Leadership & Management Development Conference
Forward Thinking for Today’s Leader

November 5, 2015

Union South
Madison, Wisconsin

Sponsored by:
Learning and Talent Development
www.talent.wisc.edu
The Wisconsin Certified Public Manager® Program
www.dcs.wisc.edu/pda/cpm/

Learning and Talent Development
OFFICE OF HUMAN RESOURCES
UNIVERSITY OF WISCONSIN–MADISON
Wisconsin Certified Public Manager Program
Welcome to the 17th Annual Leadership & Management Development Conference!

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<tr>
<td>7:45 a.m. - 8:30 a.m.</td>
<td>Registration, Varsity Lounge</td>
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<tr>
<td>8:30 a.m. - 9:45 a.m.</td>
<td>Welcome and Keynote Presentation, Varsity Hall I, II and III</td>
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| 9:45 a.m. - 10:15 a.m. | Refreshment Break, Varsity Hall Lounge  
Option: Wellness Break  
Stretch Break, 9:45 a.m. - 9:50 a.m., Varsity Hall I and II |
| 10:15 a.m. - 11:45 a.m. | Featured Sessions                                                                        |
| 11:45 a.m. - 12:00 p.m. | Break                                                                                     |
| 12:00 p.m. - 1:00 p.m. | Lunch, Served in Varsity Hall III, seating in Varsity Hall I and II  
Option: Lunchtime TED Talk Analysis, Northwoods, 3rd floor  
Are We Busting the Myth of Employee Motivation? |
| 1:00 p.m. - 2:30 p.m. | Featured Sessions                                                                        |
| 2:30 p.m. - 3:00 p.m. | Networking and Refreshment Break, Industry, 3rd floor  
Option: Wellness Break  
Relaxation Exercises, 2:35 p.m. - 2:45 p.m., Agriculture, 3rd floor  
Walk, 2:35 p.m. - 2:45 p.m., Gather at registration table, 2nd floor |
| 3:00 p.m. - 4:30 p.m. | Featured Session                                                                         |
| 4:30 p.m.       | Adjourn                                                                                   |

**Breaks:**
Refreshments will be in Varsity Hall Lounge (2nd floor) during the morning break (9:45 a.m.) and the Industry room (3rd floor) during the afternoon break (2:30 p.m.).

**Lunch:**
Lunch service will be in Varsity Hall III from 12:00 p.m. - 1:00 p.m. Seating will be available in Varsity Hall I and II.

**Wellness Breaks:**
Three optional wellness breaks will be offered during the conference breaks. See conference schedule above for details.

**Evaluations:**
Please complete an evaluation for all sessions. Completed evaluation forms can be dropped off at the registration desk at the end of the conference, left in your last workshop room, or handed to any conference staff member. All guests will receive an email with a conference evaluation immediately after the event and in three months. Please take a few minutes to respond to each survey. Your feedback is used to plan and improve future conferences.

**Health Room:**
Room 241 is available to all guests. It is a private room on the second floor, down the hall from the Marquee Theater. Please let someone at the registration table know if you need access to this room.

**Emergency Exits:**
In event of emergency, each room has a posting of nearest stairwell/evacuation route. Evacuation route information is located on pages 5, 6, and 7 of this program.
KEYNOTE PRESENTATION
8:30 a.m. - 9:45 a.m.
Varsity Hall I, II, III

Transformational Leadership: A Systems Approach for Achieving and Sustaining Superior Organizational Performance
Loren Kuzuhara

According to John Kotter, a change management expert at Harvard Business School, 70% of all change initiatives fail to achieve their short-term, and especially, their long-term objectives. This talk will discuss the reasons why this is the case and propose a practical and action-oriented leadership framework for realizing and sustaining positive change in organizations.

Loren Kuzuhara is a Teaching Professor in the Department of Management and Human Resources (MHR) at the University of Wisconsin-Madison School of Business. He has taught in organizational behavior, leadership development, human resource management, management of teams, and management consulting for nearly 20 years. He is also the faculty director of the MHR Department’s summer internship program and a coordinator for the International Internships Program at the UW-Madison.

Loren earned his B.S. in Psychology at the University of Illinois at Urbana-Champaign and his MBA and Ph.D. in Management and Human Resources at the University of Wisconsin-Madison. Loren has served as a performance excellence team leader and examiner for the Wisconsin Forward Award, the Robert Carey Performance Excellence Award Program run by the U.S. Department of Veteran Affairs, and the Malcolm Baldrige National Quality Award, a program that is designed to enhance the global competitiveness of American companies.

Loren has co-authored books on management skills, organizational behavior and team management. He is also the vice-president of the University of Illinois Psychology Alumni Advisory Board and a board member for the Wisconsin Center for Performance Excellence.
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<tr>
<th>Time</th>
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<th>Varsity Hall II 2nd Floor</th>
<th>Marquee 2nd Floor</th>
<th>Northwoods 3rd Floor</th>
<th>Landmark 3rd Floor</th>
<th>Agriculture 3rd Floor</th>
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Evacuation Routes

Second Floor Evacuation Routes

**Varsity Hall I**
To evacuate Varsity Hall I, exit and turn left down the hallway. Take the Varsity Lounge stairs down to the first floor exit.

**Varsity Hall II & III**
To evacuate Varsity hall II & III, exit and turn right down the hallway. Take the Varsity Lounge staircase at the left end of the hallway down to the first floor exit.

Third Floor Evacuation Routes

**Northwoods Room**
To evacuate the Northwoods room, exit from either of the two rear exits. Turn left down the hallway and then turn left again; the stairs will be directly in front of you.

**Landmark Room**
To evacuate the Landmark room, exit from the front of the room. Take a right down the hallway and then take the first left; the stairs will be on your left.

**Industry Room**
To evacuate the Industry room, exit the room and turn right down the hallway. The stairs will be on your left.

**Agriculture Room**
To evacuate the Agriculture room, exit the room and take the stairs directly across from the room.
Union South
Maps

3rd Level
Building on aspects of the keynote presentation, the following workshops - Building Momentum: Creating Short-Term Wins and Removing Barriers to Change - will continue exploring transformational leadership specifically as it involves change and building momentum. Each workshop is 45 minutes in length and participants will have the opportunity to attend both. Participants can choose either workshop to start.

**Building Momentum: Creating Short-Term Wins**
*Shelly Vils Havel*  
*Varsity Hall I, 2nd floor*

Change efforts can often take a long time to achieve. Building and sustaining momentum during the process is vital to success and forward movement towards the change goal or initiative. During this interactive workshop we will brainstorm and identify internal and external factors that sustain a change as well as reinforcements that can contribute to satisfaction and success. Participants will work together to identify actions and events that strengthen and reinforce change as well as walk away with a new tool or two to add to their toolbox for creating and sustaining momentum especially during a long change process.

**Removing Barriers to Change**
*Lori Scroggs*  
*Varsity Hall II, 2nd floor*

Change efforts are often thwarted though we acknowledge change is necessary to be a high performing organization! This interactive session will explore what makes change challenging from within the organization. Participants will work in small groups to first discover barriers to change, then brainstorm potential actions focusing on structures, skills, and systems. Participants will also learn small group facilitation techniques to lead in their own departments and organizations to similarly reveal barriers to change an empower action aligned with shared values and visions.

**Better Thinking for Better Meetings**
*Roe Parker*  
*Agriculture, 3rd floor*

Do you dread upcoming meetings or feel “trapped” at ineffective meetings? Our feelings are based on prior meetings that didn’t go very well. Experts agree poor communications or ineffective team discussion create boring meetings, unmet expectations, and limited results.

Consider a “fresh” approach! Attend this session to learn about parallel thinking techniques and improve team discussions at your next meeting. At the conclusion of this session, you’ll be able to:
1) Explain at least two unspoken assumptions that create poor discussions, 2) Explain and apply the use of the Six Thinking Hats® technique for team discussions, and 3) Explain how parallel thinking promotes values such as inclusion and engagement.

Better meetings mean better results!

**The Five Levels of Leadership and the Role of Emotional and Social Intelligence**
*Charles LaTorre, MSW, LCSW*  
*Landmark, 3rd floor*

Best-selling author John Maxwell has identified five very distinct levels of leadership that all leaders navigate through in their leadership journey. This 90-minute leadership workshop will explore the up side and the down side of the five levels as well as what it takes to master each level on the way to becoming the best leader you can be. As a result, leaders at all levels can benefit from this program. Utilizing presentation and group interaction, the program will provide an overview of emotional and social intelligence. Furthermore, it will also highlight the impact emotional and social intelligence has on building strong relationships, maximizing leadership potential, and overall institutional performance.

**Walking the Talk: Steps toward Implementing Workplace Inclusion**
*Alice Traore*  
*Northwoods, 3rd floor*

During this 90-minute workshop, participants will identify their socially perceived privileges and disadvantages as these traits relate to individuals personally and professionally. Participants will identify the current state of their organizations as it relates to inclusion, and, using the Path Model developed by the Kaleel Jamison Group, identify what type of inclusive workplace they seek to create.
Lastly, we will discuss intentional and achievable ways to implement inclusion in the workplace.

This workplace begins with an introductory-level conversation of topics such as social identities and privilege before moving on to discussion of supervisors’ roles in building inclusive organizations.

Having attended this workshop, participants should be able to do the following:

- Articulate one’s own privileges and disadvantages and how these traits influence their roles in the workplace;
- Discuss the Jamison “Path Model” and identify where their organization stands in regards to inclusion;
- Describe an inclusive behavior and how an organization benefits from its implementation.

12:00 p.m. - 1:00 p.m.

Lunchtime TED Talk Analysis
Are We Busting the Myth of Employee Motivation?
Laura Page  Northwoods, 3rd floor
So you want to reward and recognize your best employees, and you keep hearing about “Pay for Performance” systems, but there is no discretionary money anywhere to be found. You know a motivated and engaged staff is critically important, so you send an email to your organizational HR and Finance directors, urging them to create a fund that will enable you and other supervisors to give monetary rewards as a way of motivating improved performance. Within an hour of hitting the “send” button, you get emails back from HR and Finance that basically say “Haven’t you seen the Dan Pink TED talk? Money doesn’t motivate!” Ok, so you watch the video, and you’re thinking “Wait a minute. It’s got to be more complex than that.” And indeed it is. Come to this discussion to learn a bit more about what research shows affects employee motivation, gain some practical tools, and share some of your insights and wisdom with your colleagues. Since this is a lunchtime session, we encourage you to bring your lunch!

Note:
Only the shorter YouTube video will be shown before the discussion.

1:00 p.m. - 2:30 p.m.

Empowering Others to Act
Jessica Moehr and Shelly Vils Havel  Marquee, 2nd floor
This workshop gets into the heart of understanding how to inspire and enable a learning culture. Leaders who coach and help others learn how to use their talents will build high performing teams. Join us in this interactive workshop which explores how to empower and lead people into the future by connecting with them deeply in the present. Empowering others is a leadership skill while controlling and directing are managerial behaviors. While there are times when leaders need to control and direct – the best results are when we can shift our behavior toward enabling and empowering our teams to best use their talents and skills, thus increasing their confidence, building solid relationships and establishing trusting teams.

Servant Leadership: Counter-Cultural but NOT Counter-Intuitive
Robert Toomey  Landmark, 3rd floor
The philosophy and practice of servant leadership is a particular leadership approach that begins with the desire to serve. Former AT&T executive Robert Greenleaf is universally credited with coining the term. While servant leadership is not new, nor is the phrase universally known and understood, it continues to be of great interest to people in a wide variety of organizations. Servant leadership is about servant-leaders who choose first to serve, then lead. While leadership must begin with the individual, servant leadership is other-focused, not self-serving.
Servant leadership, while not easy, offers both individuals and organizations the very real potential for development, growth and success.

Learning Objectives:
- Understand the meaning and context of servant leadership
- Identify where servant leadership has been successfully applied
- Explore the core servant-leader exemplar behavior of authentic service

Working Well, Leading Well
Molly Heisterkamp  Northwoods, 3rd floor
Many people are at work for a minimum of 40 hours per week. Our choices, behaviors, and environment impact the well-being of ourselves and others. Applying the seven dimensions of wellness framework and the social ecological model, we will learn what it means to live well and how to promote the well-being of those we manage and/or lead by integrating wellness holistically into the workplace.

2:30 p.m. - 4:00 p.m.

Building a Healthy, Inclusive, and Engaging Work Environment
Julie Kovalaske  Northwoods, 3rd floor
As a leader, you have a strong influence in how your employees feel when they come to work. In this interactive workshop, you will learn the importance of building a healthy, inclusive, and engaging work environment and your role in the process. You will also come away from this session with strategies you can use for creating a healthy, inclusive, and engaging work environment.

Empowering Others to Act:
Turning Ideas Into Action
Jessica Moehr and Shelly Vils Havel  Varsity Hall I & II
These sessions will give you an opportunity to apply the concepts discussed in the 1:00 p.m. session “Empowering Others to Act.” Jessica and Shelly will guide the group through a series of activities to open your mind and be creative in how you encourage empowerment in others. It is strongly suggested that you attend the 1:00 p.m. session so you can build upon the ideas discussed and put them into action.

Each session is 45 minutes in length and participants will have the opportunity to attend both. Participants can choose either session to start.

The Five Levels of Leadership and the Role of Emotional and Social Intelligence
Charles LaTorre  Landmark, 3rd floor
Best-selling author John Maxwell has identified five very distinct levels of leadership that all leaders navigate through in their leadership journey. This 90-minute leadership workshop will explore the up side and the down side of the five levels as well as what it takes to master each level on the way to becoming the best leader you can be. As a result, leaders at all levels can benefit from this program. Utilizing presentation and group interaction, the program will provide an overview of emotional and social intelligence. Furthermore, it will also highlight the impact emotional and social intelligence has on building strong relationships, maximizing leadership potential, and overall institutional performance.
Molly Heisterkamp
Molly Heisterkamp is the Employee Wellness Coordinator at UW-Madison. She has been promoting employee wellness since 2008; previously working in both the private and not-for-profit sectors. Molly earned a Bachelor’s of Science degree in Community Health Education from UW-La Crosse and is a Certified Health Education Specialist.

Julie Kovalaske
Julie Kovalaske is the training coordinator of the Fully Prepared to Manage Program with the UW-Madison. She has over five years of experience designing and facilitating professional development opportunities. Before working at UW-Madison she worked for three years in the Peace Corps in Tanzania providing training, education and development opportunities in the community she lived and two years providing professional training and development opportunities with Cabela’s. She has experience with classroom-based learning and online training.

Charles LaTorre, MSW, LCSW
Charles has worked with a variety of organizations nationally, regionally, and within the northeastern Wisconsin area. He is trained in a number of organizational assessment tools, including the Hogan Personality Inventory. He has a strong interest and focus in individual and team coaching, organizational effectiveness, performance, and leader development. He is trained in the Corporate Athlete Model at the Human Performance Institute, and, as a result, works with organizations to reach the pinnacle of their effectiveness and achieve sustained maximal performance.

His clinical work focuses on personal resilience, well-being and the ability to increase emotional self-regulation. Through mindful awareness, the goal is for clients to achieve optimal health, happiness and well-being and live the flourishing life they desire.

Charles has a Bachelor of Science in Psychology from Marywood University and a Master’s degree in Social Work from the University of Houston Graduate School of Social Work.

Jessica Moehr
Jessica Moehr is a Training Coordinator in Learning and Talent Development in the Office of Human Resources. She serves as the program manager for the Fully Prepared to Lead program. She’s been teaching leadership and professional development courses for over 12 years while consulting with and coaching employees, supervisors, and managers on a variety of topics such as performance management, change management, leadership at all levels, business writing, coaching, and feedback. A graduate of UW-Madison, she has facilitated workshops for the Women & Leadership Symposium, the Leadership & Management Development Conference, the Office Professional Conference, and Leadership Sun Prairie. Areas of expertise include Performance Management, Professional Development, and Leadership Development.

Laura Page
Laura V. Page is a Director of Leadership and Management Programs for the Division of Continuing Studies at UW-Madison, where she creates new outreach programs. Laura recently rejoined the University after more than two decades as an independent management consultant focusing on issues of communication, conflict resolution, leadership development, team building and strategic planning. Laura has worked with hundreds of profit, non-profit and public agency clients. She is a frequent seminar instructor, meeting facilitator and leadership coach.

Laura’s background includes the position of Manager of Business Counseling for UW-Madison’s Small Business Development Center, and management consultant in Chicago with Earnst & Young (EY). She has held department head positions in four organizations. Laura’s formal education includes a Master’s in Management Development from UW-Madison, and a Master’s in Marketing for-credit Certificate in Administration, and Bachelor’s in Philosophy from Northwestern University.

Laura is a member and service award recipient of ATD (formerly the American Society For Training and Development).
**Presenter Biographies**

**Roe Parker**
Roe Parker is energized about helping leaders build new skills to increase their influence and achieve greater results. In his current role as Senior Training Officer at UW-Madison, he designs and delivers practical and engaging learning opportunities for campus employees. Roe conducts training programs on the Human Resource System and the Job and Employee Management System. His extensive background as an adult educator extends to management and leadership roles. Roe has been a featured speaker at recent conferences and events sponsored by the UW-Madison campus, UW Small Business Development Center, and University of Wisconsin Extension.

**Lori Scroggs**
Lori Scroggs came to the UW-Madison Office of Quality Improvement (OQI) in 2014. Prior to becoming an OQI Consultant, Lori served as Vice President for Learning and Student Development and in earlier years as Vice President for Planning and Institutional Effectiveness at Illinois Valley Community College, Oglesby, IL. During this time she was responsible for academic programs, student services, and college accreditation. Concurrently, she served as a strategic consultant for higher education and nonprofit organizations and in 2010 was selected as a member of the Board of Examiners for the national Baldrige Performance Excellence Program administered through the National Institute of Standards and Technology (NIST) and the U.S. Department of Commerce. Lori also taught graduate and undergraduate courses in leadership studies from 2003-2009, while she coordinated the Human Service Administration Master’s Program, and co-led the Undergraduate Minor in Leadership Studies at Bradley University, Peoria, IL.

**Robert Toomey, Ed.D.**
Robert Toomey, Ed.D. is a program director with the University of Wisconsin-Madison, Division of Continuing Studies, where he works with leadership and management programs. Previously he served with several Wisconsin state government agencies in the area of training and human resources, and has also served as a supervisor. Robert received a master’s degree in servant leadership from Viterbo University, La Crosse, and has a doctorate in educational leadership from Edgewood College, Madison.

**Alice Traore**
Alice Traore has been a Student Affairs professional for over 15 years. She has also worked in Academic and Multicultural Affairs at various colleges and universities in the Midwest. As the former Associate Director of UW-Madison’s Multicultural Student Center, Alice obtained training and teaching experience in topics related to Social Justice. Currently, Alice uses past work experiences and topics such as social identity, privilege, and inclusion to punctuate her work as a trainer for Learning and Talent Development in UW-Madison’s Office of Human Resources. In this capacity, Alice develops curriculum for, coordinates, and will instruct the department’s Thrive at UW-Madison courses. These courses help UW-Madison staff and faculty discover knowledge, skills, and abilities that allow them to contribute to their departments in ways that create engaging, inclusive and healthy workplace cultures.

**Shelly Vils Havel**
Shelly Vils Havel is a Training Coordinator in the Office of Talent Management, Office of Human Resources. While facilitating learning solutions for HR Design, Shelly also works with campus professionals to create training opportunities for campus employees. A seasoned instructional designer and coach, she develops tools for teams to execute at the highest possible level. Shelly has been a facilitator for workshops and special events such as Dining & Culinary Services leadership training, WFAA Alumni Leadership Conference, Conference of the Office Professional, Women & Leadership Symposium and many others.

Prior to the University, Shelly’s efforts focused on delivering education and professional development courses on the industry’s hot topics and ever changing needs. Shelly has spoken across the United States delivering educational coaching programs with a natural talent for engaging an audience and delivering her message in a way that leaves participants more knowledgeable and excited about the subject at hand.
Mark Your Calendars!

2016 Leadership & Management Development Conference

Thursday, November 3, 2016
Union South

Visit www.talent.wisc.edu for information on this event and additional professional development programs.