



2024

# Leadership Academy

COURSE # 95340  
Tier 2: Develop Your Team



Sept. 12 - Nov. 14, 2024  
8 am - Noon

**Location: Town Clock Business Center,  
Dubuque**

**Cost: \$1,695**

## Hey, Leaders - Who's Running Who?

Many leaders gained a positive reputation in an organization because they were good at doing their previous position. Once promoted, what helped them gain that positive reputation is of little help. Now, they are judged on their ability to get work done through their employees: delegation. Learning to delegate and empower effectively is one of the most valuable skills a leader can master. So, leaders, take control of your most important assets and your employees and delegate to them. When they are no longer running you, you can do your job as a leader: maximize employee performance and profits!

**Date: Thursday, Sept. 12, 2024**

**Time: 8 - 10 am**

**Trainer: Lisa Schaefer**



### Learn More.

**Bailey Kloft**

*Career Development & Business Partnership Lead*

844.642.2338, ext. 3140

kloftb@nicc.edu



Business and Community Solutions

# 2024 Training

## Motivating and Engaging Different Generations in the Workplace

Every generation has a valid point of view. It's not "out with the old, in with the new." It's about creating an environment in which five generations can work side-by-side. So let's talk about the practical ways organizations can identify and bridge the gaps that could significantly affect bottom-line performance if not addressed. We'll illustrate "real world" characteristics of each generation, why they can clash, how to communicate and lead all of them, and how to get your employees to recognize the value that a multi-generational workforce brings to the table.

**Date: Thursday, Sept. 12, 2024**

**Time: 10 am - Noon**

**Trainer: Lisa Schaefer**



## Dealing with Difficult People

Successful businesses are effective builders of relationships - both internal and external, and they know that artful communication is essential to working effectively with difficult people. Whether they are employees, bosses or customers, people who have developed undesirable patterns of behavior can wreak havoc on productivity, service and morale. Supervisors must be able to identify the difficult behaviors and either get the undesirable behavior to stop or limit its impact on everyone else. This class will complete a DiSC® Assessment, examine the contributors to the negative behavior and offer proven strategies for keeping things positive with even the most challenging people.

**Date: Thursday, Sept. 19, 2024**

**Time: 8 - 10 am**

**Trainer: Paulette Milewski**

## Love'Em or Lose'Em: Engaging, Motivating and Retaining Key Employees

Unless organizations are willing to provide what their most talented employees need and expect in a work culture, the best and brightest will unashamedly seek opportunities elsewhere, leaving the company scrambling to replace them. How can we develop a more employee-centric culture in order to attract and retain today's savvy, highly-educated employees? We will have to let go of old ideas and attitudes that shaped traditional organizational structures, acknowledge what enthruses and motivates those key employees, and examine the impact our own leadership styles have on the career satisfaction and retention of our team members and attainment of our business goals. Aren't they worth it?

**Date: Thursday, Sept. 19, 2024**

**Time: 10 am - Noon**

**Trainer: Paulette Milewski**

## Emotional Intelligence

Although our IQ is very difficult to change, we do have control over our EQ - the emotional intelligence quotient. The generally accepted definition of EQ is the extent to which one manages emotions and thoughts, copes with and responds to pressure and is able to read the social cues of others in relationships or groups. So, how can we recognize, improve and utilize our own EQ to succeed? This class addresses the concept of EQ and its components, "measuring" EQ skills and understanding the impact of EQ in the workplace.

During this class, you will:

- Understand what EQ is and how to use it to succeed
- Practice recognizing high and low EQ skills
- Explore four EQ skills
- Discuss using EQ at work and with your team

**Date: Thursday, Sept. 26, 2024**

**Time: 8 - 10 am**

**Trainer: Wendy Knight**

## LEADERSHIP ACADEMY TIER 2: DEVELOP YOUR TEAM

### Embracing & Managing Change

There are few constants in the workplace today, but change is one of them and it seems to be happening more rapidly than ever. The manner in which we, as leaders, communicate expectations and implementation of change significantly influences how our employees respond. During this class, we'll work with you to develop an effective, proactive change strategy, discover appropriate ways to react to an unplanned change and minimize the potential of negative reactions from your employees.

During this class, you will:

- Learn why change initiatives frequently fail
- Identify normal reactions to change
- Define the change curve
- Discover how best to help employees through change

**Date: Thursday, Sept. 26, 2024**

**Time: 10 am - Noon**

**Trainer: Wendy Knight**



### Are We Making Money?

Profit is the obvious goal of any business - the "bottom line." In order to answer the question of whether a business is profitable, leaders and managers must interpret and analyze financial reports regularly. Knowing how to read these reports is essential for identifying the financial performance of the organization, department or service line.

During this class, you will:

- Analyze three main financial reports (Balance Sheet, Income Statement, Cash Flow)
- Define the data included and how to analyze it
- Define the difference between accrual and cash accounting
- Calculate key financial ratios

**Date: Thursday, Oct. 3, 2024**

**Time: 8 - 10 am**

**Trainer: Wendy Knight**

### Presenting & Training

Throughout your career you will be training people - the new person in the office, someone from a different department who you've been assigned to work with on a project and maybe even groups of coworkers or external customers. Teaching is a part of work and life, yet we don't often acknowledge that adults learn differently than kids. In this class we will explore adult learning styles, apply interactive examples of adult learning to instructional planning and presenting, and practice using technology to engage and help adult learners retain content.

During this class you will:

- Understand adult learning styles
- Practice planning effective learning sessions
- Apply interactive examples into your learning sessions
- Communicate effectively with your peers
- Understand presentation faux pas
- Practice presenting with technology

**Date: Thursday, Oct. 3, 2024**

**Time: 10 am - Noon**

**Trainer: Wendy Knight**



### **Networking for Results**

The job security of mid-level managers can be greatly impacted by business changes, including organizational flattening, outsourcing and updated business models. Straddling the oversight of day-to-day operations and leadership of higher-level strategic initiatives requires the mid-level manager to negotiate what often feels like two different worlds. A strong and active network is necessary in order to navigate these two forces. This class will expand on networking fundamentals, examining how relationships in a network may change along with the manager's level of responsibility.

**Date: Thursday, Oct. 10, 2024**

**Time: 8 - 10 am**

**Trainer: Wendy Knight**

### **Trust & Unity**

The cumulative choices made within a workplace will create either an environment of unity and collaboration or one that divides and weakens the team. Leaders sometimes write off trust and unity as just touchy-feely fluff that is a distraction from the work at hand. As a result, lack of trust is an unfortunate reality in too many organizations and teams, leaving them wounded, vulnerable and unable to reach their potential. This class is designed to explore the sources of trust, how to employ them in the workplace and how to regain trust once it has been threatened. Additionally, the elements of team unity, including awareness and morale, will be explored.

**Date: Thursday, Oct. 10, 2024**

**Time: 10 am - Noon**

**Trainer: Wendy Knight**

### **Managing from Afar**

Managing employees is an important responsibility and one that is not always easy to do well. Managing employees remotely adds an even greater degree of difficulty! The quality of the supervisor's support and leadership is the key to helping all employees be successful, regardless of the employees' work location. The supervisor who manages from a distance must develop and practice creative ways to engage, communicate with and build a functional team.

During this class you will:

- Develop skills to effectively manage employees despite the challenges of varying time zones or geographical distances.
- Learn to create opportunities for remote employees to enjoy high employee engagement
- Foster a team environment regardless of where an employee physically works
- Practice the extra effort necessary for effective daily interaction with team members without the benefit of reading their non-verbal communication

**Date: Thursday, Oct. 31, 2024**

**Time: 8 - 10 am**

**Trainer: Kathie Rotz**

### **Accelerating Your Leadership - Level 1**

Join this mastermind session to dive into "The 21 Irrefutable Laws of Leadership" by John C. Maxwell. We will describe and discuss the 21 laws to help you identify where you have opportunities for growth and development, and then choose one of those opportunities to focus on in the next session.

**Date: Thursday, Oct. 31, 2024**

**Time: 10 am - Noon**

**Trainer: Kathie Rotz**



### **Implementing a Department's Vision, Mission & Goals**

A well-crafted vision, mission and set of values are the foundation for any organization's practices and strategic plans. They guide today's actions and create a picture of the future of the organization with directions to reach those goals. Operating without these guideposts is like flying a plane without a flight plan. If you are in the cockpit of your organizational plane, this class will help you make your mission, vision and values more evident and meaningful to your employees, interpret the values into actionable goals, and establish clear markers that direct the organization back on track when actions are incongruent with values.

**Date: Thursday, Nov. 7, 2024**

**Time: 8 - 10 am**

**Trainer: Paulette Milewski**

### **Maximizing Marketing**

In today's internet-driven culture, the market expects content from your company. Content is how you are found, how you build trust and how you convert knowledge into business. It's also a lot of work, which is why companies looking to maximize their marketing are building cultures of content. Every function - from marketing to sales to operations and even human resources - should be aligned to project a consistent brand identity message and contribute relevant content. If the notion of being asked to create marketing content frightens you, this course will ease your mind, empower you to contribute and help your company maximize marketing.

**Date: Thursday, Nov. 7, 2024**

**Time: 10 am - Noon**

**Trainer: Paulette Milewski**

### **Assessing Your Team**

Assessment, which is essentially measurement, is everywhere in our personal and professional lives. Our homes are assessed for taxes, doctors assess our health, insurance companies assess risks and a multitude of self-help quizzes are available to help you assess everything from your parenting style to your romantic relationships. Smart leaders and managers use strengths-based or personality assessment tools to gather information about team members. The data gathered during an assessment is interesting, but how do we use that information and insight to impact our employee teams?

During this class, you will:

- Identify various assessment tools
- Create analytical, visual resources to report assessment data in a meaningful way
- Practice using assessments to better communicate with your team

**Date: Thursday, Nov. 14, 2024**

**Time: 8 - 10 am**

**Trainer: Kathie Rotz**

### **Accelerate Your Leadership - Level 2**

Are you motivated? How? Why? Does recognition of your efforts and talents contribute to your motivation? Can you motivate others? That's many questions! However understanding how recognition and motivation are connected is a powerful leadership tool. And realizing that you are never "done," motivating your team is important too. After the first mastermind session, during which you identified areas for growth as a leader, this interactive session is focused on the application of Maxwell's 21 Laws of Leadership. You will create a practical approach to your own professional development to continue honing your leadership skills.

**Date: Thursday, Nov. 14, 2024**

**Time: 10 am - Noon**

**Trainer: Kathie Rotz**

# Meet Your Instructors



**Kathie Rotz**

Kathie is a John Maxwell certified Executive Coach, Speaker, Trainer and Human Behavior Consultant. She provides coaching for business professionals to excel in leadership, business building, confidence, communication and goal achievement. Kathie's focus is to empower people by challenging their habits; most importantly, their thinking and emotional habits. Kathie has over 25 years of experience working in corporate America in leadership and training roles and 19 years leading a growing sales team.



**Lisa Schaefer**

An NICC Business and Community Solutions trainer, teacher, counselor and small business owner with over 20 years of experience in education and sales. She is certified as a facilitator of the John Maxwell Leadership Curriculum and Daniel Pink Drive Curriculum. Lisa is an expert in employee engagement, organizational psychology and service success strategies and has served as a professor, staff development professional and counselor. Her experiences includes working for Walt Disney World, hosting on-air radio programs, as well as over 15 years of education, corporate training and executive coaching experience. She holds a Masters Degree in Counseling and is a Certified Counselor and John Maxwell Leadership Coach.



**Paulette Milewski**

Paulette brings energy and 25+ years of experience in leadership, sales, customer service and project management, making training workshops interactive and enjoyable. She earned her master's degree in Organizational Leadership from St. Ambrose University and has picked up other certifications along the way including Strategic Doing (an Agile method of strategic planning), Real Colors® Personality Profile, Mental Health First Aid, and Prime for Life © (drug and alcohol prevention).



**Wendy Knight**

As founder and collaborative strategist for Focus Forward, LLC, Wendy brings a depth and breadth of business and nonprofit expertise and experience in campaign management, organizational leadership, fundraising, strategic thinking and best practices. She has more than 37 years of experience in healthcare, higher education and banking, and applies sound business principles as best practices to help organizations be more effective and efficient in achieving outcomes. Wendy is dedicated to service in the community and skilled in building relationships with a shared sense of purpose. She has worked with private and nonprofit organizations to save them time and money by leveraging her own knowledge and established network. Wendy focuses on outcomes, action and impact, and applies her proven track record of integrity, focus, responsiveness and determination to help move organizations forward. She provides the structure, resources and discipline needed for organizations to act and achieve results, and her consulting and guidance puts the "us" in Focus.



# Schedule

Date & Time	Class Title	Instructor
<b>Thursday, Sept. 12, 2024</b> 8 - 10 am 10 am - Noon	Hey, Leaders - Who's Running Who? Motivating and Engaging Different Generations in the Workplace	Lisa Schaefer
<b>Thursday, Sept. 19, 2024</b> 8 - 10 am 10 am - Noon	Dealing with Difficult People Love'Em or Lose'Em: Engaging, Motivating and Retaining Key Employees	Paulette Milewski
<b>Thursday, Sept. 26, 2024</b> 8 - 10 am 10 am - Noon	Emotional Intelligence Embracing and Managing Change	Wendy Knight
<b>Thursday, Oct. 3, 2024</b> 8 - 10 am 10 am - Noon	Are We Making Money? Presenting and Training	Wendy Knight
<b>Thursday, Oct. 10, 2024</b> 8 am - Noon	Networking for Results Trust & Unity	Wendy Knight
<b>Thursday, Oct. 31, 2024</b> 8 - 10 am 10 am - Noon	Managing From Afar & Digital Communication Accelerate Your Leadership	Kathie Rotz
<b>Thursday, Nov. 7, 2024</b> 8 - 10 am 10 am - Noon	Implementing a Department Vision, Mission, Values Maximizing Marketing	Paulette Milewski
<b>Thursday, Nov. 14, 2024</b> 8 - 10 am 10 am - Noon	Assessing Your Team Accelerate Your Leadership II	Kathie Rotz