HOW TO REGISTER

ONLINE
nbdc.unomaha.edu/training

EMAIL
unonbdcREGISTER@unomaha.edu

To secure your place, include YOUR NAME, DATES and TITLE of workshop in body of email

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- Financial projections, planning and loan packaging
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- Technology commercialization consulting
- Government sales consulting
- Business valuation and transition planning
- Project management and leadership training
- Process improvement and sustainability training
- Organizational development consulting and customized training
- For more information, nbdc.unomaha.edu

NBDC Services
Strengthen your management skills. Explore in depth the personal qualities and professional skills required to be effective in a leadership role.

**Leadership 101**

Everyone plays some kind of leadership role, so building skills and understanding not only benefits our direct reports, but will also strengthen the organization as a whole. Learn five leadership behaviors and work on how to apply them in your current role. Facilitator: Beth Giesbrecht, BS, PMP

**Leveraging Your Team**

You will learn how to understand and apply critical principles of negotiation, identify behavior patterns, communicate a shared vision, and be a more versatile problem solver. Facilitator: Ralph Lassiter, MS, SPHR

**Developing High Performance People**

You will learn how to identify employees with greatest potential for growth, learn to encourage peak performance and inspire increased productivity throughout the organization. Facilitator: Ann Gillaspie, MA, PHR

**Managing Conflict**

Learn how to handle tough conversations and encourage healthy workplace conflict by applying appropriate styles of competing, collaborating, accommodating, avoiding and compromising. Facilitator: Michael Harsh, MA, LPC

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**EXPLORE ADVANCED TOPICS IN LEADERSHIP**

March 30–31
$599 (Register NOW! Limited seating.)
Create a planned and systematic change effort to become a more vital and sustainable organization.

- Improve organizational effectiveness through strategic planning and aligning functional structures.
- Create a collaborative, innovative environment with reward systems to improve overall operations.
- Identify strengths and opportunities where improvement is needed.
- Support employees through a system of feedback and individual development emphasis.

When training is not the solution

We can create a plan that delivers measurable results. From an in-depth consultation with your key personnel, NBDC will develop objectives and create a customized approach to address the needs and goals of your organization. NBDC can help you initiate and complete the following strategies:

- Competitiveness Review
- Market Research
- Focus Group
- Cultural Assessment
- Training Needs Assessment
- Coaching and Mentoring
- Improve Processes
- Leadership Development

The Bottom Line

“The bottom line is, when people are crystal clear about the most important priorities of the organization and team they work with and prioritize their work around those top priorities, not only are they many times more productive, they discover they have the time they need to have a whole life.” Stephen Covey
A STRATEGIC APPROACH

1 Define the Need
   Consult and Question
   Determine Performance Gaps
   Explore Organizational Culture

2 Recommend a Solution
   Align with Strategic Direction
   Highly Customized
   High Probability of Success
   Cultural Fit

3 Manage the Delivery
   Plan and Administer Delivery
   Provide Tailored Materials
   Ensure Directions are Met
   Evaluate

NBDC consultants can help you at each step.

NBDC ORGANIZATIONAL DEVELOPMENT PROFESSIONALS

Harold Sargus, MBA, SPHR, SHRM-SCP, client services manager for the NBDC professional and organizational development program, has over 25 years of human resource, OD and sales experience and has served as lead HR professional within a variety of organizations.

CONTACT (402) 554-4088 or hsargus@unomaha.edu

Laurie Matthews, BS, account representative for the NBDC professional and organizational development program, has a successful professional background in talent development, coaching and employee relations.

CONTACT (402) 554-6250 or lamatthews@unomaha.edu

Renee Held, BS, NIST MEP Lean Certified, Lean consultant, has 25+ years experience in business, management and in effectively implementing Lean techniques within manufacturing processes.

CONTACT (402) 564-0105 or rheld@unomaha.edu

Email or Call us FOR MORE INFO

or visit nbdc.unomaha.edu/OD
Agile 101
Get an overview of agile models Scrum, Kanban, and Lean (including Lean Software Development). Understand the practical problems associated with adoption of any new practice and receive practical tips on applying one or more agile models at your company. Learn about effective habits of low-tech management, about information radiators and about feedback offered early and often.
Fee: $299. Facilitator: Garry Flemings, PMP, CSDP, CSM

Agile for Managers
Learn what distinguishes Agile and Lean models in business. We will discuss typical reactions (some wildly positive and some less enthusiastic) of teams who use agile models and consider the cultural challenges of converting between development models. You will learn what improvements other organizations have experienced.
Fee: $149. Facilitator: Garry Flemings, PMP, CSDP, CSM

Building 4-Dimensional Teams
Learn how to assess team members to take advantage of their naturally strongest dimension. You will discover how to improve the eight behaviors to create a well-balanced 4-D team. The methodology is based on the NASA 4-D process used for the Space Shuttle, space telescopes, robots on Mars and the mission back to the moon.
Fee: $599. Facilitator: Beth Giesbrecht, BS, PMP

Core Principles for Business Analysis
Learn business analysis, BA principles, practices, roles and responsibilities. Whether you are a new business analyst or experienced, you will benefit from creating an actual feasibility study and examining a current business case. Exercises will keep you engaged and encourage you to share personal experiences.
Fee: $599. Facilitator: Pam Soderholm, MS, PMP
Communicating with Project Stakeholders
Understand the importance of stakeholder management for project success as well as the ethical issues involved. You will complete the class with a plan on how to communicate information and get the kind of feedback you need to be effective in delivering a project.
Fee: $299. Facilitator: Garry Flemings, PMP, CSDP, CSM

Communicating Projects Visually
Almost every study reveals that communication issues turn out to be project managers’ number one problem and consume 90% of their time. Beginning project managers issue status reports, good project managers create a short plan. Great project managers do both as well as communicate to all stakeholders.
Fee: $299. Facilitator: Beth Giesbrecht, BS, PMP

Defending Your Project
How do you counter arguments against a project? You will learn how to follow clues that reveal the true underlying reasons for the challenge. Learn how to analyze nonverbal cues and devise a strategy that will defend your project while preserving good, professional relationships with your challengers.
Fee: $249. Facilitator: Vanessa Hatfield-Reeker, MA

IT Project Management
In a PMBOK® aligned course you will learn how to bring IT projects in on schedule and under budget. Learn how to build a Project Charter and Definition; estimate project hours, duration and cost; create a project plan to manage and report on progress. This course blends current information, case studies and project simulations to strengthen your IT project management skills.
Fee: $599. Facilitator: Pam Soderholm, MS, PMP

All business analysis courses have been updated to the current BABOK guide.
Microsoft Project
You will gain the skills and techniques to develop a project schedule, assign task dependencies, resources and create leads and lags. Learn to use and customize views, tables, filters, sorts and reports to display your data the way you desire. You can track projects by establishing baselines and assigning costs to resources and tasks. Learn the new features of manual scheduling, inactive tasks and time line view. Fee: $599. Facilitator: Beth Giesbrecht, BS, PMP

Prioritize or Agonize
Are you feeling overwhelmed by a “to-do” list that is pages long and growing? Learn skills of time management that will help you organize and complete your daily tasks. You will take away workable ideas on how to better manage your responsibilities so that—rather than yesterday’s unfinished business—you can start each day on something new!
Fee: $125. Facilitator: Beth Giesbrecht, BS, PMP

PMP Exam Prep
This accelerated instructor-led course fulfills all contact hours required for the PMP Exam and will give you the resources and confidence to pass the test. You will receive a review book and a three-month subscription to online resources, CDs, flashcards, and the PMBOK Guide®. An exam simulation will recreate an actual exam and includes a walk-through of the application process.
Fee: $1,699. Facilitator: Pam Soderholm, MS, PMP

Process Mapping for Business Improvement
Learn the sequence and symbols commonly used to plan processes. You will proceed from mapping existing, organized processes toward planning the future state of processes. In teams, you will actually map several as-is processes and then proceed to mapping at least one future process.
Fee: $299. Facilitator: Beth Giesbrecht, BS, PMP
Good project managers need tools that will help them more effectively manage projects. This class uses hands-on exercises to explore tools that enhance project success that can be used in a wide variety of situations. You will learn which tools are the best for your situation and how to implement them in your setting.

Objectives:
• Provide exposure to a wide variety of tools that can help you meet customer needs
• Learn and practice select tools, including a force field analysis
• Deepen your understanding of use and impact of metrics

Fee: $599. Facilitator: Pam Soderholm, MS PMP

Requirements Elicitation Methods and Models
If the requirements are not correct, your project is doomed. In this class, you will learn various methods of gathering requirements, such as prototyping and reverse engineering. You will practice correctly writing requirements. You will work with various ways to visualize the requirements by modeling. If your requirements are communicated accurately, everyone prospers.

Fee: $899. Facilitator: Pam Soderholm, MS, PMP

Running Productive Meetings
There are good meetings and bad meetings. Bad meetings are wasteful and lower morale. Good meetings leave your team energized and excited. You will learn how to organize and run effective meetings that increase productivity through improved collaboration, communication and consensus.

Fee: $125. Facilitator: Beth Giesbrecht, BS, PMP

Successful Project Management
Learn PMBOK®-aligned techniques for planning and implementing projects to produce desired results on time and within budget. Learn to set measurable objectives, estimate project time and costs, determine scope, manage resource requirements and control results. Includes an interactive exercise in which students manage a project from planning through measurement of results.

Fee: $599. Facilitator: Beth Giesbrecht, BS, PMP
Certificate in Project Management (online & classroom)
- Successful Project Management (2 days in class)
- Microsoft Project 2013 (2 days in class or Project Management Simulation online)
- Requirements Elicitation Methods and Models (3 days in class or 3 online courses)
- Building 4-Dimensional Teams (2 days in class) or Project Management Team Leadership (online)

Certificate in IT Project Management
- IT Project Management (2 days)
- Requirements Elicitation Methods and Models (3 days)
- Building 4-Dimensional Teams (2 days)
- Agile 101 (1 day)
- Any class from our Agile or Project Management courses (1 day)

Certificate in Advanced Project Management
- Core Principles for Business Analysis (2 days)
- Exploring Project Risk Management (1 day)
- Quality Tools for Project Managers (2 days)
- Communicating Projects Visually (1 day) or Communicating with Project Stakeholders (1 day)
- Agile 101 (1 day)
- Ethical Decision Making (1 day)
- Any one-day leadership course (1 day)

Certificate in Business Analysis
- Core Principles for Business Analysis (2 days)
- Process Mapping for Business Improvement (1 day)
- Requirements Elicitation Methods and Models (3 days)
- Prioritize or Agonize (1/2 day)
- Running Productive Meetings (1/2 day)
- Successful Project Management (2 days)

FEES
$1,990 for each certificate program

SAVE up to $700!
Compare certificate program cost to total individual course fees.

PMP CREDENTIALS
All project management courses can be used to earn the Project Management Professional (PMP) credential and the Certified Associate in Project Management (CAPM) credential awarded by the Project Management Institute. Courses fill PDU (Professional Development Units) requirements to maintain PMP certification. One contact hour equals one PDU. Visit www.pmi.org for more information.

CBAP CERTIFICATION
Business Analysis courses qualify for the 21 contact hour requirement for a Certified Business Analysis Professional (CBAP). Courses fill Continuing Development Units (CDU) to maintain CBAP certification. One contact hour equals one CDU.

CONTINUING EDUCATION UNITS (CEUS)
Those who complete the certificate program can receive 5.4 CEUs. CEU applications require a $15 processing fee and must be turned in prior to taking a course. Call (402) 554-2821 for an application.

TO ENROLL: (402) 554-4095 | kkharter@unomaha.edu
Feb 17
Creating a Fully Engaged Workforce
Successful managers encourage the individual talents of the people who work for them, engaging their interest and involvement in the organization’s goals. Do you know how to motivate and excite your employees? Presented by Ann Gillaspie

Mar 10
What is the Big Deal about Ethics?
Some say ethics is only doing what the law requires or what society accepts, but it is more than that. Ethics fosters a positive work culture, builds credibility and builds strong teams. Presented by Ralph Lassiter

Apr 7
Excel Charts and Graphs Made Simple
It’s more than a sheet full of numbers. In Excel, see how creating charts and graphs is easy and eye catching. Presented by Beth Giesbrecht

Jun 16
Crucial Conversations
Based on the popular book, this session provides you with five key techniques for getting better results from tough conversations. Presented by Harold Sargus

12 to 1 pm
$15 per session includes lunch.
REGISTER: nbdc.unomaha.edu/lunchlearn

PROFESSIONAL DEVELOPMENT IN SMALL BITES
Globalization, technology and empowered consumers are changing how you provide value to your customers.

As companies strive to achieve the efficiency and productivity to thrive in this economy, career opportunities in Supply Chain Management are growing at a fast pace.

In this intensive program, you will learn the fundamentals and techniques in materials management, logistics, lean manufacturing and supply chain risk analysis that can help you make your organization more productive and will enhance your value as a professional.

SCHEDULE
A new program is offered approximately every six months. Call (402) 554-4095 for workshop dates, cost, location and registration information.

CURRICULUM
Principles of Supply Chain Management (online)
Leading Through Teams
Principles of Lean Manufacturing
Process Mapping for Business Improvement
Sustainable Practices
Materials Management and Procurement (online)
Successful Project Management
Supply Chain Integration (online)

FACILITATORS
Renee Held, BS, NIST-MEP Lean-Certified; Beth Giesbrecht, PMP, COI; Steve Schulz, PhD; Jean Waters, MS

FEES AND REGISTRATION
$1,990, includes all required workshops for each participant. A new program is offered approximately every six months.
Strong leaders are the cornerstone of safe world-class organizations.

Leaders demonstrate commitment and conviction toward improved decision making, risk reduction, best practices, safety management systems, and performance measurement. The Certificate in Safety Leadership from the University of Nebraska at Omaha and the National Safety Council, Nebraska will help develop your leadership mentality and give you the skills to succeed.

CERTIFICATE ENDORSEMENT
Graduates will receive a Certificate in Safety Management endorsed by the University of Nebraska at Omaha and the National Safety Council, Nebraska.

CURRICULUM
Safety Management
Adaptive Leadership for Safety Professionals
People Styles at Work and Conflict Management
Authority vs Leadership
Project Management for Safety Professionals
Strategic Thinking and Managing Change
Continuous Improvement
Crucial Coaching Conversations and Ethical Decision Making
Safety and Health Management

FACILITATORS
Chris Bryant, SSH, CSHO; Beth Giesbrecht, PMP, COI; Ralph Lassiter, Ed.D, SPHR

FEES AND REGISTRATION
Fee: $1,990, includes all required workshops. Call or email Kim Harter to register for next session: 402.554.4095 | kkharter@unomaha.edu
IFMA SUSTAINABILITY PROFESSIONAL (SFP)

Play a key leadership role in developing, managing and operating a sustainable facility.

You will get the information and tools that facility managers need to develop a comprehensive sustainability strategy. The SFP credential will give you recognition and credibility as an informed champion, partner and steward of the built environment within your organization and community.

WHO WILL BENEFIT

- Facility coordinators, directors, managers, specialists, supervisors
- Architects, designers, safety engineers
- Consultants to the FM industry
- FMPs and CFMs
- LEED-certified professionals (70 CE hours)

FEES
$2,495 40-hour course, exam and all course materials

GREEN GLOBES PROFESSIONAL (CGP)

Play an important role in fostering more energy-efficient, healthier and environmentally sustainable buildings.

Green Globes provides a nationally recognized green building certification that involves an onsite assessment by a credentialed third party (GGA). It offers an affordable alternative to LEED as a way to advance the overall environmental performance and sustainability.

WHY YOU SHOULD BECOME A CERTIFIED GGP

- Expand your business opportunities by offering green building services to a broader client base.
- As a GGP, you may serve as a consultant on Green Globes projects, facilitate the building certification process and provide project management for your own clients.

FEES
$875, includes application fee, materials and final exam, plus initial two-year certification.

Call (402) 554-4095 or email kkharter@unomaha.edu for dates of next programs offered.
Build stronger teams as they learn together.

Explore the dynamics of your team, identify individual work and communication styles and strengthen collaboration. Offer these workshops to a group from your organization and watch how confidence and engagement grow.

Successful Project Management
Learn techniques for planning and implementing projects to produce desired results on time and within budget. Learn to set measurable objectives, estimate project time and costs, determine scope, manage resource requirements and control results. Includes a project exercise.

Strategic Planning for Organizations
Strategic planning contributes to organizational stability and growth as well as facilitating new program development and innovation. Identify the actions required to translate strategy into execution.

Agile 101
Understand the practical problems associated with adopting any new practice and get practical tips on applying one or more agile models at your company. Learn how to use effective habits of low-tech management, information radiators and frequent, timely feedback.

Enhancing Employee Engagement
Discover how you can develop a satisfied workforce. Learn how to create a culture in which employees are enthusiastic about their work and emotionally and intellectually connected to your organization.

Leading Organizational Change
Learn the skills and tools that will allow you to lead organizational change initiatives confidently and effectively.

To schedule any of these workshops for a group from your organization, call Kim Harter (402) 554-4095 or email kkharter@unomaha.edu
Are your customers demanding reduced lead times, cost reductions and improved quality? Meet these challenges by becoming a Lean Enterprise.

Give your company the Lean competitive advantage. Simulations and practical exercises will give you or a team from your facility the confidence to immediately implement Lean improvements in your workplace.

CERTIFICATE SCHEDULE
A new program is offered approximately every six months. Call (402) 564-0105 for workshop dates, cost, location and registration information. Fee: $1,795 per person for seven days of training. Facilitators: Martin Kostecki, MBA; Renee Held, BS, NIST MEP Lean Certified.

CURRICULUM
- Principles of Lean Manufacturing
- 5S Workplace Organization
- Set-Up Reduction/Quick Changeover

VALUE STREAM MAPPING
- Value Stream Mapping
- Cellular Flow Manufacturing
- Standardized Work

GROUPS NOW FORMING IN OMAHA, LINCOLN AND GRAND ISLAND FOR CLASSES STARTING IN JANUARY.

RESOURCE EFFICIENCY AND VALUE STREAM (REVS) MAPS
Level up with this enhancement of the VSM tool. The REVS Map identifies material, water, and energy efficiencies and shifts focus from Lean to Lean & Clean. A must for those thinking of becoming a zero waste enterprise. This is an especially valuable exercise for production, facility and EHS managers to work on together. Instructor: Rick Yoder, P.E., SFP

One-day | May 6 | 8:30 – 4:30 | $299
The Certificate in Next Level Lean (NLL) builds on the Lean Enterprise Certificate program providing an in-depth exploration of the role of leadership in Lean improvement and a strategy for change management. In each two-day workshop, participants will cover the course topic in depth, review a case study, and develop an implementation plan for their company.

WHO WILL BENEFIT
- Anyone who has participated in the Lean Enterprise Certificate program
- Facilitators, lean trainers, engineers and team leaders

CERTIFICATE SCHEDULE
Each course will be two weeks apart with homework assignments. Classes begin in fall 2017. A new program is offered approximately every six months. Facilitators: Rachel Baxter, BSIE, MBA; Steve Cooprider, CLSSBB; Chris Schultz, BA

CURRICULUM
Practical Change Leadership for Process Improvement
Advanced Problem Solving
Understanding the Financial Benefits of Lean
Achieving OEE through Total Productive Maintenance

FOR MORE INFORMATION
This program is currently being revised. Workshop dates, cost, location and registration information will be available in the near future at: nbdc.unomaha.edu/process-improvement

Call (402) 554-4095 or email kkharter@unomaha.edu for more information.
Prepare for the next generation HR certification

Establish yourself as a globally-recognized human resource expert by earning the new standard in HR certification: SHRM Certified Professional (SHRM-CP™) and SHRM Senior Certified Professional (SHRM-SCP™).

SHRM LEARNING SYSTEM
As part of your course, you will receive the SHRM Learning System for SHRM-CP/SHRM-SCP. Comprised of comprehensive learning modules in print and e-reader formats, and advanced online resources, these study materials streamline study time, accelerate learning and build confidence for passing the exam.

BENEFIT FROM:
- Experienced, certified facilitator
- The SHRM Learning System, historically ranked the #1 HR certification prep tool
- A structured learning experience that keeps you on track
- Opportunities to network and learn from your peers
- Tuition reimbursement and up to 36 professional development credits (PDCs)
- Five learning modules covering a comprehensive body of competency and knowledge (HR Competencies, People, Organization, Workplace, Strategy)

FEES
$1,195. Instructions for participating, course materials, answers to technology questions and SHRM testing process will be sent to you after you register. (Exam fees are excluded.)

OFFERED IN PARTNERSHIP WITH THE HUMAN RESOURCES ASSOCIATION OF THE MIDLANDS (HRAM).

ONLINE—12 weeks, starting fall, 2017.

IN CLASS—14 weeks at UNO College of Business Administration in Omaha. Tuesdays, 6–9 pm starting fall, 2017.

Call (402) 554-2521 for more information.
HR Laws for Supervisors and Managers

Supervisors and managers have shared HR responsibilities making sure that interactions with employees comply with federal and state laws. Learn fundamentals of interviewing, hiring, reviewing and firing processes that may help you avoid costly claims. This course will benefit line managers, office managers, supervisors or anyone involved in any kind of HR function.

Objectives:

• Examine impact of laws that affect HR activities.
• Learn the importance of on-boarding to retain employees.
• Avoid costly mistakes that could land you in court.

Fee: $125. Facilitator: Ann Gillaspie, MA, PHR

NEW! Strategic Interviewing

Explore a powerful tool that enables you to quickly identify the Emotional Intelligence skills that are most important for each job. You will learn how to make better hires by revealing truths about a candidate’s experience and identify “red flags” during the interview process. Fee: $125; Facilitator Pam Sumner, MS

Coaching for Performance

Learn how to become an active, involved leader and coach. Pick up skills that will help you guide teams, identify individual abilities and improve productivity. You will gain a better understanding of what drives performance, supports employee engagement and helps your organization retain the most qualified workers.

Fee: $125. Facilitator: Moniki Cannon, MOL, Certified Performance Coach

Conflict Management in the Workplace

In a positive workplace, managers master techniques that reduce conflict and encourage healthy engagement. In this workshop, you will increase your confidence in diffusing difficult situations. Learn how to use a collaborative conflict management model, information exchange and problem solving techniques.

Fee: $249. Facilitator: Michael Harsh, MA, LPC

Enhancing Employee Engagement

Learn how you can develop a satisfied workforce. You will learn how to create a culture in which employees are enthusiastic about their work and emotionally and intellectually connected to their organization. Work can be more than a paycheck!

Fee: $125. Facilitator: Ann Gillaspie, MA, PHR
### Adaptive Leadership

Leaders must continually question whether a person is able to do the job and whether they will take responsibility for doing the job. You will learn how to adjust your leadership style to how these questions are answered.

**Objectives:**

- Realize that the leader needs to adapt to the readiness of the followers and the demands of the task.
- Practice adapting leadership to the readiness of the followers.
- Talk about motivation.
- Begin a plan on how to work with each of your followers.

Fee: $249. Facilitator: Beth Giesbrecht, BS, PMP

### Balancing Two (or More) Bosses

Do you work with multiple bosses and competing goals? Do you have all of the responsibility with limited authority? Are you accountable for tasks you have no control over? Welcome to the matrix organization. In this new workshop, you will learn strategies and techniques to help you cope and thrive in this complex structure.

Fee: $125. Facilitator: Beth Giesbrecht, BS, PMP

### Building Personal Resiliency

People who are good at coping with challenges and setbacks usually have one thing in common—resiliency. Increase your resiliency by learning how to build positive relationships with supervisors, coworkers and team members; create higher levels of engagement and productivity and reduce conflict and disruption.

Fee: $125. Facilitator: Ann Gillaspie, MA, PHR

### Coaching for Performance

Pick up skills that will help you guide teams, identify individual abilities, and improve productivity. You will gain a better understanding of what drives performance, supports employee engagement, and helps your organization retain the most qualified workers.

Fee: $125. Facilitator: Moniki Cannon, MOL, Certified Performance Coach
Defending Your Position

Even the best prepared plans will inevitably encounter resistance. So, it is important to know how to effectively defend your work and ideas when challenged. By the end of this session, you will be prepared to protect your interests while maintaining your professional relationships.
Fee: $249. Facilitator: Vanessa Hatfield-Reeker, MA

Conflicts Management in the Workplace

To foster a positive workplace, managers need to master techniques that reduce conflict and encourage healthy interpersonal engagement. In this course, you will increase your confidence and competence to diffuse difficult situations. Learn how you can use a collaborative conflict management model, information exchange and problem solving to reach your goals.

Objectives:

• Learn various techniques for handling conflict.
• Apply a model for understanding and communication.
• Realize the conflict pitfalls and how to deal with them.

Fee: $249. Facilitator: Michael Harsh, MA, LPC

Supercharge Your Interpersonal Skills

• Gain a deeper understanding of different work styles.
• Identify your own style and read the behavior of others.
• Discover the best ways to work with team members.

Fee: $125. Facilitator: Ralph Lassiter
Crucial Coaching Conversations

A leader’s effectiveness is measured by the results he or she achieves. A leader must decide what is to be done, who is to do it and ensure that it is done – all requiring crucial conversations and skills in direction setting, talent alignment and the coaching of team members to perform their best.

Objectives:
• Learn how to communicate performance expectations
• Discover ways to reinforce positive performance
• Recognize and resolve performance issues

Fee: $125. Facilitator: Ralph Lassiter, CQM, CPT, SPHR

Enhancing Employee Engagement

Employee engagement lies at the intersection of what benefits the company and what benefits employees. Learn how you can profit from a satisfied workforce. You will learn how to create a culture in which employees are enthusiastic about their work and emotionally and intellectually connected to their organization.

Objectives
• Explore why a culture of engagement is an issue in today’s workforce.
• Learn how great managers help match employee talents to company’s goals.
• Discover what employees really want from their workplace.

Fee: $125. Facilitator: Ann Gillaspie, MA, PHR

Ethical Decision Making

Workplace dilemmas can create difficult choices. Being a true professional means choosing to act ethically. Ethical behavior protects you from civil suits, damage to reputation and loss of professional licensure. Examine what impacts your ability to act ethically in service delivery, vendor relations and public interactions.

Fee: $125. Facilitator: Ralph Lassiter, CQM, CPT, SPHR
Honing Your Facilitation Skills
Understand the dynamics of group decision making and the role of the facilitator in reaching successful outcomes. Learn how to set an agenda, solicit differing points of view and handle common distractions. Whether you facilitate regularly or rarely, in large groups or virtual meetings, you can benefit from honing your skills.
Fee: $125. Facilitator: Beth Giesbrecht, BS, PMP

Leading Organizational Change
Change is constant in every organization. New technology, shifting client expectations, staff additions, layoffs, new procedures and increased competition are daily occurrences. Leaders will be challenged to maintain performance in the face of difficult conditions. This workshop will help you prepare to serve your staff as an effective change leader.
Fee: $249, Facilitator: Ralph Lassiter, CQM, CPT, SPHR

Prioritize or Agonize
Overwhelmed by a “to-do” list that is pages long and growing? Learn time management skills that will help you organize and complete your daily tasks. You will take away workable ideas on how to better manage your responsibilities so that—rather than yesterday’s unfinished business—you can start each day on something new!
Fee: $125. Facilitator: Beth Giesbrecht, BS, PMP

Running Productive Meetings
There are good meetings and bad meetings. Bad meetings are wasteful and lower morale. Good meetings leave your team energized and excited. You will learn how to organize and run effective meetings that increase productivity through improved collaboration, communication and consensus.
Fee: $125. Facilitator: Beth Giesbrecht, BS, PMP

Understanding and Valuing Differences in the Workplace
- Identify the generations in today’s workforce.
- Explore how different life experiences affect communication styles.
- Learn how to manage cross-generational teams.

Fee: $125
Facilitator: Ann Gillaspie

APRIL 27
NEW! Strategic Interviewing
Explore a powerful tool that enables you to quickly identify the Emotional Intelligence skills that are most important for each job. You will learn how to make better hires by revealing truths about a candidate’s experience and identify “red flags” during the interview process. Fee: $125; Facilitator Pam Sumner, MS

New! Supercharge Your Interpersonal Skills
Gain a deeper understanding of the behaviors associated with different work styles for better communication and a foundation for effective leadership practices. Fee: $125. Facilitator: Ralph Lassiter, CQM, CPT, SPHR

Transitioning to Supervision
Make the change from working alongside co-workers to supervising them without creating resentment. Learn how to motivate as well as discipline openly and fairly. Fee: $249. Facilitator: Ralph Lassiter, CQM, CPT, SPHR

DYNAMIC DUO Take with Super Charge Your Interpersonal Skills for maximum impact

Understanding and Valuing Differences at Work
You will identify the four generations that make up today’s workforce and discuss how their different life experiences affect communication styles. You will learn how certain management approaches build stronger cross-generational teams by working with the special characteristics of different age groups.

Objectives:
• Learn to manage and work with generational differences.
• Understand the potential problems when people from different generations fail to communicate effectively.
• Learn effective management techniques to build stronger cross-generational teams.

Fee: $125. Facilitator: Ann Gillaspie, MA, PHR

NEW! EQ Essentials for Leadership Success
Emotional Intelligence (EQ) will allow us to accurately read and recognize our own emotions, impulses and thought processes and those of others. Learn how to demonstrate strong self-awareness and self-management, how to thoughtfully frame messages for the audience you are speaking to and to practice self-control under stress.

Objectives:
• Demonstrate empathy and learn to build common goals.
• Through active listening, connect people and groups.
• Gain optimism in the face of adversity and daily challenges.

Fee: $125. Facilitator: Pam Sumner, MS
Demonstrate commitment to professional growth and a mastery of the skills required in your field.

A comprehensive interactive curriculum strengthens the practical skills of managers and provides an opportunity to practice team building, communication and organizing techniques that can be immediately applied in the workplace.

REGISTER TODAY!
Contact Kim Harter (402) 554-4095 | kkharter@unomaha.edu

Successful Project Management (2 days) Apr 4, 5
Leading Organizational Change (1 day) Oct 19
Transitioning to Supervision (optional for new managers or any one-day leadership course) Mar 9
HR Laws for Supervisors and Managers (½ day) Mar 17
Leadership Boot Camp (2 days) Mar 30, 31
Coaching for Performance (½ day) Apr 18
Building 4-Dimensional Teams (2 days) May 11, 12

FACILITATORS
Moniki Cannon, MOL; Beth Giesbrecht, PMP, COI; Ralph Lassiter, Ed.D, SPHR; Ann Gillaspie, MA, PHR; Michael Harsh, MA, LPC

FEES AND REGISTRATION
Fee: $1,990, includes all required workshops. Class size is limited so register early to reserve your place.
Office Technologies

Access Level I and II
Two days | $249 | Apr 11, 12

Access Level III and IV
Two days | $249 | May 9, 10

Access Level V
One day | $125 | Jun 2

Excel Level I: Formulas and Functions
One day | $125 | Mar 30

Excel Level II: Shortcuts and Tips
One day | $125 | Apr 27

Excel Level III: Applying Conditional Features
One day | $125 | May 25

Database Features of Excel
One day | $125 | Jun 15

PowerPoint Fastracked
One day | $125 | Jun 29

Relational Database Fundamentals
Two days | $125 | Apr 6

Structured Query Language (SQL)
Two days | $125 | Apr 13

Word Intermediate
One day | $125 | Jul 20

Not sure which Excel class you should take ...
for a quick assessment, email kkharter@unomaha.edu

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Complete—Save $250
Ten one-day Microsoft Office classes for $1,000*

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25 one-day Microsoft Office classes for $2,500*

*Excel classes count for one day, Access classes count for two days.

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TO SIGN UP
Call (402) 554-4095 or email kkharter@unomaha.edu, then register to take classes at your convenience. We'll keep track of your balance. Organizations have 12 months to use up bundle credits.
ASP.NET Using Visual Basic  
ASP.NET Using Visual C#  
Asynchronous Javascript  
Developing Applications Using Visual Basic  
Developing Applications Using Visual C#  
Excel Programming with VBA  
Java Programming  
ColdFusion  
XML and XSLT  
JavaScript  
PHP  
Ethical Hacking and Countermeasures  
Microsoft SharePoint  

Leaving Virtual Teams  
Meaningful Communication  
Transitioning to Supervision  
Earned Value  
Problem Solving  
Train the Trainer  
Professional Ethics  
Strategic Planning for Organizations  
Successful Negotiations  
Overall Equipment Effectiveness Through TPM  
Front Office Lean  

OUR POLICIES

IF YOU CANCEL: Workshops with a published price greater than $599 require a ten (10) business day cancellation or transfer notice. To receive a full refund and avoid a 25% fee, you must give notice of cancellation or transfer two (2) business days prior to workshop date. To receive full refund for a Lunch & Learn workshop, you must give notice of cancellation five business days prior to workshop date. Confirmed registrants who do not attend their workshop are liable for the entire registration fee. Substitutions may be made at any time.

IF WE CANCEL: We reserve the right to cancel a course at any time. In this event, we will try to give you at least a seven-calendar-day notice and reschedule course within a month. If it cannot be rescheduled, you may choose to register for the same course at the next scheduled date or register for another course of equal value or receive a full refund. We will process refunds with a University of Nebraska at Omaha check issued within four weeks of the cancellation.

FOOD SERVICE: Course fees include snack breaks and lunch (computer classes excluded)

DATE CHANGES: Class dates may be subject to change. Check website for updates to schedule.

DISCOUNTS: Save 10% off the published price: Enroll in four or more workshops at one time or enroll four or more people from your company at one time. Discounts do not apply to online classes.

WORKSHOP LOCATION: University of Nebraska at Omaha, College of Business Administration, Mammel Hall, 6708 Pine Street.

MILITARY PERSONNEL: All of our classes lead towards a certificate of completion. Many commands will approve tuition assistance for promotion points, career advancement and morale purposes.

UNO PRIVACY POLICY: nbdc.unomaha.edu/training/policies.cfm

OUR PROMISE!

You may re-take an open enrollment class for any reason. There is no cost (except for food) if you re-take within one year. Some restrictions apply. Call (402) 554-4095 to re-take a class.
The University of Nebraska at Omaha shall not discriminate based upon age, race, ethnicity, color, national origin, gender-identity, sex, pregnancy, disability, sexual orientation, genetic information, veteran’s status, marital status, religion, or political affiliation in its programs, activities or employment.