



Continuing Studies

UNIVERSITY OF WISCONSIN-MADISON

The noncredit professional development courses that follow are eligible for a VCFA professional development scholarship. Employees that are awarded the scholarship will be notified and registered for the course they applied for by the Division of Continuing Studies. **Please do not register on your own.**

Additional information about each course can be found online at continuingstudies.wisc.edu/leadership/. Most, but not all, courses are held at the Pyle Center, Monday-Friday, between the hours of 8:00am and 4:00 pm. Be sure to look closely at the registration confirmation for locations and hours.

Business Management:

Budgeting for Public Managers

Are you challenged by the complex realities of public finance and budgeting? Budgets play an integral role as a policy document, management tool, resource allocation plan, and financial plan. Understand the roles, responsibilities, and opportunities that administrators, elected officials, and the public face when developing, adopting, executing, and monitoring a public budget.

Tue, Oct 8, 8:30am-3:15pm

Pyle Center, 702 Langdon St.

Business Acumen: Strategy, Metrics, and Other Success Drivers

Develop the business acumen to understand organizational drivers such as mission, vision, values, and strategy. Learn to utilize such drivers to encourage employee behaviors and actions at all levels of the organization and across business functions. Explore the application of business analytical tools such as ROI, employee metrics, and accounting basics. Analyze metrics and how to present analysis results to key stakeholders and project sponsors.

Thu-Fri, Nov 21-22, 9am-3:45pm

Pyle Center, 702 Langdon St.

Customer Service as a Strategic Issue

Learn how to motivate and orient your public organization to the possibilities, challenges, and rewards of improved customer service. Explore the strategies for applying marketing concepts to a public agency and linking performance within the agency to its ultimate success.

Thu, Oct 24, 8:30am-3:15pm

Lowell Center, 610 Langdon St.

Excel Skills 2: Exploring and Describing Data

Build the expertise to quickly unlock insights from your organizational and personal data. Learn spreadsheet modeling principles that simplify your ability to report on routine organizational metrics. Gain the skills to filter and modify data with greater accuracy, as well as transform large datasets into user-friendly tables and graphs for presentations and reports. Excel Skills 1 or equivalent skills required.

Fri, Sep 27, 9am-3:45pm

Pyle Center, 702 Langdon St.

The Joy of Meetings: Recipes for Success

Ever been to a meeting that was flat as a pancake, or in danger of boiling over? The missing ingredient in many meetings is an outcome-based agenda that uses people's time well, focuses energy, and supports more productive work before, during, and after meetings. Price includes the book, *The Facilitator's Guide to Participatory Decision-Making*, and custom handouts.

Thu, Nov 14, 8:30am-4:30pm

Pyle Center, 702 Langdon St.

-or-

Thu, May 7, 8:30am-4:30pm

Pyle Center, 702 Langdon St.

Management Assessment for Personal Planning and Development

Self-awareness is the cornerstone of outstanding management. Using a series of self-assessments, learn how your styles and needs compare with those of other managers and with agency goals. Discover strategies to enhance your strengths and address limitations. Gain essential tools that improve your understanding of yourself and identify excellence in management. Register by one week before class to complete self-assessments.

Thu, Nov 7, 8:30am-3:15pm
Pyle Center, 702 Langdon St.

Managing Time, Multiple Priorities, and Interruptions

Learn to identify behaviors and create strategies that help you manage multiple priorities and handle interruptions, so you are more effective at work. We cover the myth of multitasking, how daily goals and objectives lead to success, strategies and best practices in putting out fires, doing more than one job, meeting madness, and how to limit interruptions. Additional time is spent discussing new technology that can help increase daily effectiveness and achieve better life-work balance.

Wed, Sep 18, 8:30am-3:15pm
Pyle Center, 702 Langdon St.

Measuring Customer Satisfaction

Explore why customer assessment is essential to government success and discover various approaches to measuring customer satisfaction. Learn to identify your customers' needs and use that information to develop specific satisfaction measures for your department or agency.

Wed, Nov 6, 8:30am-3:15pm
Pyle Center, 702 Langdon St.

Resilience and Stress Management Skills

Gain a deeper understanding of the role and causes of stress. Explore multiple skills and approaches for managing your stress and being resilient in today's workplace. Learn and practice stress management techniques and explore ways to become more resilient in everyday life.

Wed, Sep 25, 8:30am-3:15pm
Pyle Center, 702 Langdon St.

Workplace Negotiation Skills for Problem Solving and Everyday Issues

The ability to confidently and successfully negotiate is a critical foundational skill for anyone interested in stronger relationships and moving things forward. Learn reasons why negotiations succeed or fail and discuss the impact of different types of personal power on negotiation success. We present a different way of thinking about negotiation and share a model that helps you understand your natural negotiation style, its strengths, and its opportunities. We also explore an easy process to improve your negotiation success, and work through multiple real-life scenarios so you leave the session ready to engage.

Thu, Sep 19, 9am-3:45pm
UW Arboretum Visitor Center, 2880 Longenecker Dr.

Workplace Negotiation Skills: Special Women's Section

The ability to confidently and successfully negotiate is a critical foundational skill for anyone building stronger relationships and moving things forward. Research consistently shows that men feel more confident in comparison to women in a negotiation situation, succeed at higher rates, and initiate negotiations more frequently than women. We explore strategies that help women more confidently engage in all types of negotiations. We also share a model to help you understand your natural negotiation style, its strengths, and its opportunities. We introduce an easy process that will improve your negotiation success, and work through multiple real-life scenarios.

Thu, Oct 10, 9am-3:45pm
UW Arboretum Visitor Center, 2880 Longenecker Dr.

Diversity and Inclusion:

Encouraging a Culture of Civility and Respect

Disrespectful and uncivil behavior is on the rise in the workplace, costing organizations millions in lost productivity, lower quality, and employee turnover. To address this growing problem, we examine the concept of civil and respectful behavior and some of the possible reasons behind the trend. We also share strategies that organizational leaders and teams can employ to build and maintain a culture of civil and respectful behavior, and to address disrespectful or inappropriate behavior when they see it. Tue, Dec 3, 8:30am-3:15pm
Pyle Center, 702 Langdon St.

Honoring Our Common Differences: Reflective Actions for Inclusivity

Inclusivity is the practice of radical hospitality, where all people experience uncompromising respect and dignity. Inclusive organizations 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 to the organization.

Tue, Oct 29, 8:30am-4:30pm
Pyle Center, 702 Langdon St.

-or-

Tue, Apr 28, 8:30am-4:30pm
Pyle Center, 702 Langdon St.

Human Resources, Training & Development:

Employment Legal Issues

Gain the knowledge to serve as the conscience for organizations regarding decisions and actions that impact employees, and learn how to intervene to minimize legal exposure. You gain a broad understanding of employment laws, including the Fair Labor Standards Act, the Family and Medical Leave Act, the Equal Employment Opportunity Act, the National Labor Relations Act, the Equal Pay Act, and the Occupational Safety and Health Act.

Thu-Fri, Oct 24-25, 9am-3:45pm
Pyle Center, 702 Langdon St.

Human Resource Management Fundamentals: Advising and Problem Solving

Build your skills to succeed in your career in human resources. Develop the foundation to be an influential HR professional and serve as a trusted advisor to business leaders and employees. We cover human resource management competencies, leadership and organizational behavior concepts, effective advising and consultation skills, systematic problem-solving tools, and project management principles.

Thu-Fri, Sep 26-27, 9am-3:45pm
Pyle Center, 702 Langdon St.

Leadership Development:

The Art of Conflict Transformation

Conflict is something most people want to avoid, yet it's a natural part of life. When approached with integrity, curiosity, and compassion, conflict can open us to new possibilities and deepen our relationships. This workshop will help you embrace *both-and* thinking, transforming conflict into win-win solutions. Discover how to increase your comfort in dealing with conflict and to build more trust and communication in relationships.

Tue-Wed, Dec 10-11, 8:30am-4:30pm

Pyle Center, 702 Langdon St.

-or-

Tue-Wed, Jun 2-3, 8:30am-4:30pm

Pyle Center, 702 Langdon St.

Communication Skills for Challenging Conversations

In an instant, any conversation can become a challenging one. Learn how to handle difficult interpersonal conversations at work and to listen and be assertive without weakening relationships. Develop a framework to better understand the complex nature of interpersonal communication, and explore why misunderstanding is so normal. Apply the skills learned to conflict resolution and giving performance feedback—possibly the most difficult conversations managers have.

Wed-Thu, Dec 11-12, 9am-3:45pm

UW Arboretum Visitor Center, 2880 Longenecker Dr.

Communication Strategies for Women in the Workplace

Both men and women face challenges to reaching their goals in organizations. Being understood as intended when communicating is inherently complex because of the fundamental nature of human perception and the influence of almost any difference between sender and receiver, including gender. Drawing from academic research and the collective experience of those in the program (including men, who are welcome), we will explore practical communication strategies for women to help them effectively navigate today's dynamic workplace.

Wed, Nov 13, 9am-3:45pm

UW Arboretum Visitor Center, 2880 Longenecker Dr.

Ethics, Values, and the Public Manager

Don't get your name in the headlines! Learn what is required for ethical decision making and ethical action. Find out how individual actions and the actions of groups are influenced by codes of ethics and by sanctions imposed for unethical conduct. Identify and discuss ethical dilemmas you face at work and elsewhere. Also discover your own ethical compass and how to use it effectively and consistently.

Tue, Sep 24, 8:30am-3:15pm

Pyle Center, 702 Langdon St.

How to Energize Your Workshops and Turn on the Learning

Do you need to conduct a workshop but have no formal training on how to do so? Have you been doing the same workshop repeatedly and are looking for ways to liven it up? Are you tired of doing all the talking in your workshops and want to get your audience more involved? Learn the basics of experiential learning theory, how to develop outcome-based learning objectives, and how to use interactive teaching methods for a great workshop experience.

Tue, Nov 12, 8:30am-4:30pm

Pyle Center, 702 Langdon St.

-or-

Tue, May 5, 8:30am-4:30pm

Pyle Center, 702 Langdon St.

Leadership

Explore leadership characteristics and ways to strengthen your organization and support others' work. Learn about different leadership styles, public perceptions of leadership by sector, servant-leadership basics, and how to apply effective practices of leadership. Develop a personal leadership philosophy that contributes to your organization's mission.

Wed, Oct 23, 8:30am-3:15pm
Lowell Center, 610 Langdon St.

Leading and Managing From the Middle

As a middle manager, your job is increasingly important. You translate the expectations of supervisors into standards for your employees, and you represent your unit to others. Learn how you can contribute even more effectively to your organization's high performance. Discover how to use your position to achieve organizational goals through others, use your seven bases of power more effectively, and find strategies for expanding your influence.

Wed, Oct 9, 8:30am-3:15pm
Pyle Center, 702 Langdon St.

Leading Teams Across Silos: Advanced Skill of Boundary Spanning

Boundaries challenge leaders to rethink and reframe how they approach working with teams within their organization, as well as outside with organizations they traditionally would not consider working with, including competitors. Understanding boundary-spanning principles, challenges, and tools enables leaders and teams to create and implement strategies that can result in goal achievements that are genuinely outside the box. Learn to identify the types of boundaries that exist, and gain the tools to span them successfully.

Thu, Dec 5, 9:00 am-3:45pm
UW Arboretum Visitor Center, 2880 Longenecker Dr.

Listening for a Change: Skills for Dialogue

Only through true listening and understanding can we hope to create communities of integrity that sustain us and elicit our best actions. Whether you're facilitating a discussion among members of your family, workplace, or faith community, you can learn to listen with curiosity and welcome multiple perspectives.

Tue-Wed, Apr 7-8, 8:30am-4:30pm
Pyle Center, 702 Langdon St.

The Manager's Role in Work Satisfaction and Engagement

There are many myths about what managers can and should do to support employee work performance, satisfaction, and engagement. Learn what decades of real-world management experience reveals about best practices and tools for day-to-day manager activities, plus gain insights from recent research focusing on today's diverse and fast-moving environments.

2 Wednesdays, Nov 6 & 20, 9am-3:45pm (no class Nov 13)
UW Arboretum Visitor Center, 2880 Longenecker Dr.

Managing Change Using Project Management Skills

While project management protocols focus on things like time frame, budget, and scope, they don't often account for the changes in attitude and behavior that people will need to make to ensure successful adoption of change. This workshop will focus on the integration of change management and project management processes and tools to help you successfully manage both the technical and human objectives associated with any project.

Fri, Dec 13, 9am-3:45pm
Pyle Center, 702 Langdon St.

Managing Organizational Change

A key challenge for today's leaders is helping employees understand the need for change. Effective leaders must assist employees in discovering new ways of working and embracing these new ideas. Explore strategies for communicating the need for change and building employee commitment to that change. Learn general and specific approaches for turbulent times.

Tue, Sep 17, 8:30am-3:15pm
Pyle Center, 702 Langdon St.

Managing Your Brain for Managers: The Neuroscience of Leading Self and Others

Managing people can be difficult and stressful, especially now with historically low levels of employee engagement and technologies that accelerate almost everything. However, it doesn't have to be so overwhelming. Learn about the recent neuroscience discoveries that reveal how our brain triggers stress and poor interpersonal reactions. Exploration and practice of multiple methods for managing your brain will greatly improve your ability to lead others in today's organizations.

Thu, Nov 7 & 21, 9am-3:45pm
(no class Nov 14)
UW Arboretum Visitor Center, 2880 Longenecker Dr.

Strengths Discovery

The CliftonStrengths assessment uncovers the talents you rely on to build relationships, think strategically, execute plans and influence others to accomplish goals. When you know your unique set of these talents, you are empowered to succeed by doing what you naturally do best. Every. Single. Day. People who use their CliftonStrengths are less likely to experience deterrents to their well-being like worry, stress, anger, sadness or physical pain, and are proven to be three times more engaged and happy at work. Attend the 1-day Strengths Discovery workshop to put yourself on the fast track to increased satisfaction and engagement at work and in life.

Thu, Nov 14, 9am-4pm
UW Arboretum Visitor Center, 2880 Longenecker Dr.

What Every Manager Should Know About Working with their HR Department

As a manager or team leader, your colleagues and your own instincts may give you contradictory advice; "Go see HR," and "Don't go to HR." Explore the basic and the strategic functions of HR and learn how to effectively use HR staff as advisers rather than the enforcers. Learn how HR can help with your own career development and with a wide range of issues beyond navigating employment laws.

Fri, Nov 15, 9am-3:45pm
Pyle Center, 702 Langdon St.

Career

Tools for Purposeful Career Change

For those at a career crossroads and wanting more intentional career planning, this in-depth workshop provides assessment, structure, and exercises to facilitate the career- and life-planning process. You'll explore your skills, values, interests, and style preferences using the Strong Interest Inventory (SII), Myers-Briggs Type Indicator (MBTI), and other individual/group activities and leave the workshop with an action plan. For individuals at any stage in their career including retirement. Led by experienced career counselors. Some homework between sessions.

Thu-Fri, Oct 3-4, 8:30am-4:30pm
Pyle Center, 702 Langdon St.