



## Continuing Studies

UNIVERSITY OF WISCONSIN-MADISON

### **Leadership, Management and Workplace Skills**

#### *Onsite and Customizable Program Topics*

#### **Leadership Development**

*(Leading people and teams)*

- Challenging Conversations
- Change Management
- Conflict Management
- Communication Styles, DiSC and MBTI®
- Effective Workplace Communication
- Emotional Intelligence; Basic and Advanced
- Employee Engagement and Empowerment
- Ethical Organizations and Decisions
- Feedback and Coaching
- Managing from the Middle
- Leadership Paradigms and Personal Style
- Listening Skills
- Mission, Vision, and Values
- Organizational Culture
- Servant Leadership
- Strategic Thinking and Planning
- Supervisory Skills
- Team Building

#### **Public Sector Specific Programs**

- Budgeting for Public Managers
- Financial Planning for Public Managers
- Improving Public Participation
- Information Technology in Public Management
- Lean Government
- Legislative Relations
- Policy Analysis for Non-analysts
- The Public Management Profession
- Records Management
- Project Governance & Portfolio Management
- The Conduct of Public Meetings
- Working with Councils, Boards & Commissions

#### **Business Management**

*(Managing work processes)*

- Customer Service
- Dealing with Resistance
- Effective Time Management
- Facilitating Effective Meetings
- Grant Writing
- Media Relations
- Negotiation Skills
- Performance Reviews
- Presentation Skills
- Problem Analysis and Problem-Solving
- Process Improvement
- Productivity Tools
- Project Planning and Management
- Stress Management and Resilience
- Using Data for Better Decisions
- Writing Skills

#### **Human Resources, Training & Development**

- Effective Workshops
- Employee Relations
- Human Resource Management
- Succession Planning and Mentoring
- Program Evaluation

#### **Diversity and Inclusion**

- Cultural Competency
- Dealing with Discrimination and Harassment
- Facilitating Cross-Cultural Teams
- Honoring Our Common Differences
- Listening and Appreciative Inquiry
- Perceptual Thinking Patterns
- Promoting Diversity in the Workplace

Contact us at [Lead.Manage@dcs.wisc.edu](mailto:Lead.Manage@dcs.wisc.edu) if interested.  
In addition to our regular programs, we can create special  
Team Building and/or Strategic Planning Retreats for your group.