

Management Development Workshop



(Participants select **one** of the two sessions offered during each time block. Session selection is made when registering)

Time

Session Description

7:30 -
8:00

Pre-program Reception (NSU 310 & 312)

NSU 310

**Solution-Focused
Conflict Management**

*Dr. Grace Mims
Ms. Marissa Fye, MEd*

NSU 312

**Reducing Turnover
and Absenteeism**

Dr. Noel Palmer

8:00 -
9:45

NSU 310

**Strengths-Based
Management**

Dr. Susan Jensen

NSU 312

**Effective
Customer Service**

Ms. Lisa Tschauner, MS

10:00 -
11:45

12:00 -
12:30

Lunch (NSU 310 & 312)

NSU 310

**A Positive Approach
to Leadership**

Dr. Kyle Luthans

NSU 312

**Job Crafting: Creating
Meaningful Work**

Dr. Daniel Chaffin

12:30 -
2:15

NSU 310

**Ethical Leadership and
Decision-Making**

Dr. Noel Palmer

NSU 312

**Working with
Millennials**

Dr. Brooke Envick

2:30 -
4:15

4:30 -
4:45

Workshop Closing

Thursday

January 18th, 2018

**University of Nebraska
Kearney**

**Nebraska
Student Union
Rooms 310 & 312**

Early Registration

\$185.00

**Registration after
December 15th**

\$200.00

REGISTER

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EXECUTIVE EDUCATION
College of Business & Technology

<http://www.unk.edu/executive-ed>



Dr. Grace Mims, LIMHP
Professor and Department Chair
UNK Counseling and School Psychology



Marissa Fye, MS.Ed., PLMHP
Assistant Professor
UNK Counseling and School Psychology

The Glass *IS* Half Full: Solution Focused Conflict Management

Benjamin Franklin once said: “Every problem is an opportunity in disguise.” Even so there is a temptation to rehash problems in hopes understanding and solving the problem. However, such conversations foster anxiety and often result in further entrenchment in the problem-saturated narrative, resulting in maintaining the problem with no working solutions on the horizon. The presenters will introduce solution-focused conflict management as briefer, more hopeful, and more cost-effective approach compared to others. Employees’ are empowered to formulate their own hopes for the future and to devise ways to make them happen. Participants will gain a description of the solution-focused model, its theoretical background, and practical applications in conflict management practice. A ‘Solution Focused Conversation Guide’ which includes eliciting questions about goals, exceptions, and competencies and motivating change will be the basis of an experiential activity and one that managers can use to facilitate conflict management in their own work settings.



Dr. Susan Jensen
Professor of Management
College of Business & Technology
University of Nebraska at Kearney

Strengths-Based Management

Research shows a clear link between engagement and performance... employees who are engaged in their work are more productive, loyal, and committed to their organization’s success. Sadly, research also shows that only 30% of U.S. employees and less than 15% of employees worldwide are engaged in their work. Using the Clifton Strengthsfinder framework, this session highlights how managers can have a profound impact on employee engagement by understanding and leveraging the natural strengths and abilities of each employee. Participants will also learn the basics of building strengths-based teams and how a focus on strengths is an essential business strategy to drive improved performance.

Note: As an added feature for this session, participants will be contacted after registration and provided a code that will give them access to complete the CliftonStrengths assessment—which gives a person feedback on top top five strengths.



Dr. Noel Palmer

Associate Professor of Management,
College of Business & Technology
University of Nebraska at Kearney

Reducing Turnover and Absenteeism

Whether it's an issue of showing up late, not showing up at all, or leaving the job altogether, employee turnover and absenteeism is hurting organizations. Consider that the hiring process alone is time consuming and expensive—averaging \$4,000 per hire in 2014. Then, add the cost of lost productivity and low morale. First, this session covers some of the primary causes for turnover and absenteeism. Next, strategies for reducing absenteeism and turnover are presented. Strategies for reducing absenteeism and turnover are connected to concepts of employee commitment and satisfaction.

Ethical Leadership and Decision-making

Ethical is an essential feature of the definition of leadership. This session starts by defining *ethical* leadership. Next, the ethical implications of filling the role of leader are discussed: noting the responsibilities incumbent on those in the role of leader, highlighting ethics pitfalls relevant to those in the leadership role, and presenting methods of avoiding those pitfalls. The session is intended to increase awareness of ethics issues in leadership and introduce a process to follow for making ethical decisions.



Lisa Tschauner, Assistant Director,
Center for Entrepreneurship and Rural
Development
University of Nebraska at Kearney
Owner, *Open for Business* Magazine

Effective Customer Service

Lisa is the author of the book: “A Guide to Customer Service and Business Relationships.” Part of the Rule of Thumb Business Series.

This session will provide insights on the power of customer service, communicating with customers and clients, how to provide excellent customer service and create a business environment that leads to a competitive advantage. Other important topics covered include the importance of valuable business relationships and fostering a positive work environment that projects the image and goals of the company, the internal and external customer experience, creating a tribe of business ambassadors within your current client-base, the importance of good customer communication practices and how customer service is perceived and executed within the different generations. Participants in this session will actually develop a plan to implement the optimal customer service experience in their own work environments.



Dr. Kyle Luthans

John Becker Endowed Professor of
Business
Chair, Management Department
University of Nebraska at Kearney

A Positive Approach to Leadership

Leaders and managers with strong positive psychological resources such as Hope, Efficacy, Resilience, and Optimism (i.e. HERO) not only have the ability to bounce back after difficult times, but they also can create a contagion effect which can spread positivity throughout an organization. These inner resources are known collectively as positive psychological capital, or simply PsyCap for short. It is important to recognize and develop these positive psychological strengths within a firm's human resources because they have been linked with improved workplace outcomes such a lower employee turnover, rated work performance, higher employee commitment and satisfaction, and leadership effectiveness. During this presentation, you will learn more about the background and meaning of PsyCap, as well as strategies for developing and leveraging the HERO within for improved leadership effectiveness.



Dr. Daniel Chaffin

Assistant Professor of Management,
College of Business & Technology
University of Nebraska at Kearney

Job Crafting: Creating Meaningful Work

Job descriptions are often viewed as static, solid structures directing employees toward or away from certain activities. Job crafting challenges this belief by arguing that individuals can redefine their jobs to incorporate their own motives, strengths and passions. The process involves mapping the tasks, relationships and perceptions of a given role to give individuals a greater sense of control at work. Job crafting enhances job satisfaction and productivity by providing tools to help people shape their jobs rather than being shaped by them.



Dr. Brooke Envick

Associate Professor of Management,
College of Business & Technology
University of Nebraska at Kearney

Working with Millennials

This session provides information about the differences of the millennial generation—highlighting how these differences are relevant in the workplace and what employers can do differently to better work with millennial employees.