pass quizzes of: [LEADERSHIP IQ](#): Developing a High Performing Team – all 5 webinars & quizzes listed below:***

- Hiring Stars with Great Attitudes
- How Great Managers Retain Employees
- Why 5 Point Scales Don't Work
- Getting Your Team on the Same Page
- Getting People to Trust You

### **MODULE 2: Staff Development: Develop others in a way that builds trust**

***Presenter: Wendy Wenner, Retired GVSU Administrator and University Professor***

**Monday, October 15, 2018:** 8:30–11:30 a.m., Room 2270, Russel H. Kirkhof Center, Allendale Campus

Participants will learn how to:

- Thoroughly evaluate candidates for open positions; recognize exceptional talent.
- Plan and support the development of individuals' skills and abilities.
- Focus and guide others in accomplishing work objectives, set clear expectations, encourage open dialog and empower others.
- Provide meaningful performance appraisals and constructive feedback.
- Identify potential in others for development into a more demanding role.

***Prior to this Module, participants are expected to view webinars and pass quizzes of:***

[LEADERSHIP IQ](#): Conducting Year End Reviews; Giving Constructive Feedback to your Coworkers; Managing & Motivating your Superstars

## **MODULE 3: Decision Making and Initiative**

***Presenter: J. Devereaux Butler, GVSU Director of Staff Relations and Development***

Tuesday, November 13, 2018: 8:30–11:30 a.m., BIK 230-235 Combo

Participants will learn how to:

- Compare data from different sources to draw conclusions and use effective approaches for choosing a course of action or developing appropriate solutions.
- Take action and risks that are consistent with available facts, constraints, and resulting consequences.
- Take the lead on getting work accomplished and go the extra mile for results.
- Successfully manage multiple assignments.

***Prior to this Module, participants are expected to view webinar and pass quiz of:***

[LEADERSHIP IQ](#): Delegating to Get Results

## **MODULE 4: Customer Service**

***Presenter: Paul Stansbie, Associate Dean, College of Community and Public Service***

Monday, December 10, 2018: 8:30–11:30 a.m., Rm 2270, Russel H. Kirkhof Center, Allendale Campus

Participants will learn how to:

- Think of students, parents, visitors, faculty and staff as customers and how to demonstrate commitment to all customers through respect, knowledge, responsiveness and courtesy.
- Build long-term customer relationships by anticipating, listening to, understanding, effectively communicating with, and meeting or exceeding our customers' needs.
- Meet individual needs, paying attention to people from diverse cultures and those with special needs.
- Give timely responses to customer questions and take personal responsibility for providing service that is convenient, prompt, and efficient.

***Prior to this Module, participants are expected to view webinar and pass quiz of:***

[LEADERSHIP IQ](#): 7 Psychological Secrets of Great Customer Service

## **MODULE 5: Conflict Management**

***Presenter: Elisa Salazar, GVSU Work Life Consultant, and a representative from Encompass***

Wednesday, January 16, 2019: 8:30–11:30 a.m., Rm 2270, Russel H. Kirkhof Center, Allendale Campus

Participants will learn how to:

- Deal effectively with others when an antagonistic situation arises
- Use appropriate interpersonal styles and methods to reduce tension or conflict between two or more people.

***Prior to this Module, participants are expected to view webinar and pass quizzes of:***

***LEADERSHIP IQ***: Can't We All Just Get Along?; and What's Your Emotional IQ?

## **MODULE 6: Communication and Interpersonal Effectiveness**

***Presenter: Elisa Salazar, GVSU Work Life Consultant***

Wednesday, February 13, 2019: 8:30–11:30 a.m., Rm 2270, Russel H. Kirkhof Center, Allendale Campus

Participants will learn how to:

- Speak and write clearly and use appropriate language.
- Listen to others, ask pertinent questions, and pay attention to self and others' verbal and non-verbal communication.
- Display poise and effectiveness when meeting with and presenting to others.
- Use appropriate interpersonal styles and techniques to gain acceptance of ideas or plans.
- Modify one's own behavior to accommodate tasks, situations, and individuals involved.

***Prior to this Module, participants are expected to view webinars and pass quizzes of:***

***LEADERSHIP IQ***: How to Speak So Others will Listen; Secrets of Killer Presentations; How to Write Emails that People Read; The 7 Deadly Sins of Meetings

## **MODULE 7: Planning, Organization and Time Management**

***Presenter: Kim Monaghan, HR Career Services for Faculty and Staff Consultant***

Monday, March 25, 2019: 8:30–11:30 a.m., Rm 2270, Russel H. Kirkhof Center, Allendale Campus

Participants will learn how to:

- Establish a course of action for self and others to ensure that work is completed efficiently.

***Prior to this Module, participants are expected to view webinar and pass quiz of:***

***LEADERSHIP IQ: The Super-Productive Employee***

## **MODULE 8: Intercultural Awareness – A Different Set of Lenses**

**Presenter: Relando Thompkins-Jones, GVSU Social Justice Educator/Coordinator**

Tuesday, April 16, 2019: 8:30–11:30 a.m., Room 2270, Russel H. Kirkhof Center, Allendale Campus

Participants will learn how to:

- Understand others' points of view
- Value diversity and seek to incorporate multi perspectives into thinking
- Examine our assumptions and mental models

**For more information, go to [www.gvsu.edu/hro/lead](http://www.gvsu.edu/hro/lead)**

**Register at [www.gvsu.edu/sprout/](http://www.gvsu.edu/sprout/)**

**To request a Leadership IQ account, please contact Beth Courtade in Human Resources at [courtadb@gvsu.edu](mailto:courtadb@gvsu.edu)**