

# Emotionally Intelligent Leadership: Relationship Matters

**FALL 2015**

**Listening for a Change: Skills for Dialogue**

—Sept 29-30

**How to Design and Teach  
a Successful Workshop**

—Oct 27

**The Joy of Meetings: Recipes for Success**

—Oct 29

**Honoring Our Common Differences:  
Leadership for Inclusivity**

—Nov 5

**Our Minds at Work: Diversity in  
Perceptual Thinking Patterns™**

—Nov 10-11

**The Art of Conflict Transformation**

—Dec 8-9

Pyle Center, 702 Langdon St  
UW-Madison Campus



**Continuing Studies**

UNIVERSITY OF WISCONSIN-MADISON

## Emotionally Intelligent Leadership: Relationship Matters

Only through authentic relationships can we hope to create communities that sustain each of us—communities that treat every individual with respect and dignity, that welcome multiple perspectives, use conflict creatively, and elicit our best actions based on integrity. Whether or not you have a “formal” leadership

role, everyone has the potential to be an emotionally intelligent leader. Learn how to make relationships matter at work, home, and in the community through these engaging programs. Note: All workshops are held at the Pyle Center, 702 Langdon St on the UW-Madison campus, phone 608-262-1122.

### Listening for a Change: Skills for Dialogue

Tues-Wed, Sept 29-30, 8:30am-4:30pm, 1.4 CEU, \$295, Program #6627

Kathy Germann and Denise Jess

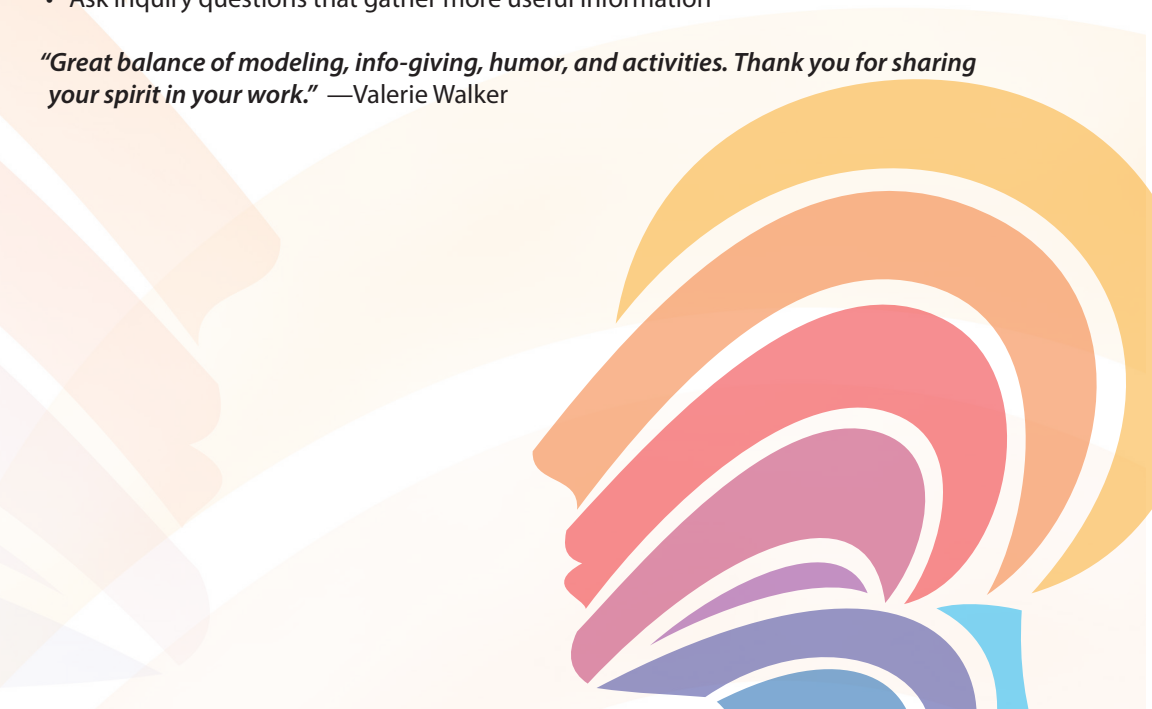
In a highly competitive culture, many of us have learned to listen in ways that strengthen the arguments in support of our perspective. We focus on critiquing others’ ideas and defending our point of view.

Dialogue shifts us from a mindset of persuading to one of learning. It invites us to engage with curiosity and openness, and to discover the shared meaning living among different perspectives. Slowing down, examining assumptions, and listening deeply not only builds stronger, more trusting relationships, it supports us in doing our best thinking together and discovering more innovative solutions.

**This workshop will help you learn to:**

- Feel more grounded when having challenging conversations
- Slow down and check out assumptions before they escalate into conflict
- Move from defensiveness and judgment to more open engagement
- Excavate beyond positional statements to understand “what’s really going on”
- Ask inquiry questions that gather more useful information

*“Great balance of modeling, info-giving, humor, and activities. Thank you for sharing your spirit in your work.” —Valerie Walker*



## How to Design and Teach a Successful Workshop

Tues, Oct 27, 8:30am-4:30pm, 0.7 CEU, \$150, Program #6630, Kathy Germann

Do you need to conduct a workshop but you've never had any formal training on doing one? Have you been doing the same workshop repeatedly and are looking for some ways to liven it up a bit? Are you tired of doing all the talking in your workshops and want to get your audience more involved?

Glean kernels of wisdom from a seasoned trainer who has taught for 30 years with more than 15,000 learners ranging from doctors and tradeswomen to fifth-grade peer helpers.

### You will learn:

- Methods for creating a welcoming learning environment
- How to develop outcome-based learning objectives
- The basics of experiential learning theory
- How to choose appropriate teaching methods
- The parallels between stages of group development and stages of a workshop

*"Kathy makes you feel at ease and definitely creates the 'community' feeling in the workshop."*

— Nick Sodermann

## The Joy of Meetings: Recipes for Success

Thurs, Oct 29, 8:30am-4:30pm, 0.7 CEU, \$175, Program #6626

Kathy Germann and Denise Jess

Ever been to a meeting that felt flat as a pancake, or was in danger of boiling over? As a facilitator do you feel like you're in a pressure cooker managing everything, while some group members stir the pot and others just feel fried?

Meetings can have many challenges: unclear purpose, derailed focus, lack of participation, and decisions that are repeated ad nauseum. Often the missing ingredient is an outcome-based agenda that uses different processes to fully engage group members. Results-oriented meeting agendas allow participants to better prepare for and focus on the task at hand. Utilizing modalities beyond open discussion taps in to differences in people's learning styles and encourages more innovative thinking and participation by all group members, not just those who take up the most "air time".

This interactive, hands-on workshop will give you concrete "recipes" for creating meeting agendas that use people's time well, elicit their best thinking and make decisions that have greater buy-in, resulting in a group that gets the job done and has positive working relationships.

Transform your meetings from food fight to culinary delight!

### Learn how to:

- Establish group agreements to set a positive tone.
- Design an outcome-based agenda with a clearly defined purpose.
- Choose appropriate decision-making rule(s).
- Employ an easy tool to discern the degree of agreement.
- Use meeting evaluations to support effective task accomplishment and group process.

*"Kathy and Denise provide concrete tools to increase meeting and group process productivity. A few hours invested in this course has surely saved me countless work hours (and headaches) and has helped me to recognize and deal with group communication problems early on."*

—Diane Treis Rusk

## Honoring Our Common Differences: Leadership for Inclusivity

Thurs, Nov 5, 8:30am-4:30pm, 0.7 CEU, \$150, Program #6625, Kathy Germann

Inclusivity is the practice of radical hospitality - where people of diverse social and cultural groups, (e.g., LGBT, gender, race, ethnicity, class, age, disability, etc.), all people, experience uncompromising respect and dignity in an atmosphere of non-judgment and genuine acceptance. Inclusive leaders value and actively encourage multiple experiences and perspectives, creating a positive, collaborative environment in which people feel safe to be themselves and are able to contribute their best work.

This workshop creates a safe forum for self-reflection and dialogue with others.

### Participants will:

- Discover how their life experiences and assumptions affect their understanding of diversity issues and their actions toward inclusivity
- Explore how “unconscious bias” and the “isms” operate on individual and organizational levels
- Gain insight into one’s privileges and how to use them with integrity to enhance inclusivity
- Assess the differences between non-discriminatory and inclusive behaviors on individual and organizational levels

*“I took Kathy’s diversity workshops to fine-tune myself as an instrument for this work. Because of the depth of her commitment and her mastery of how people change and grow, the workshops have helped me do exactly that. A lot of my work has been with Indian elders. Borrowing from their vocabulary, I would say that Kathy has ‘medicine.”*

—Rodney Horikawa

## Our Minds at Work: Diversity in Perceptual Thinking Patterns™

Tues-Wed, Nov 10-11, 8:30am-4:30pm, 1.4 CEU, \$295, Program #6629

Denise Jess and Kathy Germann

Have you noticed how some people find their words with great ease? Are quick to create a visual or graphic? Seem to know just what action to take next? These variations represent the differences in how our minds organize, process, and create, i.e., the diversity in our Perceptual Thinking Patterns™.

This workshop will help you build “flexibility of mind” in understanding these differences and learn how to tap into these strengths in order to engage in more innovative, dynamic, and effective ways in your workplace, family, and community.

### Participants will:

- Learn the Perceptual Thinking Patterns™ Model
- Discover your own thinking pattern
- Increase understanding of others’ thinking patterns
- Develop strategies for working with these differences to enhance effective communication and nurture healthy relationships

*“I am able to communicate so much more effectively with everyone. It is like suddenly being able to speak the language in a foreign country.”* —Sid Sincher

## The Art of Conflict Transformation

Tues-Wed, Dec 8-9, 8:30am-4:30pm, 1.4 CEU, \$295, Program #6628

Kathy Germann and Denise Jess

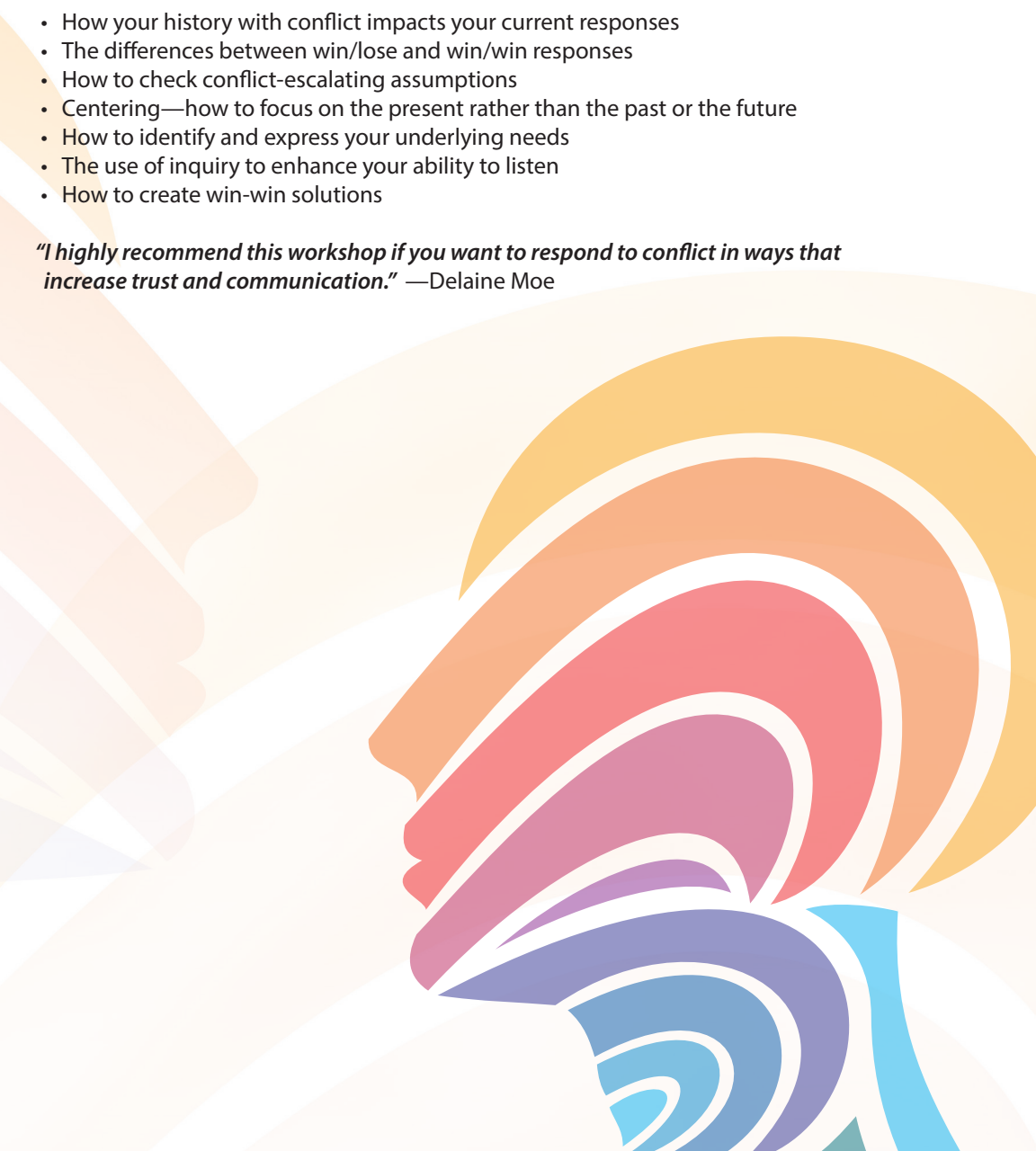
Conflict is something most people want to avoid and yet it is a natural part of life. We've grown to see conflict as "bad" and learned to either give in or fight to win. When approached with integrity, curiosity, and compassion, conflict can open us to new possibilities and can deepen our relationships.

The art of conflict transformation is about engaging with curiosity that facilitates "both-and" thinking, and supports the possibility of win-win solutions. Discover how to increase your comfort with conflict and build more trust and communication in your relationships.

### You will learn:

- How your history with conflict impacts your current responses
- The differences between win/lose and win/win responses
- How to check conflict-escalating assumptions
- Centering—how to focus on the present rather than the past or the future
- How to identify and express your underlying needs
- The use of inquiry to enhance your ability to listen
- How to create win-win solutions

***"I highly recommend this workshop if you want to respond to conflict in ways that increase trust and communication."*** —Delaine Moe



## About Your Facilitators

The instructors have more than 50 years of combined experience teaching, facilitating, and consulting with human service, healthcare, governmental, educational, and business organizations. Their varied specialties include communication skills, facilitation, conflict resolution, team development, training design, diversity, and Perceptual Thinking Patterns.™ They create a fun, lively learning experience that actively engages you and prepares you for immediate application of your new skills and knowledge.

## Credit

### Approved Hours/Continuing Education Credits

0.7 CEU = 7 hours of professional continuing education for the program.

1.4 CEU = 14 hours of professional continuing education for the program.

For information on continuing education credit for social workers, counselors, psychologists, marriage and family therapists, substance abuse counselors, educators, and other professionals, see our website: [continuingstudies.wisc.edu/policies](http://continuingstudies.wisc.edu/policies).

## General Information

### Location

The Pyle Center is located at 702 Langdon St, Madison, WI, 608-262-1122. A map and information on parking and lodging are included with registration confirmation.

### Time

Registration opens at 8am. Workshops are 8:30am–4:30pm. These popular programs are limited to 25 participants to ensure hands-on, participatory learning and are sure to sell out quickly. Register today!

### Cancellation Policy

Refunds (minus a \$25 administration fee) are available up to three business days prior to the program. You are responsible for the entire fee if you cancel later than that. To cancel or arrange for a substitute, call 800-725-9692.

Program cancellations: in the event of bad weather or other emergencies, call 608-263-4432 or visit [continuingstudies.wisc.edu](http://continuingstudies.wisc.edu) to learn whether a Continuing Studies program or class has been cancelled.

### For More Information

Contact: program director, Barry Orton, [bmorton@wisc.edu](mailto:bmorton@wisc.edu), 608-262-2394; program coordinator, Chris Dunleavy, [cdunleavy@dcs.wisc.edu](mailto:cdunleavy@dcs.wisc.edu), 608-265-4267 or 800-442-4617.

## Registration Form

### Please register me for

- Listening for a Change: Skills for Dialogue;** Sept 29-30; \$295 #6627
- How to Design and Teach a Successful Workshop;** Oct 27; \$150 #6630
- The Joy of Meetings: Recipes for Success;** Oct 29; \$175 #6626
- Honoring Our Common Differences: Leadership for Inclusivity;** Nov 5; \$150 #6625
- Our Minds at Work: Diversity in Perceptual Thinking Patterns™;** Nov 10-11; \$295 #6629
- The Art of Conflict Transformation;** Dec 8-9; \$295 #6628

### Contact information

NAME

TITLE

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MAILING ADDRESS

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PHONE (            )

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### Payment method

- Please bill my organization at the address above.
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- Please charge to the following account:
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**Mail to:** UW-Madison Continuing Studies Registrations  
Pyle Center, 702 Langdon St  
Madison, WI 53706-1487

**Call:** 608-262-2451 or 800-725-9692  
(Wisconsin Relay 711)

**Fax:** 608-265-3163 or 800-741-7416

**Online:** [continuingstudies.wisc.edu/collections/emotionally-intelligent-leadership](http://continuingstudies.wisc.edu/collections/emotionally-intelligent-leadership)

*Phone, fax or online registrations must include payments by credit card or purchase order.*

If you have a disability and desire accommodations, please advise us when you register. Requests are confidential.  
Programs offered by UW-Madison in cooperation with UW-Extension. DCS-IMC-10714-1/15



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