Emotionally Intelligent Leadership: Relationships Matter

FALL 2016

Listening for a Change: Skills for Dialogue
— Sep 27-28

How to Energize Your Workshops and Turn On the Learning
— Oct 25

The Joy of Meetings: Recipes for Success
— Oct 27

Honoring Our Common Differences: Leadership for Inclusivity
— Nov 3

Our Minds at Work: Diversity in Perceptual Thinking Patterns™
— Nov 15-16

The Art of Conflict Transformation
— Dec 6-7

Pyle Center, 702 Langdon St.
UW-Madison Campus
Emotionally Intelligent Leadership: Relationships Matter

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
Tue-Wed, Sep 27-28, 8:30am-4:30pm, 1.4 CEUs, $325 (Lunch included), Program #0820
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.

You will learn how to:

• Slow down, check out assumptions, and notice observable data.
• Ground and center to decrease defensiveness while listening.
• Shift from blaming to owning and expressing feelings.
• Excavate beyond positions to engage in needs-based conversations.
• Use questions of inquiry to gain understanding of different perspectives.

“Great balance of modeling, info-giving, humor, and activities. Thank you for sharing your spirit in your work.”
—Valerie Walker
How to Energize Your Workshops and Turn On the Learning
Tue, Oct 25, 8:30am-4:30pm, 0.7 CEU, $165 (Lunch included), Program #0821
Kathy Germann

Do you need to conduct a workshop but don’t have formal training on doing one? Have you been doing the same workshop repeatedly and want 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. In addition, you will have the opportunity to gain ideas from fellow participants on one of your workshop designs.

You will learn:

• How to create a welcoming learning environment.
• The key characteristics of effective workshops.
• The basics of experiential learning theory.
• The importance of using multi-modal teaching methods to engage different learning styles.
• How to develop outcome-based learning objectives.
• 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
Thu, Oct 27, 8:30am-4:30pm, 0.7 CEU, $190 (Lunch included), Program #0822
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!

(continue on next page)
You will learn how to:

- Create group agreements to establish a productive work climate.
- Understand the benefits of an explicit decision-making rule.
- Assess the pros and cons of different decision-making rules.
- Use a tool to discern the level of agreement.
- Design outcome-based agendas with clearly defined purposes.
- Select multi-modal processes to enhance participation and achieve agenda outcomes.
- 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
Thu, Nov 3, 8:30am-4:30pm, 0.7 CEU, $165 (Lunch included), Program #0823
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.

You will:

- Explore how your life experiences and assumptions affect your understanding of and actions toward inclusivity.
- Discover commonalities and differences between social identities and experiences of the “isms.”
- Examine how unconscious bias and groupthink lead to unintentional exclusion of others.
- Gain insights into the costs and benefits of privilege.
- Differentiate between nondiscriminatory 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™

Tue-Wed, Nov 15-16, 8:30am-4:30pm, 1.4 CEUs, $325 (Lunch included), Program #0824
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.

You will:

• Learn how our minds use visual, auditory, and kinesthetic modalities to organize, process, and create.
• Discover which of the six patterns matches the way your mind learns and communicates.
• Explore the biases, gifts, and challenges of each of the six patterns.
• Learn how to advocate for your own pattern and be sensitive to others’ patterns.
• Explore ways to create mutual adaptations between different thinking patterns and the benefits of diverse perspectives.

“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

Tue-Wed, Dec 6-7, 8:30am-4:30pm, 1.4 CEUs, $325 (Lunch included), Program #0825
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 to:

• Understand the ways that your history with conflict impacts your current responses to it.
• Identify the four basic responses to conflict.
• Use a tool for checking out assumptions before they escalate into conflict.
• Practice being grounded and centered in the midst of conflict.
• Identify the differences between position statements and needs statements.
• Clarify and express your underlying needs.
• Use questions of inquiry to learn about others’ perspectives.
• Generate win-win solutions.

“I highly recommend this workshop if you want to respond to conflict in ways that increase trust and communication.”
—Delaine Moe
## Registration Form

### Please register me for

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<th>Option</th>
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### Contact information

- **NAME**
- **TITLE**
- **ORGANIZATION**
- **MAILING ADDRESS**
- **CITY / STATE / ZIP**
- **PHONE**
- **EVENING / CELL PHONE**
- **EMAIL**

### Payment method

- Please bill my organization at the address above.
- Enclosed is my check payable to UW-Madison.
- Please charge to the following account:
  - MasterCard
  - VISA
  - Am Ex
  - Discover

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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-12982-6/16
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 CEUs = 14 hours of professional continuing education for the program.

UW-Madison Continuing Studies is an acceptable continuing education provider for the American Psychological Association (APA), Association of Social Work Boards (ASWB), National Board for Certified Counselors (NBCC), Wisconsin Licensed Marriage and Family Therapists, and Wisconsin Substance Abuse Counselors; and may meet the continuing education requirements for other professionals.

See continuingstudies.wisc.edu/ceu-approved-hours.html for approved continuing education provider information.

General Information
Location
The Pyle Center is located at 702 Langdon St., Madison, WI, 608-262-1122. Lunch is included in the registration fee, including vegetarian, vegan and gluten free options.

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 to learn whether a Continuing Studies program or class has been cancelled.

For More Information
Contact: program director, Laura V. Page, laura.page@wisc.edu, 608-890-3627; program coordinator, Chris Dunleavy, chris.dunleavy@wisc.edu, 608-265-4267 or 800-442-4617.
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FALL 2016 PROGRAMS

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