



**ANTELOPE VALLEY COLLEGE
FACULTY PROFESSIONAL DEVELOPMENT COMMITTEE
AGENDA
February 11, 2015
2:00 p.m. – 3:30 p.m.
L-201**

To conform to the open meeting act, the public may attend open sessions

1. CALL TO ORDER AND ROLL CALL
2. OPENING COMMENTS FROM THE CHAIR
3. OPEN COMMENTS FROM THE PUBLIC
4. APPROVAL OF MINUTES
November 19, 2014 Meeting (attachment)
5. ACTION ITEMS
 - a. Trip Request – FC/SD Conference – Dr. Irit Gat (attachment)
 - b. FPD Hour & Standard Requirement Change
 - Standard 1 10 hours
 - Standard 2 15 hours
 - Standard 3 23 hours
 - c. 2015-16 FPD Budget Procedure (attachment)
6. DISCUSSION ITEMS
 - a. Spring 2015 Speaker Ideas (attachments)
 - b. Sabbatical
 - c. FPD Flowchart – Dr. Ed Beyer (attachment)
 - d. Fall 2015 Opening Day – All AVC E-Mail
7. ADJOURNMENT

2014-2015 FACULTY PROFESSIONAL DEVELOPMENT MEETINGS	
September 24, 2014 – A-141	March 11, 2015 – L-201
October 8, 2014 – L-201	March 25, 2015 – L-201
October 22, 2014 – L-201	April 8, 2015 - Spring Break
November 12, 2014 – L-201	April 22, 2015 – A-141
November 19, 2014 – BE-242	May 13, 2015 – L-201
February 11, 2015 – L-201	May 27, 2015 (if needed) – L-201
February 25, 2015 – L-201	

NON-DISCRIMINATION POLICY

Antelope Valley College prohibits discrimination and harassment based on sex, gender, race, color, religion, national origin or ancestry, age, disability, marital status, sexual orientation, cancer-related medical condition, or genetic predisposition. Upon request, we will consider reasonable accommodation to permit individuals with protected disabilities to (1) complete the employment or admission process, (b) perform essential job functions, (c) enjoy benefits and privileges of similarly-situated individuals without disabilities, and (d) participate in instruction, programs, services, activities, or events.



**ANTELOPE VALLEY COLLEGE
FACULTY PROFESSIONAL DEVELOPMENT COMMITTEE**

**Minutes
February 11, 2015
2:00 p.m. – 3:30 p.m.
L-201**

To conform to the open meeting act, the public may attend open sessions

1. CALL TO ORDER AND ROLL CALL

The Faculty Professional Development (FPD) Committee meeting of February 11, 2015, was called to order at 2:05 p.m. by Dr. Irit Gat, Chair.

2. OPENING COMMENTS FROM THE CHAIR

Dr. Gat welcomed members back to the first meeting of the Spring 2015 semester.

- Dr. Gat reported Spring 2015 Opening Day went well. While one member complained she couldn't hear the responses and didn't get much out of it, another found the topic relevant, and appreciated the reminder about the emotional compliment of teaching. Dr. Gat received positive and negative feedback, and is waiting for survey results. She asked members to encourage colleagues to complete the survey.
- Dr. Gat reminded member of the upcoming 4CFD Conference, and asked anyone interested in attended to get paperwork to Ms. Nancy Masters.
- Dr. Gat reported meeting with Dr. Bonnie Suderman regarding the FPD handbook update. She explained some changes are necessary regarding faculty claiming compensation.

Dr. Gat informed members that faculty cannot chair a tenure evaluation committee – chair must be a dean. She clarified that faculty may claim professional development credit for serving on the committee.

- Dr. Gat reminded members the 2015-16 FPD proposals are due at the end of February 2015.
- Dr. Gat expressed appreciation for the hard work and accommodations by Mr. Chester McCurry, Theatre Manager, on Spring 2015 Opening Day. She suggested the FPD committee present him with a gift basket on Faculty Recognition Day, to thank him for his contribution to the program.
- Dr. Gat reminded members of the new policy for out-of-district flex events, explaining the new FPD Trip Request must be approved by the division dean and submitted, prior to attending the event.

3. OPEN COMMENTS FROM THE PUBLIC

Mr. Ty Mettler noted the numerous flex cancellations. Members agreed to consider facilitators when reviewing proposals for the 2015-16 year.

4. APPROVAL OF MINUTES

- a. November 19, 2014 Meeting (attachment)

A motion was made and seconded to approve minutes of the November 19, 2014 FPD meeting. Motion carried with one (1) abstention.

5. ACTION ITEMS

- a. Trip Request – 4C/SD Conference – Dr. Irit Gat (attachment)

A motion was made and seconded to approve the trip request for Dr. Irit Gat and possibly Ms. Rona Brynin to attend the 4C/SD Conference on April 16, 2015. Motion carried.

- b. FPD Hour & Standard Requirement Change from 60 hours to 48 hours:

Standard 1 10 hours

Standard 2 15 hours

Standard 3 23 hours

A motion was made and seconded to approve the aforementioned recommendation to change FPD obligation hours to 48, and standard requirement changes. Motion carried.

Dr. Gat will communicate with Dr. Ed Beyer to add the recommendation as an agenda item at an upcoming Academic Senate meeting.

- c. 2015-16 FPD Budget Procedure (attachment)

Dr. Gat read an email from Ms. Diana Keelen outlining allowable expenses for professional development. Ms. Keelen gathered the information from other programs, and explained the law regulates what is allowable and what is not.

Ms. Keelen determined the following are allowable expenses:

- **material and supplies for presentations, i.e., paper, printing services, etc.**
- **outside presenter and speaker fees**
- **faculty academies**
- **online professional development modules and webinars**
- **conferences**

- **cooking materials - not allowable**
- **tickets to events-not allowable**

The process for getting reimbursed is to submit a request via a purchase order or request for revolving cash (if less than \$100).

Members challenged Ms. Keelen's determination. Dr. Darcy Wiewall and Ms. Jackie Lott will review the use of appropriate funds law for clarification - Assembly Bill 1725, page 35, as well as the Chancellor's website, and will put language together to contest the determination.

It was noted Antelope Valley College (AVC) vans are available and free of charge for off-site events. The item was tabled for discussion at the February 25, 2015 FPD committee meeting.

6. DISCUSSION ITEMS

a. Spring 2015 Speaker Ideas (attachments)

Dr. Gat led discussion regarding a guest speaker flex event to be held in April or May 2015. Members decided to use Kevin Walsh of Social Styles. Dr. Gat asked members to come back with a calendar date, time and location. The event will be agendaized for action at the February 25, 2015 meeting.

b. Sabbatical

Dr. Gat reported two (2) candidates have submitted packets for sabbatical. She reviewed the rules for sabbatical in the Union contract.

c. FPD Flowchart – Dr. Ed Beyer (attachment)

Dr. Gat led discussion regarding the FPD flowchart.

d. Fall 2015 Opening Day – All AVC E-Mail

Dr. Gat led discussion regarding workshop ideas for Fall 2015 Opening Day. Members agreed the workshops should incorporate fresh new ideas. It was decided the following workshops would be scheduled:

- Student Success - LaDonna Trimble, Jill Zimmerman
- Technical Training – Rick Shaw, Greg Krynen
- AP&P
- Union – Dr. Susan Lowry
- Dr. Meeta Goel, Dr. Ed Beyer – Using Data from the CCSSE (Community College Survey of student engagement and Collegiate Learning Assessment)
- Learning Outcomes

7. ADJOURNMENT

The Faculty Professional Development Committee meeting of February 11, 2015 was adjourned at 3:17 p.m. by Dr. Irit Gat, Chair.

MEMBERS PRESENT			
Dr. Irit Gat	Mark Hoffer	Susan Snyder	
Leslie Baker	Darcel Jarrett-Bowles	LaDonna Trimble	
Rona Brynin	Jackie Lott	Dr. Darcy Wiewall	
Dr. Magdalena Caproiu	Ty Mettler		
Jack Halliday	Melanie Parker		
MEMBERS ABSENT			
Dr. Liette Bohler	Yesenia Cota	Greg Krynen	Dr. Tom O’Neil
Dr. Bonnie Suderman			
GUESTS			
Michelle Bender (proxy)			

2014-2015 FACULTY PROFESSIONAL DEVELOPMENT MEETINGS

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TO: All FPD presenters 2015-2016 Academic Year

FROM: FPD Committee

Re: Funding Request

Congratulations on your presentation proposal approval by the Faculty Professional Development (FPD) Committee. The FPD Committee may have some funds available for presenters for the 2015-16 Academic Year depending on the Senate budget to be determined.

If you would like to submit for funds for your presentation please e-mail the following information to Nancy Masters (NMasters@avc.edu) NO LATER THAN May 1(??), 2015 with the following information:

1. Presenters names
2. Presentation title and date
3. Materials/services and projected costs, not to exceed \$XX.XX

***** Material/services can ONLY include items such as:**

*** material and supplies for presentations such as paper, printing services, informational manuals/ workbooks, etc**

***admission/entry tickets and transportation (gas expense) for events such as museums, theater CANNOT be refunded**

4. Describe how these materials / services facilitate the objectives/outcomes of the event.

NO submissions will be considered after the May 1 (???) deadline. If there are funds available for the next year, the committee will decide based upon the following criteria and notify the presenters by the end of October, 2015. If you have a presentation prior to this date and are requesting funds, please make sure to keep all receipts.

1. First priority will be given to Standard 1 and 2 events presented on campus.
2. Second priority will be given to Standard 1 and 2 events presented off campus (eg, entrance fees)

Please note that costs for refreshments/food will NOT be reimbursed unless necessary to facilitate the objectives/outcomes of the event.

If your funding request is approved, you must submit all receipts and complete all necessary paperwork within one week of the event. Please contact Nancy Masters to receive all required forms (or forms are available at....???).

TRIP REQUEST

Contact Jack Fry Travel for a quote on Airfare, Hotel, and Car Reservations as they will be booking these items for the District. Attach quote to travel documents and forward to the Purchasing Department. **Include all applicable tax and fees in your subtotals below.** Please visit the Travel website for more information regarding travel processes and procedures, <http://www.avc.edu/administration/busserv/travel.html>.

Person Taking Trip: <u>Irit Gat</u>	Date(s) of Trip: <u>4/16-17/15</u>
Destination: <u>4C/SD Conference-Ontario, CA</u>	Departure Time: <u>8:00 AM</u>
Purpose of Trip: <u>Faculty Professional Development Conference</u>	Return Time: <u>4:00 PM</u>
Trip Justification Statement: <u>As Chair of the FPD Committee - conference</u> <small>(continue on additional paper if necessary)</small>	
Others Taking Trip: _____	
Title of Class (for field trips): _____	# of Students: _____

Transportation: (check one)

District Vehicle Vehicle Assigned _____ Disable Vehicle Requested: Yes No

Personal Vehicle (*have each drive initial and print names below)

_____ I certify that I have a valid driver's license for use in the U.S.A. for the dates above (for driver of vehicle).
*initials *Name(s): Irit Gat - approximately 200 miles round trip
(note names **and** mileage amount if more than one personal vehicle being driven)

_____ I certify that I have valid automobile insurance for the vehicle that will be used for the dates listed above (for personal vehicle).
*initials

Off Campus Notice Only **No Cost to District**

ESTIMATED EXPENSE OF TRIP				Subtotals
Personal Auto Mileage:	Miles: <u>216</u>	X	Rate: <u>\$0.56</u>	\$120.96
Airfare:				
Car Rental:				
Transportation:	*Shuttle: _____	Taxi: _____	Parking: _____	\$0.00
Lodging:	Nights: <u>1</u>	X	Rate: <u>\$136.00</u>	\$136.00
Conference/Registration Fee:	<input type="checkbox"/> Pay via website _____ \$175 <input type="checkbox"/> Pay by check			
Meals:	Breakfast: <u>\$10.00</u>	Lunch: <u>\$30.00</u>	Dinner: <u>\$25.00</u>	\$65.00
Jack Fry Travel Booking Fee:	Total # of Airline Reservations (\$25 each): _____			\$0.00
	Total # of Car Rental and Hotel Reservations (\$5 each): _____			
Other Expenses:	conference fee			\$175.00
*Contact Campus Events for transportation to airport. If they are unavailable, the district will reimburse shuttle expenses to the traveler up to the cost of Super Shuttle.				
TOTAL EXPENSES				\$496.96

Account Name: Academic Senate Account #: _____

Signature of Person Requesting Trip: _____	Date: _____
Approvals	
Dean/Director: _____	Date: _____
Program Coordinator (if applicable): _____	Date: _____
Vice President/President: _____	Date: _____
Executive Director of Business Services: _____	Date: _____



C A L I F O R N I A
Community College Council
For Staff and Organizational Development

4C/SD Conference Program

*Reboot 2015: Re-envisioning & Re-building
Professional Development in an AB 2558 World*

California Community College Council for Staff and Organizational Development

April 16 – 17, 2015
Embassy Suites Hotel
Ontario CA

www.4csd.cvc.edu

4C/SD Annual Conference

April 16 – 17, 2015

Embassy Suites Hotel

3663 East Guasti Road, Ontario CA 91761

California Community College Council for Staff and Organizational Development

Join us for 4C/SD's annual conference this spring! The theme for this year's conference is ***Reboot 2015: Re-envisioning & Re-building Professional Development in an AB 2558 World.*** You will enjoy a variety of breakout sessions as well as a special keynote speaker, Dr. LeBaron Woodyard, who will provide an update to recent legislation that was signed into law that establishes the Community College Professional Development Program (AB 2558). We will also discuss what this means for California's community college professional developers as we *re-envision* and *re-build* our professional development programs in the coming year.

On Thursday, April 16th, the conference will begin with a G.I.F.T.S. (**Great Ideas for Training Staff) session. The evening will conclude with a dinner and awards ceremony. The following day, Friday, April 17th, a variety of breakout sessions, the keynote speaker, business meeting and board elections, a large group discussion on Innovative Training Ideas for Classified Staff, Administrators, and Faculty will take place and will conclude with an update on the Professional Development clearing house. You won't want to miss a minute of this conference!**

Come connect and network with your Professional Development colleagues, experience a re-boot, renewal, and inspiration, and celebrate with us at the 2015 4C/SD Conference!

To register, please complete the registration form on page 2. Questions? Please contact conference chair Jan Schardt at jschardt@napavalley.edu or at (707) 256-7412 or Leslie Carr at leslie.carr@canyons.edu or at (661) 362-3100.

Board Members

Leslie Carr
College of the Canyons

John Makevich
Foothill College

Jan Schardt
Napa Valley College

Micah Orloff
Mt. San Jacinto College

Mark Greenhalgh
Fullerton College

Gwendolyn Lewis-Huddleston
Ventura College

Katie O'Brien
Rio Hondo College

Nina Floro
Skyline College



4C/SD Conference Registration Form

DEADLINE TO REGISTER:
FRIDAY, MARCH 27, 2015

Name: _____

Title: _____

College Name & Address: _____

Telephone: _____ Email: _____

Conference registration fee includes dinner on Thursday and lunch on Friday. Those staying overnight on Thursday will also receive a complimentary breakfast on Friday morning.

\$175 for 4C/SD members

\$225 for non-members

Please let us know if you have any special needs:

Dietary: _____ Mobility: _____

Other: _____

Please select your preferred dinner option for Thursday evening:

Filet Mignon

Chicken & Garlic Shrimp

Seared Salmon

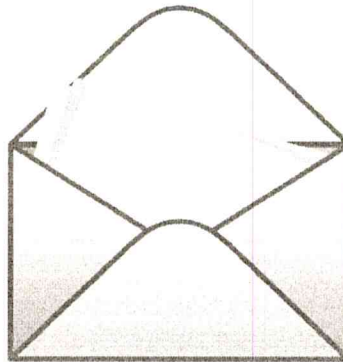
Penne Mediterranean (vegetarian)

Hotel Reservations:

Please reserve hotel rooms directly with Embassy Suites by calling (909)605-0281. **Please note that the conference registration fee does not include hotel accommodations.** Please identify yourself as a 4C/SD conference participant in order to obtain the conference room rate.

Airport Shuttle:

A complimentary shuttle service to and from Ontario International Airport is available by contacting Embassy Suites directly at (909)605-0281 to make a reservation.



Please mail registration form and check payable to 4C/SD by
Friday, March 27th to:

Napa Valley College Library
ATTN: Jan Schardt
Building 1700 – McCarthy Library
2277 Napa-Vallejo Highway
Napa, CA 94558

***Please note that credit/debit cards and purchase orders cannot be accepted.**

Conference Program

Thursday, April 16, 2015

2:00 – 3:00	Check-in, Refreshments
3:00 – 4:30	Welcome and GIFTS Session
4:30 – 5:30	Hotel check-in/Free time
5:30 – 6:30	Complimentary hotel reception with appetizers and beverages
6:30 – 8:00	Dinner & Awards Ceremony
8:00 – 9:00	Networking, Vendor Materials, Professional Development Mentoring Opportunities

Friday, April 17, 2015

7:30 – 9:00	Breakfast/Networking
9:00 – 9:45	Update on AB 2558 and Its Impact on Professional Developers <i>Dr. LeBaron Woodyard</i> <i>Dean, Academic Affairs – Chancellor's Office California Community Colleges</i>
10:00 – 11:00	Breakout Sessions #1
11:15 – 12:15	Breakout Sessions #2
12:15 – 1:00	Lunch

1:15 – 1:35

Business Meeting & Board Elections

1:45 – 2:30

Innovative Training Ideas for Classified Staff, Administrators, & Faculty

Facilitators: 4C/SD Board Members

2:45 – 3:15

Professional Development Clearinghouse Update

Mr. Blaine Morrow, Project Director, CCCConfer, @ONE for Training and 3C Media Solutions

3:15 – 3:30

Closing Remarks

3:30

Conference concludes

Introducing

Sandy Smith

Keynote speaker, workshop leader, corporate training specialist, and executive coach with clients from such diverse areas as healthcare, sales and marketing, manufacturing and retail. Long history of support to the travel industry. Recently spoke at the GBTA Northern Virginia chapter and received high reviews from several attendees.



Engaging Style

All presentations and workshops are customized to audience, client objectives, and time allotted for delivery. However, presentations typically incorporate such highly effective elements as:

- Extremely animated oral presentation that incorporates practical examples and, often, humor to drive home main points
- Bold, imaginative presentation graphics that maximize visual impact and minimize text
- Short, highly engaging movie clips that demonstrate or reinforce key messages
- Small highly engaging group exercises and discussion
- Open Q&A
- Closing summary of key points that can be applied in the workplace and serve as reminders

Recent Popular Topics

- Reducing Stress and Burnout in the Workplace: Tools for Gaining Balance Within Life and Work
- Secrets for Remaining Focused in an ADD Time-Starved World
- Competing for the Future: Strategies for Leading in the "New Normal"
- Creating a Culture of High Employee Engagement
- Managing Change and Transition in Volatile Times
- Leaders Creating Leaders: Coaching and Mentoring the Next Level of Leaders
- Connecting with People: Communication Skills for Complex Times
- A New Generation at Work: Managing the Millennial Generation
- Secrets for Creating Remarkable Customer Experiences: One Encounter at a Time
- The Age of the Customer: How and Why the Balance of Power Has Shifted from Seller to Buyer
- More Than a Gut Feeling: Professional Interviewing Skills for Managers
- How to Sell Yourself, Your Ideas and Your Organization: Enhanced Presentation Skills
- The Versatile Sales Person: How to Recognize and Adapt to Your Customers' Buying Style
- Conflict Resolution Strategies

Contact

Cell phone: (865) 806-9249 • E-mail: ssuniv@comcast.net • Web page: SandySmithSeminars.com
Huffington Post Blog: www.huffingtonpost.com/sandy-smith/



The Secrets of Remaining Focused in a Time-Starved, ADD World

"Granddaddy, I need some space." Riley Marie Smith, age 4

DESCRIPTION

I used this quotation in a recent presentation: "Attention is the next scarce resource." Immediately, two people in my audience said, "You can eliminate the word next." Those in the modern workplace face a variety of distraction that may lead to hurried decisions and shallow communication. The result may be costly mistakes and potential safety issues.

Sandy helps participants regain focus and manage the "new kind of stress" by dealing with interruption and distraction.

LEARNING OBJECTIVES

- Learn about the driving forces of distraction that contribute to personal and interpersonal stress at home and work.
- Discover practical methods of reducing the contagious nature of negative stress. Learn the difference between "wise worry" and "toxic worry."
- Learn about the myth and realities of multi tasking.
- Learn secrets of clear focus from top gun pilots.
- Discover the time and place in which you are most creative and productive.

STYLE OF DELIVERY

Customized to audience, client objectives, and time allotted for delivery. However, presentations typically incorporate such highly effective elements as:

- Extremely animated oral presentation that incorporates practical examples and, often, humor to drive home main points
- Bold, imaginative presentation graphics that maximize visual impact and minimize text
- Short, highly engaging movie clips that demonstrate or reinforce key messages
- Small highly engaging group exercises and discussion
- Open Q&A
- Closing summary of key points that can be applied in the work place serve as reminders

SANDY SMITH BIOGRAPHICAL SUMMARY

Sandy Smith is a speaker, corporate training specialist and executive coach from Oak Ridge, Tennessee. He develops and presents educational seminars and workshops for leading organizations in such diverse areas as healthcare, manufacturing, marketing, retail, and U.S. government. Sandy also coaches senior executives in giving high impact presentations. Sandy is a member of The National Speakers Association and The World Futurist Society.



This is a proposal, and if signed, a contract between Antelope Valley Community College and Global Community Enrichment, LLC.

Background

Kevin Walsh (Facilitator), of Global Community Enrichment, met with Irit Gat, Antelope Valley College (AVC) (Client), over the phone, to discuss the possibility of a professional development seminar to be conducted in Spring 2015. Kevin and Irit brainstormed some possible topics that would be most relevant to faculty at AVC. Through the conversation, Irit and Kevin identified the goals of the session would be that participants leave with:

- An introduction to the “Social Styles” model
- A common language for faculty to communicate more effectively
- An understanding of how “styles” react under stress

Draft agenda:

Antelope Valley College Spring, 2015
Welcome and Introductions
Introduction to Social Styles* <i>Participants will participate in an activity that will help them understand the model. It will also illuminate a style that will most resonate with each faculty member. The facilitator will engage the participants in a discussion to explore and understand the model.</i>

<p>Communication Strategies</p> <p><i>Like styles will be divided into respective groups to answer a series of questions. They will then report out to the rest of the group. This process will identify specific areas where issues may arise among the faculty. It will also showcase opportunities to leverage strengths across the departments.</i></p>
<p>Adjourn</p>

*(Merrill & Reid, 1981)

Timeframe

Session Time: 90 Minutes

Session Date: Spring 2015 (March/April)

Session Location: TBD

Cost

90 minute session/including pre-work	\$3,100
	<u>Academic Client discount (-\$1,000)</u>
	\$2,100
Total	\$2,100

ACCOUNTABILITY:

- The facilitator will work directly with Irit as needed, and will provide routine updates over the course of the contract.
- The client will be accountable for all communication with the program participants in preparation for any specific work session(s), including the training day.
- If necessary, the client will make all arrangements for the training session (food, lunch, location, etc.) unless otherwise determined between client and the facilitator.

- The client will make information available and accessible to the consultant in order to successfully complete the work in a timely manner.
- The facilitator will deliver all work session(s) and final products on time and on budget unless otherwise agreed upon by client and facilitator, with the highest degree of quality and service to the client.
- Both facilitator and client will conduct themselves and their work in an ethical manner with high integrity and respect for the individuals involved in this process.

Irit Gat

Antelope Valley College

Kevin Walsh

Global Community Enrichment

About the Facilitator

Kevin Walsh, PsyD

(310) 384-6244 Mobile

Kevin Walsh, PsyD, is a University Professor, the CEO of Global Community Enrichment and a Ken Blanchard Companies Consulting Associate. His consulting practice specialties include a wide range of training and development solutions. His expertise includes leadership development, executive coaching, nonprofit board development, organizational effectiveness facilitation, learning design, and teambuilding.

Dr. Walsh's clients include The Walt Disney Company (various business units around the world), Southern California Edison, Los Angeles County Department of Health Services, City of Hope and Huntington Hospital Medical Center. He has trained executives and managers at organizations nationwide including: YMCA, Cartoon Network, American Express, JP Morgan Chase, UCLA Geffen School of Medicine, Roll Global and College of the Canyons.

His professional experience includes securing over \$1.2 million dollars in grants and matching funding as Interim Director, Employee Training institute at College of the Canyons. He led a team of over 200 people to host 14 Queens and President's Wives from African Nations as SVP, on The Executive Committee of the 1st Ladies of Africa Heath Summit in Los Angeles.

Kevin has his Doctorate of Psychology in Organizational Management and Consulting from Phillips Graduate Institute (PGI). He has a Bachelor's of Science in Speech Communication from Syracuse University. Kevin is a certified Connective Leadership and Achieve Global Trainer, and has taught seven, eight-month Leadership Academies for the LAX Coastal Chamber of Commerce and Loyola Marymount University (LMU). Dr. Walsh is a professor in the Doctorate of Organizational Management and Consulting Program at PGI and teaches Nonprofit Leadership Development at LMU Extension. Kevin is also an Instructor in The Economic Development's Employee Training Institute at College of the Canyons.



Conflict Resolution and Confrontation Management Skills

A calmer, more productive, more cooperative workplace is within your reach

Who Will Benefit From This Seminar ...

Anyone who wants to enjoy the benefits that come from having effective people skills ... less stress, greater harmony and improved productivity

Unmanaged conflict in the workplace can lead to reduced levels of teamwork and cooperation, diminished employee commitment, and lower levels of quality and productivity. It also increases stress, causes higher turnover and lowers morale.

But it doesn't have to be that way!

Successfully managed conflict can have a healthy, positive effect on your organization. Managed conflict is an effective way to bring important issues to light and to open and strengthen the lines of communication with your co-workers, boss, vendors ... even customers.

In this unique course, we'll teach you proven strategies that will help you deal with a variety of workplace conflicts, and we can custom-tailor our program to match the kinds of conflict most likely to occur at your workplace.

On-Site Seminar Objectives

Schedule this seminar today and help everyone in your organization reap these benefits:

- Gain new insights into workplace conflicts and recognize how personalities and attitudes affect outcomes
- Learn the importance of valid feedback; how to give it and how to benefit from it yourself
- Find better ways to control your anger—and learn how to deal with others' anger
- Return to work equipped with the skills to deal right away with existing hard feelings and emotions in your workplace
- Learn to recognize the first signs of potentially disruptive conflict and deal with it before the crisis stage
- Learn proven ways to begin the repair of damaged relationships
- Discover how to take advantage of the hidden benefits of effectively managed conflict

Learn to recognize and deal with the real issues behind workplace conflict. Call 1-800-767-7545 today to schedule this important workshop.

Conflict Resolution and Confrontation Management Skills

COURSE OVERVIEW

Conflict management strategies that work

- The 6-step approach to win-win conflict resolution
- How to separate the 2 sides of every conflict—people and issues—and deal with each effectively
- Putting yourself in their shoes—how empathetic listening helps you see both sides of the disagreement
- Practicing the everyday skills of conflict resolution
- 8 critical mistakes successful conflict managers *never* make
- Overcoming *your* personal stumbling blocks to agreement
- How to turn the points of disagreement into a framework for resolution
- How your personality affects the way you deal with conflict
- Choosing a conflict management style that fits the situation
- Conflict as a positive motivator: 7 benefits of a well-managed crisis
- Dealing with the 4 most common sources of conflict that lead to disagreements

Managing your own anger and emotions

- Accepting responsibility for your anger: You *become* angry, no one *makes* you angry
- How to understand what's really bugging you
- Chronic anger—recognizing the physical symptoms that warn when enough is enough
- How the appropriate expression of anger is a necessary step to resolving conflict
- Expressing yourself without accusation, sarcasm or hostility
- Graceful “exit lines” that allow you to postpone a confrontation until your emotions are under control

- 7 steps you can take to *experience* your feelings without acting them out
- Assertiveness, the anger antidote: How to ask for what you need—and get it
- How to avoid an outburst when you're really angry—and what to do if you can't
- Safe ways to blow off steam without venting it on people
- “What's this really about?” How to get to the root of the problem instead of battling the symptoms
- Recognizing how anger acts as a defense against feelings you don't want to feel

How to respond to others' anger

- How to validate someone's anger without fanning the flames
- One sure-fire way to let the situation cool down before trying to resolve it
- Avoiding words that act as “emotional triggers” when you're dealing with someone who's upset
- How to respond to a put-down without losing your temper
- How to quickly de-escalate an emotional confrontation with a boss or co-worker
- When confronting an angry person head-on may spell disaster
- How honesty and understanding will help you keep your cool when dealing with an out-of-control person
- Effective strategies for defusing an escalating argument
- How to make sure you're not “asking for” the very behavior from others you find hard to handle

Conflict communication skills

- How to overcome the feeling that negative feedback is a personal attack
- The real differences between how men and women handle feedback and what we can learn from each other

- How to turn negative self-talk into positive affirmations
- How to recognize the difference between valid feedback and a personal put-down
- How to avoid the 8 most common pitfalls to giving negative feedback
- A 4-step approach to delivering feedback that's specific, non-accusatory and gets results
- Dismissing the belief that “criticism” and “disapproval” are synonymous
- When negative feedback is justified: How to acknowledge your mistake without overapologizing
- How to address a chronic disagreement and arrive at a mutually acceptable action plan for resolution
- When positive strokes may be more effective than negative feedback in changing an undesirable behavior
- How you can reduce day-to-day hassles by establishing positive relationships with chronically difficult people

How to take care of yourself

- Weaving family, friends and co-workers into an emotional support system
- Getting rid of your fantasies of retribution that can do you more harm than the person you're mad at
- Relaxation skills you can master to control stress and relieve tension
- How to handle rejection and still feel good about yourself
- Setting your limits—how to say NO without generating anger or guilt
- What to do when your body says “fight or flight” but neither is called for



Stress Solutions

Bring new energy, balance and focus to your life

Who Will Benefit From This Seminar ...

Anyone who needs to improve their stress management in order to have more peace, more joy, more enthusiasm and more confidence—at home and at work.

Are demanding deadlines, multiple priorities, family pressures or an overwhelming workload keeping you from enjoying life to its fullest? Stress is one of the biggest energy drainers, productivity killers and relationship destroyers there is. And one of the sneakiest.

Stress may have so slowly and subtly crept into your life that you no longer recognize what's causing those nagging feelings of fatigue, irritability, anxiety, guilt, burnout and even depression. Every day you have deadlines to meet, harried co-workers to deal with, household pressures to address and traffic jams and lines to wait through.

The solution is simple. Invest in yourself for a change. At this seminar, you'll step back from your daily routine, take a deep breath and finally pinpoint the stressors that are keeping you from enjoying a full and productive life. And then we'll go one step further—we'll help you build a personal stress action plan, because there are as many solutions to stress as there are people who suffer from it.

On-Site Seminar Objectives

This seminar will help you learn:

- How to balance the multiple demands of career, family and personal life
- How to rethink your priorities so you're in control of each day
- How to nurture yourself without feeling self-indulgent
- How to keep your energy level high, your concentration sharp and your productivity up when the pressure is on
- How to feel good about who you are and not just what you do
- How to handle stressed-out people and stressful situations calmly and confidently

Make a commitment to yourself today to spend time getting reacquainted with what's really important to you. Call 1-800-767-7545 and schedule this seminar.

COURSE OVERVIEW

Understanding your body's response to stress

- Understanding the 3 stages of stress and how your body tries to cope with each one
- The mind-body connection: Understanding the relationship between stress and your health
- When stress reaches the point of diminishing returns: Understanding the fine line between good stress and bad stress
- The role your personality type and attitude play in the way you react to stress
- How tuning in to your personal stress cycle can help reduce tension
- How blow-ups can lead to burnout: Understanding the link between anger and stress
- Relighting the fire: Steps for regaining your enthusiasm, drive and confidence when chronic stress leads to burnout

The special stressors

- Getting to the heart of the self-esteem issues that contribute to your stress and keep you from achieving your full potential
- Avoiding the high price of achievement: How to avoid the damaging effects of stress that come with "success"
- How to counteract the hidden sources of stress that take their toll on you every day
- Tips for reducing everyday stress without radically changing yourself or your lifestyle
- It's okay to be "good enough": How to stop perfectionism from becoming pressure
- Why it's important to feel good about who you are and not just what you do
- How to eliminate the victim-type thinking that reinforces your stress cycle
- How to use positive pep talks to drive away the negative thinking and anxiety that compound your stress
- Overcoming the mistaken notion that worrying means showing caring and concern
- How to counteract the 12 components of faulty thinking that drive you to "overdo" it

Identifying the stressors in your life

- A checklist for assessing the stress hot spots in your life
- Recognizing the special stresses of being a working parent—find out just how it's affecting you and what actions you can take to deal with it
- 10 questions you must ask yourself to assess your priorities and retake control of your life
- How to cope with the situations in your life you simply can't change
- Confronting burnout: 10 sure signs that you're overdoing it

Stress recovery tools and techniques

- The Number One rule you must keep in mind for any stress management program to be effective
- How to short-circuit tension and pressure before they invade your vulnerable areas
- Quick energizing techniques to get you through high-stress periods
- How planning ahead can help you cope during difficult times
- Proven relaxation techniques that provide long-lasting relief from stress
- Food for the soul: A dozen ways to nurture yourself when no one else will
- 5 mental tricks for making it through the daily stressors in your life
- Maintaining your "tranquility quota": How to find refuge from stress as you go about your everyday activities
- Why having a strong support system is vital to any stress recovery program
- When putting the focus on others rather than on yourself can change your outlook
- Why what you eat affects how you deal with stress
- 6 quick pick-me-up exercises that anyone can fit into a schedule

How to balance multiple roles and responsibilities

- Concrete steps you can take to smooth the transition from work to home
- Time management techniques designed to de-stress schedules that are in distress
- Delegating doesn't mean declaring defeat: How to get it all done without doing it all yourself
- Solutions for coping with the most common causes of 9-to-5 stress
- How taking care of yourself first actually helps you to take care of others better
- The 2 cardinal rules of parenting you must follow to take the pressure off yourself and your children
- How practicing "selective" insensitivity can actually improve the relationship between you and your partner
- 12 guidelines for keeping your expectations of your partner realistic

Keeping the stress of others from becoming your own

- Assertive communication techniques for getting others to solve their own problems instead of giving them to you to take care of
- How to defuse the anger and stress that sabotage intimate relationships
- How to offer support when tragedy strikes
- 10 reassuring ways you can help your family members, friends and co-workers manage their stress more effectively
- 6 techniques for overcoming the common communication pitfalls that create stress in relationships
- How to disarm and redirect the angry attacks of others rather than combat them



The Emergency Guide to Handling Emotions in the Workplace

Keep your cool and enjoy less stress!

Who Will Benefit From This Seminar ...

Managers, team leaders, supervisors, accountants, lawyers, administrative assistants, salespeople ... and anyone else who works with people

You can't afford to ignore, make excuses for or tolerate people who fail to control their negative emotions at work.

Inappropriate displays of anger, negativity, moodiness, ambition, jealousy, insecurity and other emotions can cause untold damage in any organization.

Face it: Managers are not therapists. The very thought of addressing these emotional wild cards—and creating a more positive work climate—may make managers or supervisors feel inadequate and powerless.

Learn how to understand different emotions and use them to your advantage ... put out emotional fires and—even more important—prevent them from occurring ... and enable employees to express their feelings professionally and responsibly to create an environment where everyone works together.

Don't miss this rare opportunity to avoid the pain of learning by trial-and-error ... discover proven and professional tactics, methods and strategies that will be used the very next day at work ... and make the demanding job of a manager a whole lot easier.

On-Site Seminar Objectives

We'll deal with many critical issues, including:

- The crucial first step when someone blows up
- What to do until you can get your own emotions under control
- Specific strategies for dealing with tears, hostility and sarcasm
- How to act—not react—in volatile situations
- Know when emotional misconduct may be grounds for dismissal
- How to confront employees about unacceptable emotional behavior
- How to recognize when strong feelings could turn into violence—and how to intervene

As you can see, this seminar is packed with a wealth of important information, expert advice and proven-effective approaches for dealing constructively with people, conversations, situations, meetings—every uncomfortable emotional encounter.

Call 1-800-767-7545 today to schedule a workshop custom-tailored to meet your organization's specific needs.

The Emergency Guide to Handling Emotions in the Workplace

COURSE OVERVIEW

Assess your emotional IQ

- Understand your emotional strengths—and limits
- How to get off the emotional roller coaster
- Discover your own hot buttons—and keep people from pushing them
- How resilient leaders bounce back after stressful encounters
- 5 physical warning signs of escalating emotions—know how to recognize them in yourself early on
- Avoid the most common mistakes managers make when dealing with irrational people
- Check yourself—are you unloading negative emotions onto others?
- How to develop a sixth sense for how others are feeling
- Guidelines for getting your point across strongly, without losing control

Get a grip on your own emotions

- Language check: Do your words and tone provoke employees?
- Personal hard times happen ... learn how to leave your troubles at home
- A 3-step process for managing emotions
- Mood control! How to stay on an even keel—no matter what side of the bed you wake up on
- How to receive criticism, keep your reactions in check and benefit from what is said
- Just say “No” to knee-jerk reactions—you can *choose* how to respond instead

- How to quell your own inappropriate responses
- Understand how you—as the leader—may unknowingly be setting the wrong example

Respond to others’ emotions

- How to quickly gain control in an emotionally charged situation
- What can you do when you’re in the middle of a heated, no-win discussion? Here’s the answer
- How to gauge when an employee’s negativity is infecting your entire team
- Know when burnout is causing an employee’s erratic performance
- How to sense when a situation is too hot to handle—and remove yourself from it
- What to say—and what not to say—when someone starts crying

Manage anger

- The professional way to blow off steam
- 3 communication missteps that make bad situations worse
- A technique for allowing frustrated people to vent their feelings
- Overcoming the anger cycle—how to better manage it in yourself and others
- How to get hotheads to chill out
- What you absolutely must do when someone yells and creates a scene
- 3 common—but ineffective—tendencies when mediating conflicts
- How to bring disagreements out into the open

Communicate through volatile situations

- Your most appropriate response to another’s personal loss, pain or tragedy
- Be clear about letting your employees know their emotional responses are not acceptable—here’s how
- Specific skills for working with people who can’t handle rejection
- Put the brakes on your employees’ chronic bad moods!
- Clear-cut rules for managing employees who must always win or appear right at any cost
- Draw the line on arrogance
- How to make it OK for employees to talk about their feelings
- Special techniques for preventing resentment—about workload, pay and policies—from spreading

Build positive relationships

- How to stand your ground with employees who use humor and sarcasm to discredit you
- Can’t deal with someone face-to-face? There’s another way ...
- Men vs. women: Are there really differences in how they handle emotions?
- How and when to show empathy—without going overboard
- The top 3 communication skills—they can help you surmount even the toughest interpersonal situations
- How to get to the root of what’s bothering someone
- How to rewire a workplace that’s become a hotbed of emotions

Faculty Professional Development Process

DRAFT

