



## **2019 - 2020 Program**

### **August 8, 2019 - Program Overview/Kickoff**

9:00 - 11:00 am

UMB

TBD

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### **September 12, 2019 - Managing Your Strengths (Kristen Brinlee)**

8:30 am - 1:00 pm

McDaniel College

McDaniel Lounge

Take an in-depth look at your personal strengths, interests, and skills. Identifying and using your strengths is the key to improving individual effectiveness and team performance. You may even identify future career possibilities or ways to mentor less experienced colleagues.

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### **October 17, 2019 - Career Development Essentials (Ken Baron and Jill Wardell)**

8:30 am - 1:00 pm

UMBC

TBD

Thinking about where you're going with your career? Curious about ways to enhance your marketability as a professional? This interactive workshop will help you learn keys for developing a growth mindset, identify and flesh out existing transferable skills, and implement strategies for enhancing your resume and cover letter. Time will also be devoted to exploring professional development opportunities to help you move horizontally in addition to vertically in your organization. You'll walk away from this session thinking about your job in creative and new ways, taking stock of the gems in the career you currently have, becoming more of an active driver in your career and finding ways to add value in your department and organization.

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**November 14, 2019 – Staying Organized While Balancing Multiple Priorities** (Shannon Raum)

8:30 am – 1:00 pm

NDMU

TBD

While juggling multiple priorities and trying to do more with less, we must also meet deadlines, gain control over paperwork, and get more done in less time every day.

Participants will develop an action plan to get and stay organized, and learn techniques to set goals, manage your time, handle interruptions, delegate tasks, avoid procrastination, identify and focus on priorities, and organize your desk and yourself.

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**December 12, 2019 – Working with Difficult People** (Jill Rice)

8:30 am – 1:00 pm

Towson University

TBD

This session will aid your ability to recognize not only the symptoms of a negative workplace relationship, but also the role each of us plays in these situations. Learn how to set boundaries and control your reactions to co-workers who cross those boundaries. You will also practice “unhooking” yourself from difficult personal interactions at work.

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**January 16, 2020 – Customer Service is No Different in Higher Education than Anywhere Else** (Mike Noll)

8:30 am – 1:00 pm

UMB

TBD

Learn how to identify your customers and their expectations. Identify behaviors that constitute excellent service, recognize various modes of communication and when to use each, practice good customer service techniques, and develop a personal action plan to improve customer service back on the job.

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**February 13, 2020 – Self-Care (TENTATIVE)**

8:30 am – 1:00 pm

MD Integrative Health

TBD

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**March 19, 2020 – Public Speaking** (Michele Hunt)

8:30am – 1:00pm

UB

TBD

Whether you're administrative staff, a dean, or a University President, there will always be situations where you have to speak publicly. Some positions are more communication-heavy than others, but regardless, there will come a time when you need to put your thoughts into words to make a point, take a stand, or get a job done. When that time comes, it's best to be prepared and feel comfortable with who you are as a speaker so you can communicate what you need to say effectively. In this session you will identify the skills necessary to support effective public speaking, characterize the purpose of a speech, label the parts of a speech and using a selected topic prepare and deliver a 1 minute speech. We will also share tips and techniques to overcoming speech anxiety.

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**April 16, 2020 – Graduation**

11:00 am – 1:00 pm

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