Learning & Doing:
L&D Session Guide 2015 - 2016
This guide is provided for planning purposes. Please refer to the online Mini-Course Registration System at http://www.bsu.edu/hrs/learndev for updated information.

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Welcome to Learning & Doing: 2015-2016 L&D Session Guide
Each academic year the Learning and Development office schedules 80+ learning sessions for Ball State University employees.

How Do I Use This Guide?
There are several ways to find sessions suited to your learning needs:
- Using factors from your annual performance evaluation
- Using the list of sessions in the table of contents
- Using the list of sessions by month

How Do I Register for a Session?
It’s easy! In the session description, look for the “Register Now!” link. Clicking the “Register Now!” link takes you directly into the Minicourse Registration System (MRS). Select the session that best fits your schedule and you’re automatically enrolled.

What If a Session is Full?
When a session is full, you are placed on a waiting list. If more seats are added or if a cancellation occurs, those on the waiting list are automatically registered based on the original registration dates. If you are next on the waiting list, you are notified by an email generated by the registration system.
**Chart: Performance Evaluation Factors and L&D Sessions**

L&D sessions are designed to address one or more factors of the annual performance evaluation system. To view and register for related L&D session(s), click the **session** link(s) to the right of the factor.

<table>
<thead>
<tr>
<th>Performance Evaluation Factors: Administrators / Professionals</th>
<th>General Factors: Staff (Exempt and Non-Exempt)</th>
<th>Related 2015-2016 L&amp;D Sessions and Dates</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. PROBLEM ANALYSIS: Seeks out relevant data and analyzes complex information to determine the important elements of a problem; Ability to synthesize data and recommend viable solutions to complex problems/issues.</td>
<td></td>
<td>Manage Your Time Better by Managing Your Priorities (Sep 15)</td>
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<td></td>
<td></td>
<td>Problem Analysis (Oct 9)</td>
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<td></td>
<td></td>
<td>What is your Customer REALLY Saying? (Nov 10)</td>
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<td></td>
<td></td>
<td>5 Secrets to Personal Productivity (Mar 9, 2016)</td>
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<tr>
<td>2. JUDGMENT: Reaches logical conclusions and makes high quality decisions based on available information; identifies needs and sets priorities; critically evaluates written communications.</td>
<td>3. Judgment</td>
<td>Tips for Making Good Decisions and Judgment Calls (Sep 15)</td>
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<tr>
<td></td>
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<td>Exercising Excellent Judgment (Oct 13)</td>
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<td></td>
<td>Using Good Judgment? You Be the Judge (Apr 7, 2016)</td>
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<tr>
<td>3. ORGANIZATIONAL ABILITY: Plans, schedules and controls workload; uses resources in an optimal fashion; deals effectively with demands on one’s time.</td>
<td>1.Work planning</td>
<td>Time Management Tips That Actually Work (Sep 1)</td>
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<td>Increasing Organizational Capacity (Sep 3)</td>
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<td></td>
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<td>Manage Your Time Better by Managing Your Priorities (Sep 15)</td>
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<td>Work Planning Works! (Oct 13)</td>
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<td>4. DECISIVENESS: Recognizes when a decision is required and acts appropriately.</td>
<td>Put Power Into Work Hours That Won’t Wear You Down (Nov 10)</td>
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<td>Get Organized and Stay Organized! (Jan 15, 2016)</td>
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<td>Priority Setter: Work Planning for Improved Performance (Mar 2, 2016)</td>
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<td>Organizational Skills - Juggling Multiple Responsibilities (Apr 13, 2016)</td>
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<td>5 Secrets to Personal Productivity (Mar 9, 2016)</td>
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<tr>
<td>5. LEADERSHIP: Gets others involved in solving problems; recognizes when a group requires direction, interacts with a group effectively and guides others to the accomplishment of a task.</td>
<td>Work Planning Works! (Oct 13)</td>
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<tr>
<td>Catalytic Mechanisms - Effortless Ways to Change Behavior for the Better (Mar 30, 2016)</td>
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<td>Using Good Judgment? You Be the Judge (Apr 7, 2016)</td>
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<td>Leaders Don’t Create Followers—They Create More leaders (Sep 1)</td>
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<td>The Dynamics of Effective Leadership (Sep 3)</td>
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<td>Responding to Office Conflicts with Sensitivity, Diplomacy, and Tact (Sep 15)</td>
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<tr>
<td>Follows the principles of excellent customer service as in programs such as Roll Out the Red Spirit of Service; scans environment for potential problems and opportunities and moves to solve problems and capitalize on opportunities.</td>
<td>Perceives the needs, concerns and problems of others; resolves</td>
<td>Sucking the Life Out of You? Don't be a Hoover! (Aug 4)</td>
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<td>The Dynamics of Effective Leadership (Sep 3)</td>
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<td>What You Need to Know to Become a Supervisor (Oct 9)</td>
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<td>Empowering Employees To Lead (Feb 2, 2016)</td>
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<td>How to Achieve an Effective Perf. Eval. (Staff Ees) (Feb 16 or 17)</td>
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<td>Conflicts; uses tact in dealing with persons from different backgrounds.</td>
<td>Education Environment (Sep 23)</td>
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<td>Responding to Office Conflicts with Sensitivity, Diplomacy, and Tact (Sep 15)</td>
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<td>Working with Multiple Generations in a Diverse Workplace (Oct 13)</td>
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<td>Building Relationships in a Virtual Environment (Oct 21)</td>
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<td>Moving from Diversity to Inclusion (Oct 29)</td>
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<td>Generational &amp; Cultural Diversity (Nov 4)</td>
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<td>Emotional Intelligence in Response to Customer Service (Nov 4)</td>
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<td>Holiday Stress and Joy (Nov 6)</td>
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<td>Conflict Resolution Through Courageous Conversations (Feb 2, 2016)</td>
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<td>Finding the Person in Interpersonal Relations (Feb 10)</td>
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<td>Now Hear This: Improving Your Listening Skills (Apr 7, 2016)</td>
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<td>Staying Positive Around Negative People (Self-Motivation) (Apr 13, 2016)</td>
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<td>8. ORAL COMMUNICATION:</td>
<td>5. Oral Communications</td>
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<td>Makes clear oral presentation of facts or ideas.</td>
<td>Speaking With Impact: Presenting Reports That Get Results (Feb 2, 2016) Now Hear This: Improving Your Listening Skills (Apr 7, 2016) Communicating with Competence and Humor: You can do both! (Apr 7, 2016)</td>
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<th>9. WRITTEN COMMUNICATION:</th>
<th>6. Written Communications</th>
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<td>Expresses ideas clearly in writing; writes appropriately for different audiences.</td>
<td>Visual Aids - Friend or Foe? (Jul 8) - completed Written Communication For Effective Messages (Oct 9)</td>
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<th>10. SUPERVISION:</th>
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<td>Obtains optimal productivity from subordinates; maintains effective working relationship with and among his/her staff. Varies level of supervision as appropriate. Seeks appropriate advice and counsel when dealing with employee/supervisor issues.</td>
<td>Hiring Your Student Employees (Sep 3) Responding to Office Conflicts with Sensitivity, Diplomacy, and Tact (Sep 15) Working Effectively with Graduate Assistants (Sep 16) Training and Managing Your Student Employees (Sep 17) Understanding and Leading Your Student Employees (Oct 1) Supervision that Focuses on People (Oct 9) What You Need to Know to Become a Supervisor (Oct 9)</td>
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<td><strong>11. SPECIAL KNOWLEDGE</strong>: Is a dependable source of information about his/her special area of expertise; keeps abreast of current developments in field.</td>
<td><strong>8. Job Knowledge and Expertise</strong></td>
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<td>Work Planning Works! (Oct 13)</td>
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<td>Making Work Matter for Your Student Employees (Oct 15)</td>
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<td>Moving from Diversity to Inclusion (Oct 29)</td>
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<td>Generational &amp; Cultural Diversity (Nov 4)</td>
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<td>Supervising Beyond Basics to Achieve Customer Satisfaction (Nov 10)</td>
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<td>Creating Unified Team Goals (Feb 10, 2016)</td>
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<td>Finding the Person in Interpersonal Relations (Feb 10)</td>
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<td>How to Deliver an Effective Performance Evaluation of Staff Employees (Feb 11 or 12)</td>
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<td>Now Hear This: Improving Your Listening Skills (Apr 7, 2016)</td>
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<td>Employee Discipline is a Good Thing (Jun 9, 2016)</td>
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<td>Time Management Tips That Actually Work (Sep 1)</td>
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<td>What is Entrepreneurial Learning? (Sep 24)</td>
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<td>Problem Analysis (Oct 9)</td>
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| 12. COMPLIANCE: | Holiday Stress and Joy (Nov 6)  
Decisions for Sustainability - The BSU Story (Nov 19)  
Change, why we avoid it and what we can do about it (Mar 9, 2016)  
Catalytic Mechanisms - Effortless Ways to Change Behavior for the Better (Mar 30, 2016)  
Knowledge Transfer (Jun 27, 2016) |
|----------------|-----------------------------------------------------------------------------------------------------------------------------------|
| **13. CONTRIBUTION TO GOALS:** Performs in a manner which contributes to the goals of | Diversity Unit Planning Development Workshop (Various Dates)  
Moving from Diversity to Inclusion (Oct 29)  
Generational & Cultural Diversity (Nov 4)  
Family and Medical Leave (FML) (Dec 10)  
Sex, Lies, & Harassment in the Workplace (Jun 9, 2016)  
Employee Discipline is a Good Thing (Jun 9, 2016) |
<p>| <strong>2. Work Commitment</strong> | What is Entrepreneurial Learning? (Sep 24) |</p>
<table>
<thead>
<tr>
<th>the department or unit and University.</th>
<th>4. Following Procedures</th>
<th>Creating Unified Team Goals (Feb 10, 2016)</th>
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</thead>
<tbody>
<tr>
<td>10. Punctuality and Attendance</td>
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<td>(See Your Supervisor)</td>
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</tbody>
</table>
List of Sessions by Month
To view a monthly list of L&D sessions, click the month:

September 2015
October 2015
November 2015
December 2015
January 2016
February 2016
March 2016
April 2016
May 2016
June 2016
July 2015 Sessions

Whose Fear is it Anyway?
You can let loose, have some fun, and still work on your communication goals. This session will prove that to you – and get you talking and moving. Borrowing exercises from the improvisational comedy world (think: Whose Line is it Anyway?), we will work in groups to see how we can apply what actors know to the workplace. We will practice some important skills: listening, using our body and voice, and teamwork. No one will be singled out, and everyone will be able to take off the “mask” and be your authentic self.

Date: Wednesday, July 8, 2015 - completed
Time: 9:00 – 11:00 AM
Location: Bracken Library, Lower Level, Educ. Resource Meeting Room 1
Presenter: Dawn Wisher

Dawn (New) Wisher, a Muncie-native and BSU alumna, is a Senior Lecturer in Business Communication for the Kelley School of Business at Indiana University Bloomington. She has a master's degree in organizational communication and a bachelor's degree in public relations, both from Ball State. Before becoming fulltime faculty at IU, she worked in marketing and public relations. She worked for one year as an Assistant Director for Ball State Admissions.

Visual Aids – Friend or Foe?
The visual aids you create are an extension of you. They make an impression. They feed into your personal brand. They can help to tell your story, or they can distract from your message. In this session, we will talk about the various uses of visual aids (as a presentation aid vs. a standalone document) and best practices for making visual aids your friend. Specifically, you will learn design tips that will help your audience understand and remember your message.

Date: Wednesday, July 8, 2015 - completed
Time: 12:30 – 2:00 PM
Location: Bracken Library, Lower Level, BL008
Presenter: Dawn Wisher
Dawn Wisher, a Muncie-native and BSU alumna, is a Senior Lecturer in Business Communication for the Kelley School of Business at Indiana University Bloomington. She has a master’s degree in organizational communication and a bachelor’s degree in public relations, both from Ball State. Before becoming fulltime faculty at IU, she worked in marketing and public relations. She worked for one year as an Assistant Director for Ball State Admissions.

Thinking & Speaking on Your Feet
Do you like getting up and talking in front of people? Are you able to quickly articulate your points? Do you project self-assurance? Most people know that quick thinking and confident speaking are important in the workplace, but they lack the training necessary to construct and deliver a presentation – or to even speak up in a meeting. This session will focus on how to organize a presentation, how to tailor it to your audience and how to deliver it in an engaging way.

Date: Wednesday, July 8, 2015 - completed
Time: 2:30 – 4:00 PM
Location: Bracken Library, Lower Level, Educ. Resource Meeting Room 1
Presenter: Dawn Wisher

Dawn Wisher, a Muncie-native and BSU alumna, is a Senior Lecturer in Business Communication for the Kelley School of Business at Indiana University Bloomington. She has a master’s degree in organizational communication and a bachelor’s degree in public relations, both from Ball State. Before becoming fulltime faculty at IU, she worked in marketing and public relations. She worked for one year as an Assistant Director for Ball State Admissions.
August 2015 Sessions

Sucking the Life Right Out of You? Don't Be a Hoover!

It only takes one -- one individual in the workplace to "suck the life right out of you." Learn practical, quick tips for dealing with Hoovers and avoiding becoming a Hoover yourself! Use these tips in the workplace and at home for a better quality of life. This 90-minute session is presented by Lisa A. Dominisse, Coach & Consultant, Dominisse Consultancy.

**Date:** Tuesday, August 4, 2015  - completed

**Time:** 1:30 - 3:00 PM

**Location:** Student Center, Forum Room (2nd floor, back hallway)

Lisa Dominisse is currently serving the City of Marion, Indiana, as Director of Development Services. Lisa is a certified life coach and provides coaching and consulting services to individuals and small businesses through Dominisse Consultancy. Before hanging her independent shingle, Lisa was a Senior Partner at Human Capital Initiative (HCI), an Atlanta based management consulting firm focused on "people powered solutions." Lisa joined HCI after serving as the Director of Human Resources at Great Plains Regional Medical Center in North Platte, Nebraska. Lisa holds a bachelor degree in journalism with a major in advertising and minors in music, biology and political science from the University of Nebraska - Lincoln.
September 2015 Sessions

Leaders Don’t Create Followers—They Create More Leaders
Too many times, leaders measure their influence by the number of followers that they can claim, but leadership is more than being in charge and managing people. The greatest leaders are those who don’t look for followers—think of Martin Luther King, Jr., Mohandas Gandhi, or Nelson Mandela. They were trying to create more leaders in order to help many others to find and create their own destinies. In this workshop, you’ll learn tips that you can do to not only become a better leader, but also to create other leaders.

**Date:** Tuesday, September 1, 2015  
**Time:** 1:00 – 2:30 PM  
**Location:** LA Pittenger Student Center, SC301  
**Presenter:** Cindy Allen-Stuckey

Cindy Allen-Stuckey, founder and CEO of Making Performance Matter, LLC, works with CEOs and business owners of small to medium-sized organizations to grow their businesses and reach goals they never thought possible. Cindy received her bachelor’s and master’s degree in Education from Indiana University and her master’s degree in Management from Indiana Wesleyan. She brings over 20 years of experience in senior leadership positions at 3 global manufacturing organizations in HR, organizational development, and strategy execution. Making Performance Matter is a WBENC Certified National Women’s Business Enterprise (WBE).

Time Management Tips That Actually Work
Are you working longer, faster, and harder, but you still find yourself running out of time? Have you tried traditional time management approaches, but they just don’t seem to work for you? The key to time management is knowing yourself—you can’t actually “manage” time, all you can do is manage and control your own behavior. Throughout this workshop you will identify your personal time management style, develop techniques that fit your style, and identify which time management techniques are best for various situations.

**Date:** Thursday, September 1, 2015  
**Time:** 3:00 – 4:30 PM  
**Location:** LA Pittenger Student Center, SC301  
**Presenter:** Cindy Allen-Stuckey
Cindy Allen-Stuckey, founder and CEO of Making Performance Matter, LLC, works with CEOs and business owners of small to medium-sized organizations to grow their businesses and reach goals they never thought possible. Cindy received her bachelor’s and master’s degree in Education from Indiana University and her master’s degree in Management from Indiana Wesleyan. She brings over 20 years of experience in senior leadership positions at 3 global manufacturing organizations in HR, organizational development, and strategy execution. Making Performance Matter is a WBENC Certified National Women’s Business Enterprise (WBE).
Hiring Your Student Employees
This session is designed for new supervisors of student employees and other BSU employees wanting a "refresher" on information fundamental to the student employment system. Focus will be on the foundational aspects of student employment from determining the need for student employees to actually hiring them. This includes the creation and development of job descriptions, postings, referrals and interviews. Payroll and time reporting responsibilities will be shared as well. Attendees will also have the opportunity to address specific questions and situations.

Date: Tuesday, September 3, 2015
Time: 8:30 – 11:30 AM  Register Now!
Location: LA Pittenger Student Center, Forum Room (2nd floor) Back hallway
Presenters: Byron Ballard, John Knox

Byron Ballard has been an employee of the Ball State University Career Center since 1996 and currently serves as the Customer Service Assistant. He is responsible for coordinating the referral process for on-campus student employment and supervises the students in the reception area. Byron assists with providing service training for the department including its student employees. He brings over twenty years of customer service experience both on the front lines and training others at the university as well as for various hotels and conference centers.

John Knox is the Student Employment Coordinator in the Career Center at Ball State University. He is responsible for insuring that students apply and are hired for student positions within the University and Federal Work Study-Community Service programs in compliance with Federal and State rules and regulations. He serves as the liaison between student employee supervisors and administrative agencies effecting student employment. He is a graduate of Ball State University and comes to the Career Center with experience in management and public sector human resources. He is a member of the Midwest Association of Student Employment Administrators and proud father of a current BSU student.
The Dynamics of Effective Leadership
When people think of "leaders", they often think of famous people in powerful positions. However, leaders can be found at all levels of an organization and in all areas of life. Effective leaders understand that they need to do more than simply convince people to follow them. Join E. Jake Gamble, trainer-consultant, as we discuss the essentials of leadership and how to increase your influence.

**Date:** Tuesday, September 3, 2015  
**Time:** 1:00 – 2:30 PM  
**Location:** LA Pittenger Student Center, SC310  
**Presenter:** E. Jake Gamble

E. Jake Gamble has risen through the professional ranks to become a high-profile college professor, corporate trainer, executive coach, and entrepreneur. He is the founder and owner of Leadership Support Services, LLC, specializing in leadership training, organizational culture, and strategic change. Jake holds a Bachelor of Science in Psychology and Criminal Justice and a Master's Degree in Management from Indiana Wesleyan University. He serves as an adjunct professor for Indiana Tech and Ivy Tech Community College. In addition, Jake works closely with IPFW’s Division of Training Outreach and Division of Continuing Studies.

Increasing Organizational Capacity
Yesterday is gone and tomorrow is a challenge, especially in business. The dynamics of today's organizations differ greatly from those of the past. The internal and external pressures are immense. Customer expectations have changed. The diversity of the workforce continues to evolve. Join trainer-consultant E. Jake Gamble for this 90-minute session to discuss how to increase organizational capacity, in spite of today's challenges.

**Date:** Tuesday, September 3, 2015  
**Time:** 3:00 – 4:30 PM  
**Location:** LA Pittenger Student Center, SC310  
**Presenter:** E. Jake Gamble
E. Jake Gamble has risen through the professional ranks to become a high-profile college professor, corporate trainer, executive coach, and entrepreneur. He is the founder and owner of Leadership Support Services, LLC, specializing in leadership training, organizational culture, and strategic change. Jake holds a Bachelor of Science in Psychology and Criminal Justice and a Master's Degree in Management from Indiana Wesleyan University. He serves as an adjunct professor for Indiana Tech and Ivy Tech Community College. In addition, Jake works closely with IPFW's Division of Training Outreach and Division of Continuing Studies.

Diversity Unit Planning Development Workshop
Goal 6 of Ball State University’s Centennial Commitment states that Ball State University will Promote and Achieve Diversity. Performance Indicator 44 states that each unit is to create/revise diversity plans with faculty, professional personnel, classified staff, and service personnel recruitment targets. In order to achieve this objective, this workshop is designed for chairs and department heads who have NOT submitted a diversity recruiting plan. Participants will learn how to work within their unit to achieve this goal. Additionally, participants will be introduced to the structure for each plan with specific, baseline, target, and responsibility indicators, and will review examples of successfully submitted diversity plans.

Date: Tuesday, September 8, 2015
Time: 2:00 – 3:30 PM
Register Now!
Location: LA Pittenger Student Center, SC306
Presenter: Dr. Charlene Alexander

Dr. Charlene Alexander is the associate provost for diversity and professor of counseling psychology at Ball State University. This is her 19th year at Ball State University. Prior to becoming associate provost for diversity, Dr. Alexander was the director of the School Counseling program in the Department of Counseling Psychology and Guidance Services at Ball State University. Dr. Alexander’s research interests are in the areas of multicultural counseling, school counseling, and international psychology. She is the co-editor of the Handbook of Multicultural Education, currently in its 4th edition.
Responding to Office Conflicts with Sensitivity, Diplomacy, and Tact

We have different perspectives on issues, different personalities, and different priorities which can cause us to “bump” into one another. Office conflict is a fact of work life, but how we respond to conflict can lead to either opportunities for positive outcomes and improved relationships or greater challenges as conflict escalates and relationships deteriorate. Effective conflict management depends on our ability to respond with sensitivity, diplomacy and tact.

Date: Tuesday, September 15, 2015
Time: 9:00 – 11:00 AM
Register Now!
Location: LA Pittenger Student Center, SC301
Presenter: Daniel Griffith

Daniel B. Griffith is associate faculty within the Organizational Leadership and Supervision program at Purdue School of Engineering and Technology at Indiana University–Purdue University Indianapolis (IUPUI). He teaches courses in conflict management, leadership and human resources. He also served as associate faculty for the IU School of Public and Environment Affairs. Daniel is Director of the IUPUI Office for Intergroup Dialogue and Civil Community. An attorney and mediator, he specializes in mediating employment, management and higher education disputes. Daniel is the co-author of The Conflict Survival Kit: Tools for Resolving Conflict at Work (2nd ed.) and the Supervisor Survival Kit (11th ed.), Pearson Education, Inc. Daniel holds a Bachelor of Arts degree in English from DePauw University and a Doctorate of Jurisprudence from the IU Robert H. McKinney School of Law.

Manage Your Time Better by Managing Your Priorities

You only have so much time in the day. You won’t find more time to complete work assignments, but if you can effectively manage your priorities, you may find more time to accomplish truly meaningful work while minimizing or eliminating time spent on work that doesn’t meaningfully contribute to personal, team or organizational goals. Join attorney-author-trainer Daniel Griffith to discuss how to:

• Understand basic principles of priority management and how they contrast with misperceptions about "needing more time"
• Assess how you spend your time on various tasks and how to realign tasks based on the priority management paradigm
• Implement tips and strategies for finding more time, including using technology, tackling time wasters, and working with others to negotiate the sharing and delegation of tasks.
Daniel B. Griffith is associate faculty within the Organizational Leadership and Supervision program at Purdue School of Engineering and Technology at Indiana University–Purdue University Indianapolis (IUPUI). He teaches courses in conflict management, leadership and human resources. He also served as associate faculty for the IU School of Public and Environment Affairs. Daniel is Director of the IUPUI Office for Intergroup Dialogue and Civil Community. An attorney and mediator, he specializes in mediating employment, management and higher education disputes. Daniel is the co-author of The Conflict Survival Kit: Tools for Resolving Conflict at Work (2nd ed.) and the Supervisor Survival Kit (11th ed.), Pearson Education, Inc. Daniel holds a Bachelor of Arts degree in English from DePauw University and a Doctorate of Jurisprudence from the IU Robert H. McKinney School of Law.

Tips for Making Good Decisions and Judgment Calls
We are often called to make decisions based on incomplete or ambiguous information. Other times, we must respond promptly to an inquiry or complaint in the midst of time pressures and stressful work demands. Other situations frustrate and anger us, tempting us to respond in ways we will regret later. We must be thoughtful and careful in our decisions and judgment calls, especially when time is limited and action is required now. Attorney-consultant-author Daniel Griffith will provide tips for thinking through decisions before acting or responding, managing emotions and reactive behaviors to avoid rash and unwise decisions, and making the best decisions possible under the circumstances presented.
Daniel B. Griffith is associate faculty within the Organizational Leadership and Supervision program at Purdue School of Engineering and Technology at Indiana University–Purdue University Indianapolis (IUPUI). He teaches courses in conflict management, leadership and human resources. He also served as associate faculty for the IU School of Public and Environment Affairs. Daniel is Director of the IUPUI Office for Intergroup Dialogue and Civil Community. An attorney and mediator, he specializes in mediating employment, management and higher education disputes. Daniel is the co-author of The Conflict Survival Kit: Tools for Resolving Conflict at Work (2nd ed.) and the Supervisor Survival Kit (11th ed.), Pearson Education, Inc. Daniel holds a Bachelor of Arts degree in English from DePauw University and a Doctorate of Jurisprudence from the IU Robert H. McKinney School of Law.

Working Effectively with Graduate Assistants
Ms. Stephanie Wilson and Dr. Katherine Denker will lead a powerful discussion of unique and specific ways to motivate and inspire your graduate assistants to produce maximum results. Attend this session to learn proven strategies, tools, and techniques to assist in your management of any graduate assistant.

Date: Wednesday, September 16, 2015
Time: 9:00 – 11:00 AM  Register Now!
Location: LA Pittenger Student Center, Forum
Presenter: Stephanie Wilson and Katherine Denker

Dr. Katherine J. Denker As the Director of the Basic Course, she is responsible for the instructional design, instructor training, assessment and instructional development for all of the 35 graduate teaching assistants who work with the Comm. 210 program each year. Dr. Denker has presented on issues related to mentoring and training at conferences for both the National Communication Association and the Central States Communication Association. Her work on instructional communication has been published in Communication Research Reports, Communication Teacher, and the Basic Communication Course Annual. Additionally, her work with the Comm. 210 program has lead to both the Ball State’s Lawhead Teaching Award in 2013 as well as the Organization for the Study of Language Communication and Gender’s Feminist Teacher-Mentor Award.
Ms. Stephanie D. (Huffman) Wilson is the Recruiter for the Ball State University Graduate School. She manages social media (2100+ Facebook “likes”), a student-centered website, and orients new graduate school students. Her experience includes being Director of the Ball State University Outreach Services, Project Director of an information technology training project assisting 500 dislocated workers in 25 Indiana counties, and Institute Director for the Indiana League of Municipal Clerks for five years. She earned an undergraduate degree in Management and a master’s degree in Adult and Community Education from Ball State University.

Training and Managing Your Student Employees
This session will provide you with tools to help your student employees succeed from their start to finish. Supervisors will learn methods to better acclimate employees to their work environment along with various management tools to help them while working. Topics to be addressed include orientation, training, coaching, evaluation, and the importance of customer service training. Special attention will be given to handling difficult student employment situations with opportunities to learn. Attendees will also have the opportunity to ask specific questions and situations.

Date: Tuesday, September 17, 2015
Time: 8:30 – 11:00 AM  Register Now!
Location: LA Pittenger Student Center, Forum Room (2nd floor)
Presenters: Byron Ballard, John Knox
Byron Ballard has been an employee of the Ball State University Career Center since 1996 and currently serves as the Customer Service Assistant. He is responsible for coordinating the referral process for on-campus student employment and supervises the students in the reception area. Byron assists with providing service training for the department including its student employees. He brings over twenty years of customer service experience both on the front lines and training others at the university as well as for various hotels and conference centers.

John Knox is the Student Employment Coordinator in the Career Center at Ball State University. He is responsible for insuring that students apply and are hired for student positions within the University and Federal Work Study-Community Service programs in compliance with Federal and State rules and regulations. He serves as the liaison between student employee supervisors and administrative agencies effecting student employment. He is a graduate of Ball State University and comes to the Career Center with experience in management and public sector human resources. He is a member of the Midwest Association of Student Employment Administrators and proud father of a current BSU student.

Would you like a degree with that? Customer Service in the Higher Education Environment

In a competitive educational environment, we must view our students as high priority customers and provide excellent customer service at every opportunity to ensure satisfaction and repeat business. This presentation will review some of the customer service pitfalls that we experience in higher education and strategies to overcome them. Participants in this workshop will leave with a better understanding of how customer service can effect student perception, satisfaction and retention as well as what administrators can do in their office to create/enhance a customer centric climate.

Date: Wednesday, September 23, 2015
Time: 9:00 – 11:00 AM
Location: Student Center, SC301
Presenter: Ashley Adams

Register Now!
**Learning & Doing: L&D Session Guide 2015-2016**

**Ashley Adams** is the Assistant Director of Student Services in the Division of Online and Distance Education, Ball State University. In this role, she manages the recruitment, advising and retention activities of academic advisors, as well as partners with key stakeholders in departments across the university to support engagement and retention of fully online students. She has worked in higher education for over 7 years and has experience in multiple functional areas including admissions, academic advising, retention and student support. Ashley has a passion for advancing student services which is evident in her numerous presentation at regional and national higher education conferences and recent award of the Division of Online and Distance Education’s 2015 Innovation Award. Ashley received her bachelor’s degree in Sociology from Truman State University, Master of Arts in Sociology from DePaul University and is currently a doctoral candidate in Higher Education Administration at St. Louis University.

**What is Entrepreneurial Learning?**
President Ferguson has outlined his vision for Ball State as an "Entrepreneurial" University, but what does that mean? How does Ball State’s distinctive brand of Immersive Learning fit into this vision? Focusing on the President's goals for incorporating student-driven work into all classrooms, Jennifer Blackmer, Kelli Huth and Suzanne Plesha discuss Immersive Learning, Undergraduate Research and other forms of Entrepreneurial Learning that allow students to drive their own educational experiences under the mentorship of Ball State’s world-class faculty. This session will give you an overview of the variety of immersive learning and undergraduate research programs and opportunities available at Ball State, and how to design and implement a successful project of your own.

**Date:** Thursday, September 24, 2015  
**Time:** 1:00 – 4:00 PM  
**Location:** LA Pittenger Student Center, SC310  
**Presenters:** Jennifer Blackmer, Kelli Huth, and Suzanne Plesha

**Jennifer Blackmer** is Ball State University’s Director of Immersive Learning, and an Associate Professor in the Department of Theatre and Dance. During her tenure at Ball State, Jennifer has been the recipient of numerous honors, including the Excellence in Teaching Award, the Outstanding Creative Endeavor Award, the Accessible Teacher Award, and four immersive learning fellowships, including two at the Virginia B. Ball Center for Creative Inquiry, which she now directs.
Kelli Huth has been at Ball State as part of the Building Better Communities outreach unit since 2008. She is now the director of the Building Better Communities Fellows immersive learning program. Her role includes connecting faculty and students on campus with businesses and nonprofit organizations across Indiana and providing administrative support to immersive learning teams in all academic disciplines. Kelli received her bachelor’s degree in Philosophy from Anderson University and a Master of Arts in Executive Development for Public Service from Ball State. She has over ten years of experience with community development programs involving institutions of higher education.

Suzanne Plesha is the Assistant Director of Immersive Learning at Ball State University.

Success Tomorrow Begins with Change Today!

In order to foster sustainable growth within your organization and your personal life you have to expand your efforts, by tapping into unused or underused resources. This presentation will examine the million dollar question, “How to get more with less?” How can you turn your life around today and set course for a new direction in life? We will take a unique perspective from the lens of an Emotional Intelligence practitioner. Emotional Intelligence is the unique repertoire of emotional skills that a person uses to navigate the everyday challenges of life. Most people do not offend or fail intentionally or maliciously; it is usually an insidious unintentional effect based on low Emotional Intelligence.

Note: At the end of this session there will be an OPTIONAL 30 minutes of consulting time with the presenter to discuss in more detail specific situations.

Date: Wednesday, September 30, 2015
Time: 9:00 – 11:00 AM Register Now!
Location: LA Pittenger Student Center, Forum Room, 2nd Floor, Back Hallway
Presenter: David G. Lewis
David G. Lewis is President/CEO of the Lewis Consulting Group, Inc. David is certified by Purdue University and the University of Oklahoma in diversity facilitation and is a certified trainer for Steven Covey's 7 Habits of Highly Successful People and Emotional Intelligence. David has a bachelor's degree in Criminal Justice from Illinois State University where he also did his graduate work in Political Science. He was the 1996 recipient of the Great Lakes Association of College and University Housing Officers (GLACUHO) Outstanding Presentation Award for his award winning program titled: "Walk Your Talk". David has taught American government and politics at Heartland Community College in Normal, IL. as an adjunct professor, where he has been awarded the outstanding adjunct faculty member multiple times. He hosts a weekly radio show titled “Dollars & Sense” on WXRJ 94.9 David has spoken nationally and is an award winning speaker; however his proudest accomplishment to date is his son CJ, who within his own right has become a most accomplished young scholar/athlete.

Make Every Minute at Work Count - Make Your Own Job Satisfaction
Attend this workshop to learn how to make work more interesting, satisfying, and fulfilling. How can you make your 8-hour day more meaningful and productive? Use this time proven tips to improve your productivity.
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Time: 1:00 – 2:30 PM
Location: LA Pittenger Student Center, Forum Room, 2nd Floor, Back Hallway
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nationally and is an award winning speaker; however his proudest accomplishment to date is his son CJ, who within his own right has become a most accomplished young scholar/athlete.

**Motivating Yourself**
Motivation is a contemporary buzzword that is frequently misused. However, it affects our personal interactions with friends, family, and co-workers. By focusing on the best way to be self-motivated, you can be positive, productive, and creative. Attend this workshop and learn how to motivate yourself to be a more positive person.

**Date:** Wednesday, September 30, 2015  
**Time:** 3:00 – 4:30 PM  
**Register Now!**  
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October 2015 Sessions

Understanding and Leading Your Student Employees

Current college students have been called Millennials, Gen Y, and the Twee Generation. Understanding who they are can help you get the best performance from them? This session will explore the unique characteristics of today’s college students and determine ways to more effectively communicate, motivate and lead them. Time will be spent discussing supervision of international students and students with disabilities. Attendees will also have the opportunity to address specific questions and situations.

Date: Thursday, October 1, 2015
Time: 8:30 – 11:00 AM   Register Now!
Location: LA Pittenger Student Center, Forum Room (2nd floor)
Presenters: Byron Ballard, John Knox

**Byron Ballard** has been an employee of the Ball State University Career Center since 1996 and currently serves as the Customer Service Assistant. He is responsible for coordinating the referral process for on-campus student employment and supervises the students in the reception area. Byron assists with providing service training for the department including its student employees. He brings over twenty years of customer service experience both on the front lines and training others at the university as well as for various hotels and conference centers.

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Written Communication for Effective Messages
Writing is part technical and part “art form.” Writing to communicate business information requires a focus on detail and the ability to express the intention or purpose. Erica Nelson, trainer-consultant, will review how to adapt your writing style to the nature of the correspondence while being succinct and clear. Erica will review how to avoid unnecessary jargon and the most common writing errors in business. You are welcome to bring a sample of a typical piece of correspondence.

Note: At the end of this session there will be an OPTIONAL 30 minutes of consulting time with the presenter to discuss specific situations.

Date: Friday, October 9, 2015
Time: 9:00 – 11:00 AM      Register Now!
Location: LA Pittenger Student Center, Forum (2nd floor, back hallway)
Presenter: Erica Nelson

Erica Nelson is Managing Consultant of nelson performance development, LLC, training and consulting practice. Ms. Nelson is a trainer, consultant, author, and mediator who works with professionals in a variety of industries in organization development. Erica has 25+ years of professional experience in training in management development, team collaboration, and communication and presentation skills. She is a certified facilitator for the Association for Talent Development (ATD) for the Consulting Skills for Trainers Certificate Program and Coaching Certificate Program. Ms. Nelson earned her B.A. from the University of Massachusetts in Journalism and English and her M.A. from the University of Connecticut in Educational Administration and Counseling. She is currently an adjunct faculty member at Lake Forest Graduate School of Management and formerly an adjunct faculty member in Applied Sciences at Oakton Community College teaching Psychology.

Supervision that Focuses on People
“An effective supervisory relationship requires that the supervisor not only be a content expert, but also he/she also accepts the enormous responsibility of mentorship.” (Rising Sun Consultants, Inc.) This session by consultant-educator Erica Nelson is designed for current supervisors who want to refresh their skills to guide, instruct and encourage/motivate their employees. Studies over time show that 70% of the reasons employees leave their jobs are related to factors that are controllable by the direct supervisor. Come and review your approach to leading your staff to achieve the best outcomes for your department.
Date: Friday, October 9, 2015  
Time: 1:00 – 2:30 PM  
Location: LA Pittenger Student Center, Forum (2nd floor, back hallway)  
Presenter: Erica Nelson

Erica Nelson is Managing Consultant of nelson performance development, LLC, training and consulting practice. Ms. Nelson is a trainer, consultant, author, and mediator who works with professionals in a variety of industries in organization development. Erica has 25+ years of professional experience in training in management development, team collaboration, and communication and presentation skills. She is a certified facilitator for the Association for Talent Development (ATD) for the Consulting Skills for Trainers Certificate Program and Coaching Certificate Program. Ms. Nelson earned her B.A. from the University of Massachusetts in Journalism and English and her M.A. from the University of Connecticut in Educational Administration and Counseling. She is currently an adjunct faculty member at Lake Forest Graduate School of Management and formerly an adjunct faculty member in Applied Sciences at Oakton Community College teaching Psychology.

What You Need to Know to Become a Supervisor  
The #1 reason employees leave jobs is a poor relationship with their immediate supervisor. (The Gallup Organization) To be an effective supervisor you must want to get to know your staff, understand what motivates them and their professional goals. A supervisor’s Emotional Intelligence (EI) is a key skill that guides the supervisory relationship. This session will set the framework for what you need to become an effective supervisor. Bring your questions for a Q&A segment at the end of the workshop led by consultant-educator Erica Nelson.

Date: Friday, October 9, 2015  
Time: 3:00 – 4:30 PM  
Location: LA Pittenger Student Center, Forum (2nd floor, back hallway)  
Presenter: Erica Nelson
Erica Nelson is Managing Consultant of nelson performance development, LLC, training and consulting practice. Ms. Nelson is a trainer, consultant, author, and mediator who works with professionals in a variety of industries in organization development. Erica has 25+ years of professional experience in training in management development, team collaboration, and communication and presentation skills. She is a certified facilitator for the Association for Talent Development (ATD) for the Consulting Skills for Trainers Certificate Program and Coaching Certificate Program. Ms. Nelson earned her B.A. from the University of Massachusetts in Journalism and English and her M.A. from the University of Connecticut in Educational Administration and Counseling. She is currently an adjunct faculty member at Lake Forest Graduate School of Management and formerly an adjunct faculty member in Applied Sciences at Oakton Community College teaching Psychology.

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Date: Friday, October 9, 2015
Time: 9:00 – 10:30 PM  
Register Now!
Location: LA Pittenger Student Center, SC306
Presenter: Dr. Charlene Alexander
Dr. Charlene Alexander is the associate provost for diversity and professor of counseling psychology at Ball State University. This is her 19th year at Ball State University. Prior to becoming associate provost for diversity, Dr. Alexander was the director of the School Counseling program in the Department of Counseling Psychology and Guidance Services at Ball State University. Dr. Alexander’s research interests are in the areas of multicultural counseling, school counseling, and international psychology. She is the co-editor of the Handbook of Multicultural Education, currently in its 4th edition.

Work Planning Works!
In an article in Harvard Business Review, planning is identified as one of the 3 key elements of high-performing individuals and organizations. So regardless of your position in an organization, successful planning can increase your performance! Join this session to assess your ‘planning agility’ and learn simple, practical tools that will help you maximize your time while enhancing the impact of your contributions.

Note: At the end of this session there will be an OPTIONAL 30 minutes of consulting time with the presenter to discuss specific situations.

Date: Tuesday, October 13, 2015
Time: 9:00 – 11:00 AM
Location: LA Pittenger Student Center, Forum Room (Back Hallway)
Presenter: Thresette Briggs

Thresette Briggs is the Founder & President of Performance 3 International, a Certified Women’s Business Enterprise (WBE) providing Facilitation & Training and Inspirational Speaking services for 5 areas of Organizational Leadership. She is an award winning consultant who holds certifications as Society for Human Resources Management – Senior Certified Professional, Development Dimensions International (DDI) Facilitator, Professional Speaker and Coach. Thresette is also an Adjunct Professor for the Indiana Wesleyan University DeVoe School of Business. She actively serves in her community on non-profit boards.

Exercising Excellent Judgment
The ability to make excellent judgment calls is an important competency – for professionals at all levels. When we consider the performance of our colleagues and leaders, the best performers are those that make good judgments, and the
worst performers are those that do not. This session will provide the framework for decision-making that leads to excellent judgment, and activities that allow you to practice the judgment process.

**Date:** Tuesday, October 13, 2015  
**Time:** 1:00 – 2:30 PM  
**Location:** LA Pittenger Student Center, Forum Room (Back Hallway)  
**Presenter:** Thresette Briggs

**Thresette Briggs** is the Founder & President of Performance 3 International, a Certified Women’s Business Enterprise (WBE) providing Facilitation & Training and Inspirational Speaking services for 5 areas of Organizational Leadership. She is an award winning consultant who holds certifications as Society for Human Resources Management – Senior Certified Professional, Development Dimensions International (DDI) Facilitator, Professional Speaker and Coach. Thresette is also an Adjunct Professor for the Indiana Wesleyan University DeVoe School of Business. She actively serves in her community on non-profit boards.

**Working with Multiple Generations in a Diverse Workforce**

The four generations in the workplace today think, dress, and work differently, creating unavoidable tensions that can limit productivity. Getting past stereotypes of each generation is critical, and the reality is that what worked in the past, does not work now. This session will cover strategies to leverage the unique contributions of each generation and create opportunities for successful teamwork and productivity.

**Date:** Tuesday, October 13, 2015  
**Time:** 3:00 – 4:30 PM  
**Location:** LA Pittenger Student Center, Forum Room (Back Hallway)  
**Presenter:** Thresette Briggs

**Thresette Briggs** is the Founder & President of Performance 3 International, a Certified Women’s Business Enterprise (WBE) providing Facilitation & Training and Inspirational Speaking services for 5 areas of Organizational Leadership. She is an award winning consultant who holds certifications as Society for Human Resources Management – Senior Certified Professional, Development Dimensions International (DDI) Facilitator, Professional Speaker and Coach. Thresette is also an Adjunct Professor for the Indiana Wesleyan University DeVoe School of Business. She actively serves in her community on non-profit boards.
Making Work Matter for Your Student Employees
As you know there are more benefits to on-campus student employment than just receiving a paycheck. This session will show you how to keep your student employees more engaged in the workplace and how the Career Center can be your partner to accomplish these goals. You will learn the value of transferable skills, the wealth of opportunities from working with you, and the methods to share these with your student employees. Attendees will also have the opportunity to address specific questions and situations.

**Date:** Thursday, October 15, 2015  
**Time:** 8:30 – 11:00 AM  
**Location:** LA Pittenger Student Center, SC301  
**Presenter:** Byron Ballard

Byron Ballard has been an employee of the Ball State University Career Center since 1996 and currently serves as the Customer Service Assistant. He is responsible for coordinating the referral process for on-campus student employment and supervises the students in the reception area. Byron assists with providing service training for the department including its student employees. He brings over twenty years of customer service experience both on the front lines and training others at the university as well as for various hotels and conference centers.

Building Relationships in a Virtual Environment
Ball State University continues to serve an ever-growing online student population. While some of these students take blended schedules, many will never even step foot on campus. With the emphasis on customer-service, how do you effectively serve students that you will likely never see face-to face? Many of the traditional rules of building relationships in person don’t apply to the online environment. This session will focus on connecting and working with online students. Tips and strategies will be offered for successful communication.

**Date:** Wednesday, October 21, 2015  
**Time:** 9:00 – 11:00 AM  
**Location:** Student Center, SC301  
**Presenters:** Michelle Morrison and Emily Sanders Boltz
Michelle Morrison is an Academic Advisor/Recruiter in the Division of Online and Distance Education. She advises undergraduate online students and works with them to develop a plan to complete their program. She helps guide and connect students with all the valuable resources that serve online students. She also serves as an advisor to the Online Student Ambassador Program. She has over 10 years of experience in working with students. She has a Bachelor’s of Social Work and a Master of Arts in Counseling both from Marshall University.

Emily Sanders Boltz is an Academic Advisor/Recruiter in the Division of Online and Distance Education. She advises online undergraduate students and assists them as they work to complete their degree. She has worked with students in higher education for 12 years. She has a Master’s degree in Social Work and a Master's degree in College Student Affairs.

Problem Analysis
Effective employees make wise choices on how to spend their time and energy. In organizations focused on policies and procedures, employees may spend excessive amounts of time and energy trying to resolve situations that would not be seen as problems in organizations that focused on results. The goal of problem analysis is to gain a better understanding of the problem being solved before improvement begins.

Note: At the end of this session there will be an OPTIONAL 30 minutes of consulting time with the presenter to discuss in more detail specific situations.

Date: Thursday, October 29, 2015
Time: 9:00 – 11:00 AM
Location: Student Center, Forum Room, 2nd Floor, Back Hallway
Presenter: Sheri Watts
Sheri Watts Sheri’s mid-western based company established in 1998, The Watts Connection, Inc., a certified Minority Business Enterprise, enables organizations and individuals achieve extraordinary business results by identifying, repairing and reconnecting impaired communications within companies, both large and small. Sheri uses her expertise and business acumen to diagnose and improve performance at every level of the organization, including senior leadership, middle-management, supervisors and front-line employees.

Moving from Diversity to Inclusion
Diversity means all the ways we differ. Some of these differences we are born with and cannot change. Anything that makes us unique is part of this definition of diversity. Inclusion involves bringing together and harnessing these diverse forces and resources, in a way that is beneficial. Diversity is being “invited to the party; inclusion is being asked to dance.” Learn how to foster an inclusive work culture where uniqueness of beliefs, backgrounds, capabilities and talents are welcomed and leveraged for better business decisions.

Date: Thursday, October 29, 2015
Time: 1:00 – 2:30 PM
Location: Student Center, Forum Room, 2nd Floor, Back Hallway
Presenter: Sheri Watts
Oral Communications
Have you ever been overcome by fear or anxiety prior to going on a job interview or speaking in front of an audience? Oral communication is the process of expressing information or ideas by word of mouth. Great communication skills are your ticket to success in the academic and business world. Knowing when to choose oral communication and polishing your speaking skills can help you at every stage of your career. Learn more about the types and benefits of oral communication, factors that prevent effective communication and how to improve your own oral communication abilities.

Date: Thursday, October 29, 2015
Time: 3:00 – 4:30 PM
Location: Student Center, Forum Room, 2nd Floor, Back Hallway
Presenter: Sheri Watts

Sheri Watts Sheri’s mid-western based company established in 1998, The Watts Connection, Inc., a certified Minority Business Enterprise, enables organizations and individuals achieve extraordinary business results by identifying, repairing and reconnecting impaired communications within companies, both large and small. Sheri uses her expertise and business acumen to diagnose and improve performance at every level of the organization, including senior leadership, middle-management, supervisors and front-line employees.
November 2015 Sessions

Going Forward: Simple Strategies for Dealing with Holiday Stress
Joy can be a commonly misunderstood workplace commodity. During this 2-hour workshop, find out how the power of joy can help you move forward through your professional and personal life. Participants will walk forward with an understanding of what joy is, what joy is not, and strategies to use joy to overcome the chaos in our lives.

Date: Friday, November 6, 2015
Time: 2:30 – 4:30 PM  
Register Now!
Location: Student Center, Forum Room, 2nd floor, Back Hallway
Presenter: Stephanie D. (Huffman) Wilson

Stephanie D. (Huffman) Wilson is the Recruiter for the Ball State University Graduate School. She manages social media (2100+ Facebook “likes”), a student-centered website, and orients new graduate school students. Her experience includes being Director of the Ball State University Outreach Services, Project Director of an information technology training project assisting 500 dislocated workers in 25 Indiana counties, and Institute Director for the Indiana League of Municipal clerks for five years. She earned an undergraduate degree in Management and a master’s degree in Adult and Community Education from Ball State University.

Generational & Cultural Diversity
In a world where we are moving closer together physically and emotionally, diversity and the resulting challenges that show up become more obvious. In this session we will talk about and learn what it takes to cultivate opportunities through people’s different backgrounds. You will learn how to create a group dynamic that supports growth, as well as, competences that underline a leadership style of inspiration and guidance regardless of the held position. Our presenter, Isabel Hundt, will help you understand how and why emotional intelligence is significant in handling generational and cultural diversity. Plus, Isabel will share steps to integrate this information into your workplace.

Note: At the end of this session there will be an OPTIONAL 30 minutes of consulting time with the presenter to discuss in more detail specific situations.
Isabel Hundt is an experienced, certified Vision & Transformation Coach, Speaker and Author of her forthcoming book "The Power of Faith Driven Success". She combines the knowledge of Sociology and Neuroscience with aspects of Emotional Intelligence and has successfully coached and educated hundreds of individuals from all over the world. Isabel is a well-known speaker at universities and colleges throughout the country where she shares her inspiring and thought-provoking message on topics as "Finding your Purpose", "Life-Balance", "Building Successful Relationships", "Diversity" and "Recognizing Your Inner Brilliance".

**Emotional Intelligence in Response to Customer Service**
Customer Service is the backbone of every successful organization. It is more than just answering the phone or fulfilling a customer's needs. This workshop will be led by trainer-coach Isabel Hundt. You will learn specific people skills that will help you to create a work place of innovation and growth within the organization. You will leave this session with a clearer understanding of emotional and visual cues, as well as, recognizing blind spots and potential breakdowns before they become a problem and negotiating and resolving disagreements between customers and employees.

Isabel Hundt is an experienced, certified Vision & Transformation Coach, Speaker and Author of her forthcoming book "The Power of Faith Driven Success". She combines the knowledge of Sociology and Neuroscience with aspects of Emotional Intelligence and has successfully coached and educated hundreds of individuals from all over the world. Isabel is a well-known speaker at universities and colleges throughout the country where she shares her inspiring and thought-provoking message on topics as "Finding your Purpose", "Life-Balance", "Building Successful Relationships", "Diversity" and "Recognizing Your Inner Brilliance".

Date: Wednesday, November 4, 2015
Time: 1:00 – 2:30 PM  
Location: Student Center, Forum Room, 2nd Floor, Back Hallway
Presenter: Isabel Hundt
“Building Successful Relationships”, “Diversity” and “Recognizing Your Inner Brilliance”.

**Put Power into Work Hours That Won’t Wear You Down**
There are a finite number of hours in the day. Simply put, these two+ hours will help you master the art of making more of them. Gain better control of your tasks, commitments, and skills to manage the expectations of both yourself and others. Return for a refresher course or new look at old methods with consultant J. Michelle Sybesma. You will not be disappointed when your day stops getting the best of you.

**Note:** At the end of this session there will be an OPTIONAL 30 minutes of consulting time with the presenter to discuss in more detail specific situations.

**Date:** Tuesday, November 10, 2015  
**Time:** 9:00 – 11:00 AM  
**Location:** LA Pittenger Student Center, Forum, 2nd Floor, Back Hallway  
**Presenter:** J. Michelle Sybesma

J. Michelle Sybesma has been a long-time returning presenter to Ball State’s Learning and Development Programs. Owner of both Professional Skills Consulting and SF Installs, she wears multiple hats of her own highly successfully. Her honest and practical consulting approach to professional improvement keeps attendees engaged and impacted long after her sessions. She has 15+ years of success stories in universal business improvements ranging from healthcare to manufacturing. Join us in one of her sessions to find how you too can become a part of this success network.

**Supervising Beyond Basics to Achieve Customer Satisfaction**
Have you ever wondered how much impact your leadership has on your customers? Join consultant J. Michelle Sybesma for 90 critical minutes as she helps you explore long-term customer impact. See how your leadership, coaching skills, approach and measurements form the success of your entire department.

**Date:** Tuesday, November 10, 2015  
**Time:** 1:00 – 2:30 PM  
**Location:** LA Pittenger Student Center, Forum, 2nd Floor, Back Hallway  
**Presenter:** J. Michelle Sybesma
J. Michelle Sybesma has been a long-time returning presenter to Ball State’s Learning and Development Programs. Owner of both Professional Skills Consulting and SF Installs, she wears multiple hats of her own highly successfully. Her honest and practical consulting approach to professional improvement keeps attendees engaged and impacted long after her sessions. She has 15+ years of success stories in universal business improvements ranging from healthcare to manufacturing. Join us in one of her sessions to find how you too can become a part of this success network.

**What is your Customer REALLY Saying?**

We have all had difficult challenging moments with a customer. How you handle them colors your reputation. Spend 90 minutes with preparing yourself to ask the right questions to better help your customers get to the right mindset when something goes wrong. Consultant J. Michelle Sybesma teaches you how to be your own secret shopper and prepare to turn customer service problems inside out.

**Date:** Tuesday, November 10, 2015  
**Time:** 3:00 – 4:30 PM  
**Register Now!**  
**Location:** LA Pittenger Student Center, Forum, 2nd Floor, Back Hallway  
**Presenter:** J. Michelle Sybesma

J. Michelle Sybesma has been a long-time returning presenter to Ball State’s Learning and Development Programs. Owner of both Professional Skills Consulting and SF Installs, she wears multiple hats of her own highly successfully. Her honest and practical consulting approach to professional improvement keeps attendees engaged and impacted long after her sessions. She has 15+ years of success stories in universal business improvements ranging from healthcare to manufacturing. Join us in one of her sessions to find how you too can become a part of this success network.

**Diversity Unit Planning Development Workshop**

Goal 6 of Ball State University’s Centennial Commitment states that Ball State University will Promote and Achieve Diversity. Performance Indicator 44 states that each unit is to create/revise diversity plans with faculty, professional personnel, classified staff, and service personnel recruitment targets. In order to achieve this objective, this workshop is designed for chairs and department heads who have NOT submitted a diversity recruiting plan. Participants will learn how to work within
their unit to achieve this goal. Additionally, participants will be introduced to the structure for each plan with specific, baseline, target, and responsibility indicators, and will review examples of successfully submitted diversity plans.

**Date:** Thursday, November 12, 2015  
**Time:** 2:00 – 3:30 PM  
**Location:** LA Pittenger Student Center, SC306  
**Presenter:** Dr. Charlene Alexander

Dr. Charlene Alexander is the associate provost for diversity and professor of counseling psychology at Ball State University. This is her 19th year at Ball State University. Prior to becoming associate provost for diversity, Dr. Alexander was the director of the School Counseling program in the Department of Counseling Psychology and Guidance Services at Ball State University. Dr. Alexander’s research interests are in the areas of multicultural counseling, school counseling, and international psychology. She is the co-editor of the Handbook of Multicultural Education, currently in its 4th edition.

**Overview - Decisions for Sustainability - The BSU Story**
Sustainability – What is it? You’ve probably heard that Ball State University has been nationally recognized for sustainability programs and initiatives. At this session, you’ll learn about current sustainability efforts at BSU from Robert J. Koester, AIA LEED AP, a BSU Professor of Architecture. He is also Founding Director of the Center for Energy Research/Education / Service (CERES). Robert will also outline planned sustainability projects, both short-range and long-range. Perhaps most importantly, you’ll learn how individual employees and departments can contribute to BSU sustainability.

**Date:** Thursday, November 19, 2015  
**Time:** 9:00 – 10:30 AM  
**Register Now!**

**Location:** Student Center, Forum Room, 2nd floor, Back Hallway  
**Presenter:** Robert J. Koester

Robert J. Koester, AIA, LEED, AP, is a Professor of Architecture at Ball State University. Mr. Koester is Founding Director of the Center for Energy Research /Education/Service (CERES) providing interdisciplinary academic support focused on issues related to energy and resource use, alternatives and conservation. He serves as Founding Chair of the university-level Council on the Environment (COTE) a clearinghouse for campus-wide sustainability.
December 2015 Session

Family and Medical Leave (FML)
This session is designed for supervisors and managers. The Family and Medical Leave Act (FMLA) was passed in 1993. Since that time, employees have asked numerous questions concerning parts of the law. This session will provide supervisors with up-to-date information on Family and Medical Leave (FML) and the procedures to be followed when applying for this leave program. Attend this session to get answers to common FML questions, including detailed recordkeeping requirements.

Date: Thursday, December 10, 2015
Time: 9:00 -- 10:30 AM
Location: Student Center, SC301
Presenter: Angela Gregory

Angela Gregory was employed previously at BSU for nearly 10 years in the HR Department through 2000. Her last position at BSU in 2000 was the FML Specialist. She left to become the Human Resources Supervisor and later Director of Human Resources at Mursix Corporation and worked there for 14 years before returning to Ball State in November 2015 as the Worker’s Compensation and Leave Programs Specialist. At Mursix she handled all functions of Human Resources including benefits administration, employment, employee relations, worker’s compensation, and policy administration. She obtained her Associate and Bachelor degrees from BSU. She has held her PHR certification from HRCI since 2003.
January 2016 Sessions

Diversity Unit Planning Development Workshop
Goal 6 of Ball State University’s Centennial Commitment states that Ball State University will Promote and Achieve Diversity. Performance Indicator 44 states that each unit is to create/revise diversity plans with faculty, professional personnel, classified staff, and service personnel recruitment targets. In order to achieve this objective, this workshop is designed for chairs and department heads who have NOT submitted a diversity recruiting plan. Participants will learn how to work within their unit to achieve this goal. Additionally, participants will be introduced to the structure for each plan with specific, baseline, target, and responsibility indicators, and will review examples of successfully submitted diversity plans.

Date: Wednesday, January 13, 2016
Time: 9:00 – 10:30 PM  
Register Now!
Location: LA Pittenger Student Center, SC306
Presenter: Dr. Charlene Alexander

Dr. Charlene Alexander is the associate provost for diversity and professor of counseling psychology at Ball State University. This is her 19th year at Ball State University. Prior to becoming associate provost for diversity, Dr. Alexander was the director of the School Counseling program in the Department of Counseling Psychology and Guidance Services at Ball State University. Dr. Alexander’s research interests are in the areas of multicultural counseling, school counseling, and international psychology. She is the co-editor of the Handbook of Multicultural Education, currently in its 4th edition.

Getting Organized at Work: Mission Impossible?
Stuck in chaos? Overwhelmed? This session will help you increase productivity and reduce stress by better organizing your work day and your workspace. Learn about tools you may have, but are not utilizing. Optional personal coaching available.

Date: Friday, January 15, 2016
Time: 9 – 11 AM and repeated 1 – 3 PM  
Register Now!
Location: LA Pittenger Student Center, Forum, 2nd Floor, Back Hallway
Presenters: Melissa Daniels, Kathie Nix
Melissa Daniels is a graduate of Hanover College and worked in project management before beginning her Professional Organizing career in 2004. Her Cincinnati, OH based organizing firm helped residential and business clients create organizing solutions with an element of fun and design. Currently, Melissa divides her time between her job as a Customer and Public Relations Manager at Toyota of Muncie and private consulting work.

Kathie Nix has worked at Ball State University for the past six years as the Operations Coordinator in the Alumni Center. She will graduate this May with her master’s degree in Adult and Community Education and a minor in Communication Studies. With a background in theatre and Girl Scouting, Kathie loves presenting active training sessions and promises to keep you moving and involved in your workshop. Kathie and her husband Phil, a local optometrist, have lived in Muncie for 33 years and have two daughters who have both graduated from Ball State University.
February 2016 Sessions

Empowering Employees to Lead

- How do I get my employees to step up and take ownership?
- How can I align my staff when they not only aren't rowing together, but also they aren’t even in the same boat?
- How do I inspire, encourage, and empower my employees?

These are some of the most common questions managers ask and often struggle most with. This session will answer these questions and give you the tools you need to begin equipping your team to feel empowered and focus on finding solutions, not problems.

**Note:** At the end of this session there will be an OPTIONAL 30 minutes of consulting time with the presenter to discuss in more detail specific situations.

**Date:** Tuesday, February 2, 2016

**Time:** 9:00 – 11:00 AM  
**Register Now!**

**Location:** LA Pittenger Student Center, SC301

**Presenters:** Carla and Marc Taylor

Carla and Marc Taylor are a dynamic and engaging speaking team. They provide real world value and results to their clients.

**Carla** is a Career Coach and Leadership Development Trainer. She is a certified DISC facilitator, a Certified Professional Coach, and holds a Master's Degree in Communications and Training Technology from the University of Northern Iowa. Her core programs are Ignite Your Strengths - a popular and powerful combined DISC and Strengthsfinder 2.0 teambuilding course, and CareerPointe, strategic career development for high potential employees.

**Marc,** an Employee Engagement expert and Certified Dream Manager, works with Managers and top Executives, and is the creator of the Engage'em card game, which has been played by over 20,000 learning professionals. Marc partners with clients on employee engagement strategies to recruit, retrain, and reward employees primarily through the use of research surveys, focus groups, coaching and consulting. He conducts 25 to 35 speeches per year on issues of employee loyalty, and customer and employee retention.
Speaking With Impact: Presenting Reports That Get Results

If you want to effectively approach speaking and presenting reports to your supervisor or key stakeholder, you will want to follow the 5 P's: Proper Planning Prevents Poor Performance. Yet how do you prepare? This session will help you begin with your end in mind, identify your target audience's needs and desired outcomes, and give you practical tips and tools to create presentations and reports that get results.

Date: Tuesday, February 2, 2016
Time: 1:00 – 2:30 PM  
Location: LA Pittenger Student Center, SC301
Presenter: Carla and Marc Taylor

Carla Taylor is a Career Coach and Leadership Development Trainer. She is a certified DISC facilitator, a Certified Professional Coach, and holds a Master's Degree in Communications and Training Technology from the University of Northern Iowa. Her core programs are Ignite Your Strengths - a popular and powerful combined DISC and Strengthsfinder 2.0 teambuilding course, and CareerPointe, strategic career development for high potential employees.

Marc Taylor, an Employee Engagement expert and Certified Dream Manager, works with Managers and top Executives, and is the creator of the Engage'em card game, which has been played by over 20,000 learning professionals. Marc partners with clients on employee engagement strategies to recruit, retrain, and reward employees primarily through the use of research surveys, focus groups, coaching and consulting. He conducts 25 to 35 speeches per year on issues of employee loyalty, and customer and employee retention.
Conflict Resolution through Courageous Conversations
Do you avoid conflict? Do you wish you had some tools to help you have better communication to help prevent conflict? Do you know you need to have a courageous conversation but have no idea how to begin, let alone navigate rough waters? This session will give you the confidence you need to take on the courageous conversations you need to have so you can achieve success in work and in life, one conversation at a time.

Date: Tuesday, February 2, 2016
Time: 3:00 – 4:30 PM  Register Now!
Location: LA Pittenger Student Center, SC301
Presenter: Carla and Marc Taylor

Carla is a Career Coach and Leadership Development Trainer. She is a certified DISC facilitator, a Certified Professional Coach, and holds a Master's Degree in Communications and Training Technology from the University of Northern Iowa. Her core programs are Ignite Your Strengths - a popular and powerful combined DISC and Strengthsfinder 2.0 teambuilding course, and CareerPointe, strategic career development for high potential employees.

Marc, an Employee Engagement expert and Certified Dream Manager, works with Managers and top Executives, and is the creator of the Engage’em card game, which has been played by over 20,000 learning professionals. Marc partners with clients on employee engagement strategies to recruit, retrain, and reward employees primarily through the use of research surveys, focus groups, coaching and consulting. He conducts 25 to 35 speeches per year on issues of employee loyalty, and customer and employee retention.

Finding the Person in Interpersonal Relations
You have the greatest consistent impact on every relationship in which you join. Do you treat everyone the same or do you adapt to the needs of the dynamic? This two+ hour session with consultant, J. Michelle Sybesma, should prove both enlightening and fun. Oh, and be prepared for a bit of interaction. After all that is what good interpersonal relations are all about, right?

Note: At the end of this session there will be an OPTIONAL 30 minutes of consulting time with the presenter to discuss in more detail specific situations.

Date: Wednesday, February 10, 2016
Time: 9:00 – 11:00 AM  Register Now!

Location: Student Center, Forum Room, 2nd Floor, Back Hallway
Presenter: J. Michelle Sybesma

J. Michelle Sybesma has been offering training sessions with Ball State Learning & Development since 2005. She has focused on a wide variety of topics and this year is no exception. Her skills both as a consultant and Chief Operating Officer bring a unique perspective to helping others to bridge the skills gap between the educational and private sectors. Whether you sign up for a course about productivity or multiple generations in the workforce, you will enjoy a course with both contagious energy and constant learning.

Channeling Stress into Productive Energy
Stress can be inspiration, if you can keep it in check. Learn to pace your work related energies towards good productive outcomes. During this session consultant J. Michelle Sybesma will cover fundamentals ways to avoid triggers of stress.
Date: Wednesday, February 10, 2016
Time: 1:00 – 2:30 PM
Location: Student Center, Forum Room, 2nd Floor, Back Hallway
Presenter: J. Michelle Sybesma

Creating Unified Team Goals
This 90-minute session is good for the entire team. Best attended with a partner from your own team, come and join consultant J. Michelle Sybesma. You will learn to take a new look at how to collaborate better. Discuss and determine how best to align your own goal with that of the university’s objectives.
Date: Wednesday, February 10, 2016
Time: 3:00 – 4:30 PM
Location: Student Center, Forum Room, 2nd Floor, Back Hallway
Presenter:  J. Michelle Sybesma

J. Michelle Sybesma has been offering training sessions with Ball State Learning & Development since 2005. She has focused on a wide variety of topics and this year is no exception. Her skills both a consultant and Chief Operating Officer bring a unique perspective to helping others to bridge the skills gap between the educational and private sectors. Whether you sign up for a course about productivity or multiple generations in the workforce, you will enjoy a course with both contagious energy and constant learning.

How to Deliver an Effective Performance Evaluation of Staff Employees
Training for managers and supervisors of staff employees on conducting effective performance evaluations of staff employees at Ball State University.

Date:    Thursday, February 11, 2016
Time:    9:00 – 11:00 AM    Register Now!
Location:  Student Center, Forum Room, 2nd floor back hallway
Presenter:  Jerry Winans

How to Deliver an Effective Performance Evaluation of Staff Employees
Training for managers and supervisors of staff employees to conduct effective performance evaluations of staff employees at Ball State University.

Date:    Thursday, February 12, 2016
Time:    1:00 – 3:00 PM    Register Now!
Location:  LA Pittenger Student Center, SC301
Presenter:  Jerry Winans

Jerry Winans is the Associate Director of Human Resources, Learning and Development (L&D). Jerry is a certified Senior Professional in HR (SPHR) and a retired U.S. Air Force officer. He joined Ball State University in July 2010 with 15+ years of experience in HR/L&D management positions at BellSouth, Honda suppliers, healthcare staffing, and Taylor University. He earned a Master of Science degree from Wright State University, Dayton, Ohio, (Applied Behavioral Sciences, Training and Development/HR) and a Master of Arts degree from Fort Hays State University, Hays, Kansas, (Counseling Psychology). His bachelor’s degree is from Kansas State University, Manhattan, Kansas, (Journalism and Mass Communications).
Diversity Unit Planning Development Workshop
Goal 6 of Ball State University’s Centennial Commitment states that Ball State University will Promote and Achieve Diversity. Performance Indicator 44 states that each unit is to create/revise diversity plans with faculty, professional personnel, classified staff, and service personnel recruitment targets. In order to achieve this objective, this workshop is designed for chairs and department heads who have NOT submitted a diversity recruiting plan. Participants will learn how to work within their unit to achieve this goal. Additionally, participants will be introduced to the structure for each plan with specific, baseline, target, and responsibility indicators, and will review examples of successfully submitted diversity plans.

Date: Monday, February 15, 2016
Time: 2:00 – 3:30 PM
Location: LA Pittenger Student Center, SC306
Presenter: Dr. Charlene Alexander

Dr. Charlene Alexander is the associate provost for diversity and professor of counseling psychology at Ball State University. This is her 19th year at Ball State University. Prior to becoming associate provost for diversity, Dr. Alexander was the director of the School Counseling program in the Department of Counseling Psychology and Guidance Services at Ball State University. Dr. Alexander’s research interests are in the areas of multicultural counseling, school counseling, and international psychology. She is the co-editor of the Handbook of Multicultural Education, currently in its 4th edition.

How to Achieve an Effective Performance Evaluation (Staff Employees)
This session is designed to assist staff employees at Ball State University achieve an effective performance evaluation. The session will describe how the evaluation process is an on-going, two-way discussion between an employee and his/her supervisor. Attendees will learn about the nine steps in the performance evaluation process and how to actively participate in the process.

Date: Tuesday, February 16, 2016
Time: 9 – 10 AM
Location: Student Center, Forum Room, 2nd floor back hallway
Presenter: Jerry Winans
How to Achieve an Effective Performance Evaluation (Staff Employees)
This session is designed to assist staff employees at Ball State University achieve an effective performance evaluation. The session will describe how the evaluation process is an on-going, two-way discussion between an employee and his/her supervisor. Attendees will learn about the nine steps in the performance evaluation process and how to actively participate in the process.

Date: Wednesday, February 17, 2016
Time: 1 – 2 PM  
Location: Student Center, Forum Room, 2nd floor back hallway
Presenter: Jerry Winans

Jerry Winans is the Associate Director of Human Resources, Learning and Development (L&D). Jerry is a certified Senior Professional in HR (SPHR) and a retired U.S. Air Force officer. He joined Ball State University in July 2010 with 15+ years of experience in HR/L&D management positions at BellSouth, Honda suppliers, healthcare staffing, and Taylor University. He earned a Master of Science degree from Wright State University, Dayton, Ohio, (Applied Behavioral Sciences, Training and Development/HR) and a Master of Arts degree at Fort Hays State University, Hays, Kansas, (Counseling Psychology). His bachelor’s degree is from Kansas State University, Manhattan, Kansas, (Journalism and Mass Communications).
March 2016 Sessions

Know Your Campus Customers
The most important parts of providing exceptional customer service include identifying three things: WHO your customers are, WHAT are their unique needs, and HOW you can bring delight to each interaction. In this highly interactive, discussion-rich session, trainer-consultant Michelle Baker will help participants answer those questions, as well as learn tips for handling both campus and customers and exceeding their expectations.

Note: At the end of this session there will be an OPTIONAL 30 minutes of consulting time with the presenter to discuss in more detail specific situations.

Date: Wednesday, March 2, 2016
Time: 9:00 – 11:00 AM
Location: Student Center, Forum Room, 2nd Floor, Back Hallway
Presenter: Michelle Baker

Michelle Baker, a dynamic facilitator and consultant, has been a champion of learning in the workplace for over 15 years, helping organizations develop and implement meaningful learning and talent development initiatives. Michelle has obtained a number of industry certifications and sits on the board of directors for a local chapter of the Association for Talent Development. Michelle is the voice of the popular phase[two]learning blog, featured by TD magazine, of which Michelle is also a contributing columnist. In 2013, phase[two]learning was named a Top 20 L&D blog, and in 2014 was ranked among the Top 50 Most Socially-Shared L&D blogs. Find Michelle on Twitter at @MichelleLBaker.
Priority Setter: Work Planning for Improved Performance

In today’s world, it is often necessary for employees to juggle multiple priorities, projects and deadlines in order to meet expectations. When everything is “urgent,” how does one plan his/her work week or make visible progress on a long-term project? Learn how to be a priority setter from trainer-consultant Michelle Baker. By the end of this interactive session, participants will be able to:

- Separate essential tasks and responsibilities from non-essential ones;
- Utilize action planning techniques to identify immediate, short- and long-term goals;
- Set priorities within a project to make continual progress and meet deadlines;
- Communicate ongoing progress to stakeholders, such as a supervisor or colleague.

Date: Wednesday, March 2, 2016
Time: 1:00 – 2:30 PM  
Register Now!
Location: Student Center, Forum Room, 2nd Floor, Back Hallway
Presenter: Michelle Baker

Michelle Baker, a dynamic facilitator and consultant, has been a champion of learning in the workplace for over 15 years, helping organizations develop and implement meaningful learning and talent development initiatives. Michelle has obtained a number of industry certifications and sits on the board of directors for a local chapter of the Association for Talent Development. Michelle is the voice of the popular phase(two)learning blog, featured by TD magazine, of which Michelle is also a contributing columnist. In 2013, phase(two)learning was named a Top 20 L&D blog, and in 2014 was ranked among the Top 50 Most Socially-Shared L&D blogs. Find Michelle on Twitter at @MichelleLBaker.
Managing Up: Overcoming Obstacles in the Workplace
The most successful employees are often the ones who are able to think strategically about their role or department and look for opportunities to improve processes. Even in a role without decision-making authority, it is possible to be influential and help the team and organization move forward to better serve the end customer. By the end of this session, trainer-consultant Michelle Baker will help you learn how to:

- Approach routine tasks and responsibilities with an inquisitive eye
- Complete a brainstorming exercise to identify new ideas and solutions
- Communicate and present suggestions to a supervisor in a positive way.

Date: Wednesday, March 2, 2016
Time: 3:00 – 4:30 PM  Register Now!
Location: LA Pittenger Student Center, Forum Room, 2nd floor, Back hallway
Presenter: Michelle Baker

Michelle Baker, a dynamic facilitator and consultant, has been a champion of learning in the workplace for over 15 years, helping organizations develop and implement meaningful learning and talent development initiatives. Michelle has obtained a number of industry certifications and sits on the board of directors for a local chapter of the Association for Talent Development. Michelle is the voice of the popular phase(two)learning blog, featured by TD magazine, of which Michelle is also a contributing columnist. In 2013, phase(two)learning was named a Top 20 L&D blog, and in 2014 was ranked among the Top 50 Most Socially-Shared L&D blogs. Find Michelle on Twitter at @MichelleLBaker.

Interpersonal Relations
Join Paula Presnoples, trainer-consultant, who will explore techniques for successful interpersonal relations. Topics of discussion will incorporate concepts of empathy; conflict management; teamwork and honoring differences. This session will include group discussion and exercises, giving participants the opportunity to explore new techniques for improving interpersonal relations.

Note: At the end of this session there will be an OPTIONAL 30 minutes of consulting time with the presenter to discuss in more detail specific situations.

Date: Wednesday, March 9, 2016
Time: 9:00 – 11:00 AM  Register Now!
Location: Student Center, Forum Room, 2nd floor back hallway
Presenter: Paula Presnoples
Paula Presnoples

Paula is a change professional with thirty years in human resource management. With real world experience in the public and private sectors, she has led large and small teams to outstanding results. Frequently in her career she has been tapped to create new organizations and lead them in unchartered waters. Often decorated for her contributions, Paula has proven that conscious leadership is a path to achievement and authenticity. Her hands-on public and private sector experience includes: Indiana State Affirmative Action Coordinator; Human Resources Director, Indiana Department of Revenue and Managing Director, Human Resources, FedEx Express, retired; at FedEx she rose from individual contributor to Managing Director in less than 10 years, proving herself to be a dynamic achiever and gifted leader. Today she assists individual and organizations make change. Her expert guidance has helped clients gain relief from fears and limitations, which impact performance, and to achieve in the ever-changing business climate. Paula graduated with a BA in Psychology and a MPA in Public Affairs both from Indiana University.

5 Secrets to Personal Productivity

Time management is critical to success. This session will explore how to juggle multiple tasks and how to improve personal productivity. These techniques will assist participants at work and in their personal lives. This session, led by trainer-consultant Paula Presnoples, will include group discussion and experiential opportunities to explore new techniques to improve productivity.

Date: Wednesday, March 9, 2016
Time: 1:00 – 2:30 PM
Location: Student Center, Forum Room, 2nd floor back hallway
Presenter: Paula Presnoples
from individual contributor to Managing Director in less than 10 years, proving herself to be a dynamic achiever and gifted leader. Today she assists individual and organizations make change. Her expert guidance has helped clients gain relief from fears and limitations, which impact performance, and to achieve in the ever-changing business climate. Paula graduated with a BA in Psychology and a MPA in Public Affairs both from Indiana University.

Change, why we avoid it and what we can do about it
Join trainer-consultant Paula Presnoples to explore the relationship between change and success or failure. This session will include group discussion and exercises giving participants the opportunity to explore new techniques for addressing change in the workplace and in personal life.

Date: Wednesday, March 9, 2016
Time: 3:00 – 4:30 PM
Location: Student Center, Forum Room, 2nd floor back hallway
Presenter: Paula Presnoples

Paula Presnoples Paula is a change professional with thirty years in human resource management. With real world experience in the public and private sectors, she has led large and small teams to outstanding results. Frequently in her career she has been tapped to create new organizations and lead them in unchartered waters. Often decorated for her contributions, Paula has proven that conscious leadership is a path to achievement and authenticity. Her hands-on public and private sector experience includes: Indiana State Affirmative Action Coordinator; Human Resources Director, Indiana Department of Revenue and Managing Director, Human Resources, FedEx Express, retired, at FedEx she rose from individual contributor to Managing Director in less than 10 years, proving herself to be a dynamic achiever and gifted leader. Today she assists individual and organizations make change. Her expert guidance has helped clients gain relief from fears and limitations, which impact performance, and to achieve in the ever-changing business climate. Paula graduated with a BA in Psychology and a MPA in Public Affairs both from Indiana University.

Catalytic Mechanisms - Effortless Ways to Change Behavior for the Better
There is no CEO in a flock of birds and there’s no bird organization chart! And yet hundreds of birds fly together in complex patterns. Complex outcomes need not be the result of complicated processes, or tight-fisted control. Catalytic mechanisms, devices, processes, policies, or structures that encourage, evoke, or even force a desired behavior, work far better. Join international consultant-
trainer Kimberly Wiefling to explore how to apply this intriguing concept in your organization to make positive changes easily, permanently, and nearly effortlessly.

**Note:** At the end of this session there will be an OPTIONAL 30 minutes of consulting time with the presenter to discuss in more detail specific situations.

- **Date:** Wednesday, March 30, 2016
- **Time:** 9:00 – 12:00 Noon  
  [Register Now!]
- **Location:** Student Center, Forum Room, 2nd Floor, Back Hallway
- **Presenter:** Kimberly Wiefling

**Kimberly Wiefling** is the author of Scrappy Project Management, a global business leadership consultant, and a force of nature – the good kind! She specializes in global team effectiveness – helping teams achieve what seems impossible, but is merely difficult. The founder of Wiefling Consulting, Kimberly has worked with people from over 50 different countries, and she’s determined to transform Planet Earth one inspired and engaged team at a time!

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**Fostering Creativity and Innovation in the Work Environment**

How can we overcome the biggest barriers to creativity and innovation in the work environment? Explore the answer to this question through a highly interactive, engaging experience in our creativity & innovation “learning laboratory”. International trainer-author-consultant Kimberly Wiefling will help you discover how to unleash the power of creativity and innovation in individuals and teams, and create environments that foster sustainable creativity and innovation. Participants will leave equipped with novel techniques for promoting innovative thinking in themselves and their organizations.

**Note:** At the end of this session there will be an OPTIONAL 30 minutes of consulting time with the presenter to discuss in more detail specific situations.

- **Date:** Wednesday, March 30, 2016
- **Time:** 1:00 – 4:00 PM  
  [Register Now!]
- **Location:** Student Center, Forum Room, 2nd Floor, Back Hallway
- **Presenter:** Kimberly Wiefling
 Kimberley Wiefling is the author of Scrappy Project Management, a global business leadership consultant, and a force of nature – the good kind! She specializes in global team effectiveness – helping teams achieve what seems impossible, but is merely difficult. The founder of Wiefling Consulting, Kimberly has worked with people from over 50 different countries, and she’s determined to transform Planet Earth one inspired and engaged team at a time!
April 2016 Sessions

Communicating with Competence and Humor – You can do both!
We do communicate every day, but how many of us do it as effectively as we'd like? This workshop takes a look some things that we can do to become better communicators both at work and at home. You will learn about improving your interpersonal communication, differences between styles, listening effectively, how to use humorous communication as a way to improve your health, personal, and professional relationships.

Note: At the end of this session there will be an OPTIONAL 30 minutes of consulting time with the presenter to discuss in more detail specific situations.

Date: Thursday, April 7, 2016
Time: 9:00 – 11:00 AM
Location: Student Center, SC310
Presenter: Mike Polites

Mike Polites

Mike Polites teaches public speaking and interpersonal communication classes at the collegiate level. He has helped thousands of people overcome their fear of communicating. His belief that learning to be more comfortable communicating can truly benefit anyone in his or her career is a force that drives him. As a past-president of a local Toastmasters International group, Mike became the Indiana State Champion of Humorous Speaking. After earning a Bachelor’s Degree in Speech Communication from Ball State University, he worked in sales and consulting for five years. During this time, he worked as a recruiter in high school classrooms, encouraging thousands of Indiana high school seniors to continue their education by going on to college. Delivering over 500 dynamic and energetic presentations on effective communication, team building, and the power of a positive attitude, teachers frequently asked Mike to return as a guest speaker. In addition to his educational and teaching experiences, he served as a university ambassador while visiting Asia, Australia and Europe. He later went back to Ball State and obtained both a Certified Training Certificate and a Master of Arts in Communication Studies with an emphasis on training and consulting in organizations.
Using Good Judgment? You be the Judge
Decisions, common sense, and rationality are all a part of having good judgement. In both our personal and professional lives we are faced with times where all of those need to be aligned. So, why is it so hard for some people? In this workshop you will learn what good judgement entails, why it is so important in the workplace, who is affected and how, over/under reacting, where communication comes into play, the critical thinking aspect, and strategies for improving your abilities in this area.

Date: Thursday, April 7, 2016
Time: 1:00 – 2:30 PM
Location: Student Center, SC310
Presenter: Mike Polites

Mike Polites
Mike Polites teaches public speaking and interpersonal communication classes at the collegiate level. He has helped thousands of people overcome their fear of communicating. His belief that learning to be more comfortable communicating can truly benefit anyone in his or her career is a force that drives him. As a past-president of a local Toastmasters International group, Mike became the Indiana State Champion of Humorous Speaking. After earning a Bachelor’s Degree in Speech Communication from Ball State University, he worked in sales and consulting for five years. During this time, he worked as a recruiter in high school classrooms, encouraging thousands of Indiana high school seniors to continue their education by going on to college. Delivering over 500 dynamic and energetic presentations on effective communication, team building, and the power of a positive attitude, teachers frequently asked Mike to return as a guest speaker. In addition to his educational and teaching experiences, he served as a university ambassador while visiting Asia, Australia and Europe. He later went back to Ball State and obtained both a Certified Training Certificate and a Master of Arts in Communication Studies with an emphasis on training and consulting in organizations.
Now Hear This: Improving Your Listening Skills

Did you know that listening ranks near the top of skills employers desire in employees? This should not be surprising since most of us spend hours a day listening to co-workers, customers, supervisors, etc. In this workshop you’ll learn to identify your personal listening style and adapt it to others, roadblocks to effective listening, tips for recalling information, and strategies to make an impact with your ears.

**Date:** Thursday, April 7, 2016

**Time:** 3:00 – 4:30 PM [Register Now!]

**Location:** Student Center, SC310

**Presenter:** Mike Polites

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**Mike Polites**

Mike Polites teaches public speaking and interpersonal communication classes at the collegiate level. He has helped thousands of people overcome their fear of communicating. His belief that learning to be more comfortable communicating can truly benefit anyone in his or her career is a force that drives him. As a past-president of a local Toastmasters International group, Mike became the Indiana State Champion of Humorous Speaking. After earning a Bachelor’s Degree in Speech Communication from Ball State University, he worked in sales and consulting for five years. During this time, he worked as a recruiter in high school classrooms, encouraging thousands of Indiana high school seniors to continue their education by going on to college. Delivering over 500 dynamic and energetic presentations on effective communication, team building, and the power of a positive attitude, teachers frequently asked Mike to return as a guest speaker. In addition to his educational and teaching experiences, he served as a university ambassador while visiting Asia, Australia and Europe. He later went back to Ball State and obtained both a Certified Training Certificate and a Master of Arts in Communication Studies with an emphasis on training and consulting in organizations.
Organizational Skills - Juggling Multiple Responsibilities

Do you ever feel like a juggler...juggling multiple responsibilities from multiple people without knowing where to start? Or despite being extremely busy you have little to show for it at the end of the day? Ineffective employees “Prioritize their schedules.” Effective employees “Schedule their priorities”. Organizational skills are self-discipline measures that differentiate a leader (and good administrators) from the rest. Sheri Watts, trainer-consultant, will discuss organizational skills to help you plan and prioritize your actions and activities. Sheri’s session will ultimately help you achieve both professional and personal your goals.

**Note:** At the end of this session there will be an OPTIONAL 30 minutes of consulting time with the presenter to discuss in more detail specific situations.

**Date:** Thursday, April 13, 2016  
**Time:** 9:00 – 11:00 AM  
**Location:** Student Center, Forum Room, 2nd Floor, Back Hallway  
**Presenter:** Sheri Watts

Sheri Watts Sheri’s mid-western based company established in 1998, The Watts Connection, Inc., a certified Minority Business Enterprise, enables organizations and individuals achieve extraordinary business results by identifying, repairing and reconnecting impaired communications within companies, both large and small. Sheri uses her expertise and business acumen to diagnose and improve performance at every level of the organization, including senior leadership, middle-management, supervisors and front-line employees.
Work-Life Balance - Achievement and Enjoyment

Work-Life Balance does not mean an equal balance. Trying to schedule an equal number of hours for each of your various work and personal activities is usually unrewarding and unrealistic. Life is and should be more fluid than that. You cannot get the full value from life without BOTH Achievement and Enjoyment. Join trainer-consultant Sheri Watts to learn how to balance your life's many demands. Ingraining a fuller meaning of these two concepts takes us most of the way to defining a positive Work-Life Balance. Achievement and Enjoyment answer the big question "Why?" Why do you want a better income...a new house...the kids through college...to do a good job today...to come to work at all? Join trainer-consultant Sheri Watts to learn how to balance your life's many demands.

Date: Wednesday, April 13, 2016
Time: 1:00 – 2:30 PM
Location: Student Center, Forum Room, 2nd Floor, Back Hallway
Presenter: Sheri Watts

Sheri Watts Sheri’s mid-western based company established in 1998, The Watts Connection, Inc., a certified Minority Business Enterprise, enables organizations and individuals achieve extraordinary business results by identifying, repairing and reconnecting impaired communications within companies, both large and small. Sheri uses her expertise and business acumen to diagnose and improve performance at every level of the organization, including senior leadership, middle-management, supervisors and front-line employees.
Staying Positive Around Negative People (Self-Motivation)
No matter how positive we may choose to be, we’re always going to encounter others who aren’t. Thankfully there are things that we can do to help overcome their negativity or redirect it in a way that helps them become more positive as well. Self-Motivation is the key in achieving your personal goals and desires without relying or needing the approval, influence or inspiration from other people or situations. “Never wrestle with a pig because you’ll both get dirty and the pig likes it.” If you stay positive the negativity can’t touch you. Learn how to stay above the fray from Sheri Watts, Owner of The Watts Connection.

Date: Thursday, April 13, 2016  
Time: 3:00 – 4:30 PM  
Location: Student Center, Forum Room, 2nd Floor, Back Hallway  
Presenter: Sheri Watts

Sheri Watts  Sheri’s mid-western based company established in 1998, The Watts Connection, Inc., a certified Minority Business Enterprise, enables organizations and individuals achieve extraordinary business results by identifying, repairing and reconnecting impaired communications within companies, both large and small. Sheri uses her expertise and business acumen to diagnose and improve performance at every level of the organization, including senior leadership, middle-management, supervisors and front-line employees.
May 2016 Sessions

Creative Decision Making Using the Six Thinking Hats
Decision making in most teams can be a hit or miss process. Someone suggests an idea and either it is embraced or it is shot down immediately with five reasons why it won’t work. When this happens brainstorming may be cut short, personal agendas may take over and the real opportunities may never surface. Utilizing the Six Thinking Hats allow strategic discussion to occur along parallel lines of communication instead of cross wise communication. Intrigued? Come learn what can be different for your team.

Note: At the end of this session there will be an OPTIONAL 30 minutes of consulting time with the presenter to discuss in more detail specific situations.

Date: Wednesday, May 25, 2016
Time: 8:30 – 11:30 AM  Register Now!
Location: LA Pittenger Student Center, Forum (2nd floor, back hallway)
Presenter: Pam Ruster

Pam Ruster As a consultant/trainer, Pam has presented numerous workshops and seminars to workplace groups on numerous topics. With over 275 responses to traumatic events which impact the workplace such as suicides, murders, automobile accidents, fatal industrial accidents and robberies, Pam has assisted numerous corporations and workplaces to address the impact of trauma on employees, managers and the systems on which they normally rely. Her background serves her well, as a licensed clinical social worker, receiving a Master of Science in Social Work degree from the University of Louisville, and BA in Sociology from the University of Evansville. For almost 20 years Pam owned Supportive Systems, LLC, a Woman Business Enterprise (WBE) which provided EAP and Corporate Development services to corporations throughout Indiana. In addition, Pam has a wide range of experience in practice settings including child welfare and health care. In addition she provides Department of Transportation Substance Abuse Professional services for those who have violated the DOT drug and alcohol policy.
Dealing with Difficult People in the Workplace

In the workplace we may experience situations when people are angry, disappointed, frustrated or otherwise uncomfortable to be around. Prior to a situation escalating to a level of violence, there have typically been warning signs and indicators of changing behaviors. This class will discuss recognizing warning signs and specifically what to do when confronted by an individual whose behavior is difficult.

**Date:** Wednesday, May 25, 2016  
**Time:** 1:00 – 4:00 PM  
**Register Now!**  
**Location:** LA Pittenger Student Center, Forum (2nd floor, back hallway)  
**Presenter:** Pam Ruster

**Pam Ruster** As a consultant/trainer, Pam has presented numerous workshops and seminars to workplace groups on numerous topics. With over 275 responses to traumatic events which impact the workplace such as suicides, murders, automobile accidents, fatal industrial accidents and robberies, Pam has assisted numerous corporations and workplaces to address the impact of trauma on employees, managers and the systems on which they normally rely. Her background serves her well, as a licensed clinical social worker, receiving a Master of Science in Social Work degree from the University of Louisville, and BA in Sociology from the University of Evansville. For almost 20 years Pam owned Supportive Systems, LLC, a Woman Business Enterprise (WBE) which provided EAP and Corporate Development services to corporations throughout Indiana. In addition, Pam has a wide range of experience in practice settings including child welfare and health care. In addition she provides Department of Transportation Substance Abuse Professional services for those who have violated the DOT drug and alcohol policy.
June 2016 Sessions

Social & Emotional Intelligence
Social + Emotional Intelligence (S+EI) is the ability to be aware of our own emotions and those of others, in the moment, and to use that information to manage ourselves and manage our relationships. Learn to manage yourself to reduce stress, manage conflict productively, increase your personal power, improve your relationships, and so much more.

**Date:** Thursday, June 9, 2016  
**Register Now!**

**Time:** 1:30 - 3:00 PM

**Location:** Student Center, Forum Room (2nd floor, back hallway)

**Presenter:** Lisa Dominisse

*Lisa Dominisse* is currently serving the City of Marion, Indiana, as Director of Development Services. Lisa is a certified life coach and provides coaching and consulting services to individuals and small businesses through Dominisse Consultancy. Before hanging her independent shingle, Lisa was a Senior Partner at Human Capital Initiative (HCI), an Atlanta based management consulting firm focused on “people powered solutions.” Lisa joined HCI after serving as the Director of Human Resources at Great Plains Regional Medical Center in North Platte, Nebraska. Lisa holds a bachelor degree in journalism with a major in advertising and minors in music, biology and political science from the University of Nebraska - Lincoln.

Employee Discipline is a Good Thing
Accountability can build a better employee. Focused on managers, in this session we will discuss the process of coaching for performance as well as the disciplinary action process. Participants receive tips and tools to assist in their management of employees including materials such as a checklist of things to consider before instituting formal discipline on an employee.

**Date:** Thursday, June 9, 2016  
**Register Now!**

**Time:** 1:00 – 2:30 PM

**Location:** Student Center, Forum Room (2nd floor, back hallway)

**Presenter:** Lisa Dominisse
Lisa Dominisse is currently serving the City of Marion, Indiana, as Director of Development Services. Lisa is a certified life coach and provides coaching and consulting services to individuals and small businesses through Dominisse Consultancy. Before hanging her independent shingle, Lisa was a Senior Partner at Human Capital Initiative (HCI), an Atlanta based management consulting firm focused on “people powered solutions.” Lisa joined HCI after serving as the Director of Human Resources at Great Plains Regional Medical Center in North Platte, Nebraska. Lisa holds a bachelor degree in journalism with a major in advertising and minors in music, biology and political science from the University of Nebraska - Lincoln.

Sex, Lies, & Harassment in the Workplace
Broaden your view of what constitutes harassment and how you can create a respectful workplace culture. In this session we will talk about the various types of harassment and what to do if you feel you are being harassed. In addition, to assist supervisors and managers, we will address how to conduct an investigation of a harassment complaint.

Date: Thursday, June 9, 2016
Time: 2:30 - 4:00 PM
Location: Student Center, Forum Room (2nd floor, back hallway)

Knowledge Transfer
Knowledge transfer is the process of sharing knowledge, not just information, between one person and another. Much of what we know we carry around with us -- who has time to write it all down? But no matter why, if someone is no longer available, we realize too late how much valuable knowledge the person had. In
this session, you’ll learn how to share what you know. And, more importantly, you’ll learn a process for knowing what to share. You’ll gain some useful tools for capturing what someone else knows in a friendly, non-threatening way.

Date: Monday, June 27, 2016
Time: 9:00 – 11:00 AM
Location: Student Center, Forum Room, 2nd floor, back hallway
Presenter: Jerry Winans

Jerry Winans is the Associate Director of Human Resources, Learning and Development (L&D). Jerry is a certified Senior Professional in HR (SPHR) and a retired U.S. Air Force officer. He joined Ball State University in July 2010 with 15+ years of experience in human resources and training management at BellSouth, Honda Tier I manufacturers, healthcare staffing, and Taylor University. He earned a Master of Science degree from Wright State University, Dayton, Ohio, (Applied Behavioral Sciences, Training and Development/HR), a Master of Arts degree at Fort Hays State University, Hays, Kansas, (Counseling Psychology), and Bachelor of Science degree from Kansas State University, Manhattan, Kansas, (Journalism and Mass Communications).
This booklet is provided for planning purposes. Please refer to the online Mini-Course Registration System at http://www.bsu.edu/hrs/learndev for updated information about courses and schedules.

**UHRS On-Demand Training**
To schedule a session for groups of at least six persons, please contact the individual presenter.

**Behavioral Interviewing**
This technique for selecting employees will be defined and its use explained. It is based on the theory that past behavior is the best predictor of future behavior or performance. (UHRS, 5-1825) *This session reserved for Managers and Supervisors.*

**Coaching and Customer Service**
A practical guide to coaching employees by focusing on customer service values. Learn how to analyze performance problems. Also, learn how to plan and confidently conduct meetings to improve an employee's performance. (Jerry Winans, Associate Director of Human Resource Services, Learning and Development, UHRS, 5-1819) *This session reserved for Managers and Supervisors.*

**Discipline: Do's and Don'ts**
Understanding the rules and standards that govern behavior at work is essential. Obtain information on when and how to use discipline fairly and consistently. (Human Resources Representative, UHRS, 5-1825) *This session reserved for Managers and Supervisors.*

**Employment-at-Will**
This is a commonly misunderstood concept. Receive an explanation of the underlying issues, employer limitations, and an overview of relevant employment laws. (Human Resources Representative, UHRS, 5-1824) *This session reserved for Managers and Supervisors.*

**Evaluating University Jobs for Staff Personnel**
Most employers use some type of job evaluation system to determine the value of their jobs. An overview of the university's staff classification system for staff personnel is provided. (Gracie Reiff, Human Resources Representative and Compensation Specialist, UHRS, 5-1835) *This session reserved for Managers and Supervisors.*

**Fair Labor Standards Act (FLSA)**
This program contains an overview of the exemption standards in this legislation and its amendments. It includes an explanation of what FLSA means in
application and practice. (Gracie Reiff, Human Resources Representative and Compensation Specialist, UHRS 5-1835)

Family and Medical Leave Act (FMLA)
Up-to-date information on FMLA is provided. It includes a discussion of current university procedures to implement this program and frequently asked questions. (Angela Gregory, Worker’s Compensation and Leave Programs Specialist, UHRS, 5-1036)

Unemployment Insurance
Do you know what it is and how it works? This is an overview of unemployment insurance, including various stipulations and circumstances that should be understood. (Human Resources Representative, UHRS, 5-1824)

Kronos Training Available by Appointment
Kronos – Training (For new and experienced users) - 1 hour
Have questions regarding Kronos? New users will learn how to report time, review reports, approve and sign off on time in Kronos. Experienced users will get a refresher and learn what new genies and Hyper Finds are available.
Available by request please contact the PEB office at 285-8461.

Kronos - GA/Students Being Paid a Stipend Tracking PPACA Hours) - 1 hour
Learn how hours are to be reported in Kronos for your GAs and Students being paid a stipend. This session will show you how the student employees should sign into Kronos, enter their time correctly, and what you will need to sign off on each biweekly payroll. Who should attend? Supervisors and Kronos Managers who will be signing off on GA and Students being paid a stipend.
Available by request please contact the PEB office at 285-8461.

Other Training Available by Appointment
Using the Museum of Art as a Resource
Are you looking for a new way to spark life into your courses or projects? If so, consider using the museum’s resources to strengthen learning outcomes and/or improve your department’s productivity. Contact Tania Said, tsaid@bsu.edu, 765-285-3372, to determine what opportunities are available for building art and museum-related content into your courses and classes.
Date: First Fridays (Except on Ball State University holidays)
Time: By appointment (Please schedule one week in advance)
Location: BSU Museum of Art, Brown Room
Presenter: Tania Said, Curator of Education, Museum of Art, BSU
Presenter Biographies

Ashley Adams
Ashley Adams is the Assistant Director of Student Services in the Division of Online and Distance Education, Ball State University. In this role, she manages the recruitment, advising and retention activities of academic advisors, as well as partners with key stakeholders in departments across the university to support engagement and retention of fully online students. She has worked in higher education for over 7 years and has experience in multiple functional areas including admissions, academic advising, retention and student support. Ashley has a passion for advancing student services which is evident in her numerous presentation at regional and national higher education conferences and recent award of the Division of Online and Distance Education’s 2015 Innovation Award. Ashley received her bachelor’s degree in Sociology from Truman State University, Master of Arts in Sociology from DePaul University and is currently a doctoral candidate in Higher Education Administration at St. Louis University.

Cindy Allen-Stuckey
Cindy Allen-Stuckey, founder and CEO of Making Performance Matter, LLC, works with CEOs and business owners of small to medium-sized organizations to grow their businesses and reach goals they never thought possible. Cindy received her bachelor’s and master’s degree in Education from Indiana University and her master’s degree in Management from Indiana Wesleyan. She brings over 20 years of experience in senior leadership positions at 3 global manufacturing organizations in HR, organizational development, and strategy execution. Making Performance Matter is a WBENC Certified National Women's Business Enterprise (WBE).

Dr. Charlene Alexander
Dr. Charlene Alexander is the associate provost for diversity and professor of counseling psychology at Ball State University. This is her 19th year at Ball State University. Prior to becoming associate provost for diversity, Dr. Alexander was the director of the School Counseling program in the Department of Counseling Psychology and Guidance Services at Ball State University. Dr. Alexander’s research interests are in the areas of multicultural counseling, school counseling, and international psychology. She is the co-editor of the Handbook of Multicultural Education, currently in its 4th edition.
Michelle Baker
Michelle Baker is a learning and development manager and owner/consultant at phase(two)learning. As a corporate learning professional she has more than 13 years of experience educating new and veteran support, volunteer, management, and executive level employees. Michelle is experienced with everything from 1:1 coaching sessions to organizing and leading large-scale training events. Michelle's background includes a variety of fields, including education, finance, IT, interactive/social media marketing and retail. Founding the consulting firm phase(two)learning has allowed her to leverage her multi-industry experience to help organizations build or revise their Onboarding and Learning & Development strategies.

Byron Ballard
Byron Ballard has been an employee of the Ball State University Career Center since 1996 and currently serves as the Customer Service Assistant. He is responsible for coordinating the referral process for on-campus student employment and supervises the students in the reception area. Byron assists with providing service training for the department including its student employees. He brings over twenty years of customer service experience both on the front lines and training others at the university as well as for various hotels and conference centers.

Emily Sanders Boltz
Emily Sanders Boltz is an Academic Advisor/Recruiter in the Division of Online and Distance Education. She advises online undergraduate students and assists them as they work to complete their degree. She has worked with students in higher education for 12 years. She has a Master’s degree in Social Work and a Master’s degree in College Student Affairs.

Thresette Briggs
Thresette Briggs is the Founder and President of Performance 3, LLC, a woman-owned management consulting firm offering custom services in Organizational Development, Facilitation & Training, and Inspirational Speaking. She is an Adjunct Faculty Member for Indiana Wesleyan University’s School of Business, and a Leadership Coach for Butler University’s MBA program. Thresette has held human resource leadership positions for over 20 years in global companies with up to 10,000 employees. She led large scale change initiatives in organizations in transition by partnering with leaders, resulting in successful business transformations and turnarounds. Thresette’s experience includes education, manufacturing, distribution, finance, customer service, and non-profit. Thresette
holds numerous awards and recognition for leadership development, public speaking, operational excellence, and process improvements.

**Melissa Daniels**
Melissa Daniels is a graduate of Hanover College and worked in project management before beginning her Professional Organizing career in 2004. Her Cincinnati, OH based organizing firm helped residential and business clients create organizing solutions with an element of fun and design. Currently, Melissa divides her time between her job as a Customer and Public Relations Manager at Toyota of Muncie and private consulting work.

**Katharine Denker**
As the Director of the Basic Course, she is responsible for the instructional design, instructor training, assessment and instructional development for all of the 35 graduate teaching assistants who work with the Comm. 210 program each year. Dr. Denker has presented on issues related to mentoring and training at conferences for both the National Communication Association and the Central States Communication Association. Her work on instructional communication has been published in Communication Research Reports, Communication Teacher, and the Basic Communication Course Annual. Additionally, her work with the Comm. 210 program has lead to both the Ball State’s Lawhead Teaching Award in 2013 as well as the Organization for the Study of Language Communication and Gender’s Feminist Teacher-Mentor Award.

**Lisa Dominissee**
Lisa Dominissee is currently serving the City of Marion, Indiana, as Director of Development Services. She is a certified life coach and provides coaching and consulting services to individuals and small businesses through Dominissee Consultancy. Before hanging her independent shingle, Lisa was a Sr. Partner at Human Capital Initiative (HCI), an Atlanta based management consulting firm focused on “people powered solutions.” Lisa joined HCI after serving as the Director of Human Resources at Great Plains Regional Medical Center in North Platte. Lisa holds a bachelor degree in journalism with a major in advertising and minors in music, biology and political science from the University of Nebraska – Lincoln. Lisa is also a graduate of the Economic Development Institute at the University of Oklahoma, and received a master of business administration in 2006 from Bellevue University, Nebraska. Lisa is a certified coach through the Coach Training Alliance.
E. Jake Gamble
E. Jake Gamble has risen through the professional ranks to become a high-profile college professor, corporate trainer, executive coach, and entrepreneur. He is the founder and owner of Leadership Support Services, LLC, specializing in leadership training, organizational culture, and strategic change. Jake holds a Bachelor of Science in Psychology and Criminal Justice and a Master's Degree in Management from Indiana Wesleyan University. He serves as an adjunct professor for Indiana Tech and Ivy Tech Community College. In addition, Jake works closely with IPFW's Division of Training Outreach and Division of Continuing Studies.

Angela Gregory
Angela Gregory was employed previously at BSU for nearly 10 years in the HR Department through 2000. Her last position at BSU in 2000 was the FML Specialist. She left to become the Human Resources Supervisor and later Director of Human Resources at Mursix Corporation and worked there for 14 years before returning to Ball State in November 2015 as the Worker's Compensation and Leave Programs Specialist. At Mursix she handled all functions of Human Resources including benefits administration, employment, employee relations, worker's compensation, and policy administration. She obtained her Associate and Bachelor degrees from BSU. She has held her PHR certification from HRCI since 2003.

Daniel Griffith
Daniel Griffith is associate faculty within the Organizational Leadership and Supervision program at Purdue School of Engineering and Technology at Indiana University–Purdue University Indianapolis (IUPUI). He teaches courses in conflict management, leadership and human resources. He also served as associate faculty for the IU School of Public and Environment Affairs. Daniel is Director of the IUPUI Office for Intergroup Dialogue and Civil Community. An attorney and mediator, he specializes in mediating employment, management and higher education disputes. Daniel is the co-author of The Conflict Survival Kit: Tools for Resolving Conflict at Work (2nd ed.) and the Supervisor Survival Kit (11th ed.), Pearson Education, Inc. Daniel holds a Bachelor of Arts degree in English from DePauw University and a Doctorate of Jurisprudence from the IU Robert H. McKinney School of Law.
Isabel Hundt
Isabel Hundt is with Compassionate Coaching IH, LLC, which is known for challenging your worldview by questioning your own reality about yourself in a unique, refreshing and powerful way. Growing up in Germany, traveling to many different countries, learning about their cultures and now living in the USA, Isabel gained immense knowledge and compassion for the difference and uniqueness of each one of us. Isabel’s background in Sociology, Psychology, Team Building Training (ACCT Standards) and through her coaching training, practicing principals set forth by the International Coach Federation, she challenges people to discover their patterns in how they do one relationship is how they do all their relationships.

John Knox
John Knox is the Student Employment Coordinator in the Career Center at Ball State University. He is responsible for insuring that students apply and are hired for student positions within the University and Federal Work Study-Community Service programs in compliance with Federal and State rules and regulations. He serves as the liaison between student employee supervisors and administrative agencies effecting student employment. He is a graduate of Ball State University and comes to the Career Center with experience in management and public sector human resources. He is a member of the Midwest Association of Student Employment Administrators and proud father of a current BSU student.

Robert J. Koester
Robert J. Koester, AIA, LEED, AP, is a Professor of Architecture at Ball State University. Mr. Koester is Founding Director of the Center for Energy Research/Education/Service (CERES) providing interdisciplinary academic support focused on issues related to energy and resource use, alternatives and conservation. He serves as Founding Chair of the university-level Council on the Environment (COTE) a clearinghouse for campus-wide sustainability.

David G. Lewis
David G. Lewis is certified by Purdue University and the University of Oklahoma in diversity facilitation and is a certified trainer for Steven Covey’s 7 Habits of Highly Successful People and Emotional Intelligence. David has a bachelor’s degree in Criminal Justice from Illinois State University where he also did his graduate work in Political Science. He was the 1996 recipient of the Great Lakes Association of College and University Housing Officers (GLACUHO) Outstanding Presentation Award for his award winning program titled: “Walk Your Talk”. David has taught American government and politics at Heartland Community College in Normal, IL, as an adjunct professor, where he has been awarded the outstanding adjunct faculty member multiple times. He hosts a weekly radio show titled “Dollars &
Sense” on WXRJ 94.9 David has spoken nationally and is an award winning speaker; however his proudest accomplishment to date is his son CJ, who within his own right has become a most accomplished young scholar/athlete.

**Michelle Morrison**
Michelle Morrison is an Academic Advisor/Recruiter in the Division of Online and Distance Education. She advises undergraduate online students and works with them to develop a plan to complete their program. She helps guide and connect students with all the valuable resources that serve online students. She also serves as an advisor to the Online Student Ambassador Program. She has over 10 years of experience in working with students. She has a Bachelor’s of Social Work and a Master of Arts in Counseling both from Marshall University.

**Erica Nelson**
Erica Nelson is Managing Consultant of nelson performance development, LLC, training and consulting practice. Ms. Nelson is a trainer, consultant, author, and mediator who works with professionals in a variety of industries in organization development. Erica has 25+ years of professional experience in training in management development, team collaboration, and communication and presentation skills. She is a certified facilitator for the Association for Talent Development (ATD) for the Consulting Skills for Trainers Certificate Program and Coaching Certificate Program. Ms. Nelson earned her B.A. from the University of Massachusetts in Journalism and English and her M.A. from the University of Connecticut in Educational Administration and Counseling.

**Kathie Nix**
Kathie Nix has worked at Ball State University for the past six years as the Operations Coordinator in the Alumni Center. She will graduate this May with her master’s degree in Adult and Community Education and a minor in Communication Studies. With a background in theatre and Girl Scouting, Kathie loves presenting active training sessions and promises to keep you moving and involved in your workshop. Kathie and her husband Phil, a local optometrist, have lived in Muncie for 33 years and have two daughters who have both graduated from Ball State University.

**Suzanne Plesha**
Suzanne Plesha is the Assistant Director of Immersive Learning at Ball State University.
Mike Polites
Mike Polites teaches public speaking and interpersonal communication classes at the collegiate level. He has helped thousands of people overcome their fear of communicating. His belief that learning to be more comfortable communicating can truly benefit anyone in his or her career is a force that drives him. As a past-president of a local Toastmasters International group, Mike became the Indiana State Champion of Humorous Speaking. After earning a Bachelor’s Degree in Speech Communication from Ball State University, he worked in sales and consulting for five years. During this time, he worked as a recruiter in high school classrooms, encouraging thousands of Indiana high school seniors to continue their education by going on to college. Delivering over 500 dynamic and energetic presentations on effective communication, team building, and the power of a positive attitude, teachers frequently asked Mike to return as a guest speaker. In addition to his educational and teaching experiences, he served as a university ambassador while visiting Asia, Australia and Europe. He later went back to Ball State and obtained both a Certified Training Certificate and a Master of Arts in Communication Studies with an emphasis on training and consulting in organizations.

Paula Presnoples
Paula is a change professional with thirty years in human resource management. With real world experience in the public and private sectors, she has led large and small teams to outstanding results. Frequently in her career she has been tapped to create new organizations and lead them in unchartered waters. Often decorated for her contributions, Paula has proven that conscious leadership is a path to achievement and authenticity. Her hands-on public and private sector experience includes: Indiana State Affirmative Action Coordinator; Human Resources Director, Indiana Department of Revenue and Managing Director, Human Resources, FedEx Express, retired; at FedEx she rose from individual contributor to Managing Director in less than 10 years, proving herself to be a dynamic achiever and gifted leader. Today she assists individual and organizations make change. Her expert guidance has helped clients gain relief from fears and limitations, which impact performance, and to achieve in the ever-changing business climate. Paula graduated with a BA in Psychology and a MPA in Public Affairs both from Indiana University.
Pamela L. Ruster, LCSW
As a consultant/trainer, Pam has presented numerous workshops and seminars to workplace groups on numerous topics. With over 275 responses to traumatic events which impact the workplace such as suicides, murders, automobile accidents, fatal industrial accidents and robberies, Pam has assisted numerous corporations and workplaces to address the impact of trauma on employees, managers and the systems on which they normally rely. Her background serves her well, as a licensed clinical social worker, receiving a Master of Science in Social Work degree from the University of Louisville, and BA in Sociology from the University of Evansville. For almost 20 years Pam owned Supportive Systems, LLC, a Woman Business Enterprise (WBE) which provided EAP and Corporate Development services to corporations throughout Indiana. In addition, Pam has a wide range of experience in practice settings including child welfare and health care. In addition she provides Department of Transportation Substance Abuse Professional services for those who have violated the DOT drug and alcohol policy.

J. Michelle Sybesma
J. Michelle Sybesma has been a long-time returning presenter to Ball State’s Learning and Development Programs. Owner of both Professional Skills Consulting and SF Installs, she wears multiple hats of her own highly successfully. Her honest and practical consulting approach to professional improvement keeps attendees engaged and impacted long after her sessions. She has 15+ years of success stories in universal business improvements ranging from healthcare to manufacturing. Join us in one of her sessions to find how you too can become a part of this success network.

Marc and Carla Taylor
Marc and Carla Taylor are a dynamic and engaging speaking team. They have provide real world value and results to their clients.

Carla Taylor is a Career Coach and Leadership Development Trainer. She is a certified DISC facilitator, a Certified Professional Coach, and holds a Master's Degree in Communications and Training Technology from the University of Northern Iowa. Her core programs are Ignite Your Strengths, a popular and powerful combined DISC and Strengthsfinder 2.0 teambuilding course, and CareerPointe, strategic career development for high potential employees.

Marc Taylor, an Employee Engagement expert and Certified Dream Manager, works with Managers and top Executives, and is the creator of the Engage'em card game, which has been played by over 20,000 learning professionals. Marc partners with clients on employee engagement strategies to recruit, retrain, and reward employees primarily through the use of research.
surveys, focus groups, coaching and consulting. He conducts 25 to 35 speeches per year on issues of employee loyalty, and customer and employee retention.

**Kimberly Wiefling**
Kimberly Wiefling is the author of Scrappy Project Management, a global business leadership consultant, and a force of nature – the good kind! She specializes in global team effectiveness – helping teams achieve what seems impossible, but is merely difficult. The founder of Wiefling Consulting, Kimberly has worked with people form over 50 different countries, and she’s determined to transform Planet Earth one inspired and engaged team at a time!

**Stephanie Wilson**
Stephanie D. (Huffman) Wilson is the Recruiter for the Ball State University Graduate School. She manages social media (2100+ Facebook “likes”), a student-centered website, and orients new graduate school students. Her experience includes being Director of the Ball State University Outreach Services, Project Director of an information technology training project assisting 500 dislocated workers in 25 Indiana counties, and Institute Director for the Indiana League of Municipal clerks for five years. She earned an undergraduate degree in Management and a master’s degree in Adult and Community Education from Ball State University.

**Jerry Winans**
Jerry Winans is the Associate Director of Human Resources, Learning and Development (L&D). Jerry is a certified Senior Professional in HR (SPHR) and a retired U.S. Air Force officer. He joined Ball State University in July 2010 with 15+ years of experience in human resources and training management at BellSouth, Honda Tier I manufacturers, healthcare staffing, and Taylor University. He earned a Master of Science degree from Wright State University, Dayton, Ohio, (Applied Behavioral Sciences, Training and Development/HR), a Master of Arts degree at Fort Hays State University, Hays, Kansas, (Counseling Psychology), and Bachelor of Science degree from Kansas State University, Manhattan, Kansas, (Journalism and Mass Communications).

**Dawn Wisher**
Dawn Wisher, a Muncie-native and BSU alumna, is a Senior Lecturer in Business Communication for the Kelley School of Business at Indiana University Bloomington. She has a master’s degree in organizational communication and a bachelor’s degree in public relations, both from Ball State. Before becoming fulltime faculty at IU, she worked in marketing and public relations. She worked for one year as an Assistant Director for Ball State Admissions.
How to View Your History of L&D Sessions

To view a list of the L&D Sessions you’ve taken:

- Visit the L&D website: [www.bsu.edu/hrs/learndev](http://www.bsu.edu/hrs/learndev) and click Courses & Registration
- You’ll be viewing this page:

  ![Image of the L&D website page with search options]

  - Click “Registration History” if you’d like to see a list of all L&D sessions registered for and/or completed
  - Click “Comprehensive Training Registry” to view:
    - A complete list of all L&D sessions registered for/completed or
    - Select a range of dates to view sessions registered for/completed
    - You can also select an option box to view the course description for each session.
How to Add External Activities to Your L&D Training History

If you’ve attended other learning events in addition to L&D sessions and would like to keep track of these external events, here’s how:

- Visit the L&D website: www.bsu.edu/hrs/learndev and click Courses & Registration
- You’ll be viewing this page:

- Please click “External Activities”
- You’ll be viewing this page:

- Click “Create a New External Activity”:
• You’ll be viewing this page:

Enter information about the learning activity in the blanks:
- As a minimum, enter the Title of the learning session you attended.
  - Enter as many details you’d like about locations, sponsor, etc.
  - Select date(s) of the learning events completed.
- Click “Save” to record your learning event in the Minicourse Registration System (MRS) used by the Office of Learning and Development (L&D).
- Repeat the process for each learning event you’d like to record.
How to Stay in Touch with Learning and Development (L&D)

There are several ways to learn more about L&D sessions:

Follow L&D on Twitter:
@learndevbsu

Friend L&D on Facebook:
Facebook.com/ballstatelearndev

Email L&D:
jbwinans@bsu.edu or learndev@bsu.edu

This session guide is provided for planning purposes. Please refer to the online Mini-Course Registration System at http://www.bsu.edu/hrs/learndev for updated information about sessions and schedules.