SCHOOL OF CONTINUING EDUCATION

SPRING 2014
Management Development

Advanced Leadership Certificate
Emerging Leaders Certificate
sce-mgmt.uwm.edu
THE VALUE OF PROFESSIONAL CERTIFICATES

Professional certificates are an affordable and convenient way to increase your value in the workplace. Over the past several decades, certificates have been the fastest-growing postsecondary credential awarded. Frequently attained as a supplement or a stepping stone to a degree, certificates are earned through noncredit, hands-on professional development in a specific career discipline. Courses are taught by industry experts, and the skills acquired are relevant and immediately applicable on the job.

Who Should Pursue A Professional Certificate?

- **Working Professionals** – update current skills, gain new ones, advance your career and increase your earning potential
- **Recent College Grads** – bridge the gap between your education and new job requirements
- **Career Changers** – jumpstart your employment in a new field, quickly and economically

Why Choose SCE?

A professional certificate from the School of Continuing Education comes with the distinction and quality that the University of Wisconsin-Milwaukee has to offer. UWM is Wisconsin’s premier public, urban university with a strong international reputation for excellence in education.

SCE Offers:

- Local industry experts with real-world knowledge and advice
- Opportunity to network with like-minded professionals
- Convenient downtown location
- Amenities including course materials, meals and discounted parking
MANAGEMENT DEVELOPMENT

Be the catalyst that motivates your team to heightened productivity. Management Development certificate programs emphasize the importance of self-awareness when it comes to leading others. Explore the most effective methods for winning trust and commitment, while synching values and goals.

Emerging Leaders Certificate

Designed for professionals new to management (five years or less) and those aspiring to take on management positions, the Emerging Leaders certificate program introduces and reinforces five key principles of leadership: Self-Knowledge, Valuing Others, Integrity, Personal Accountability, and Change Management. Visit sce-mgmt.uwm.edu for full certificate and course details.

Earn the certificate by completing six core programs and two electives in as little as 18 months (not to exceed three years). Courses can also be taken individually.

CORE

Business Coach Approach

Gain an understanding of the Business Coach Approach to managing in order to empower employees and create an environment of open communication and collaboration. Apply the behavioral models on the job immediately to reap organizational success.

Wed.-Thu., Apr. 16-17, 8:30am-4pm
Instructor: Darcy Luoma
Fee: $895 | Early Bird: $845 (register by Apr. 2)
CEUs: 1.4
Program No. 5050-6602

Effective Interpersonal Communication Skills

Learn about your communication style and how it affects others. Uncover your listening skills. Employ strategies for motivating performance improvement and overcoming perceptual barriers.

Tue.-Wed., June 3-4, 8:30am-4pm
Instructor: Laura Page
Fee: $895 | Early Bird: $845 (register by May 20)
CEUs: 1.4
Program No. 5050-6470

Emotional Intelligence I: Dealing with Difficult People, Including Yourself!

Develop an understanding of how the brain, body and emotions interact with each other, and learn how to identify the triggers of conflict in the workplace. Sharpen your neutralizing communication abilities and discover resolution techniques.

Tue.-Wed., Mar. 18-19, 8:30am-4pm
Instructor: Patricia Clason
Fee: $895 | Early Bird: $845 (register by Mar. 4)
CEUs: 1.4
Program No. 5050-6455

Essential Skills for Supervisors

Understand management roles and responsibilities, including the art of leadership, motivation, communication and delegation.

Wed.-Thu., Feb. 26-27, 8:30am-4pm
Instructor: Rodney (Buck) Hillestad
Fee: $895 | Early Bird: $845 (register by Feb. 12)
CEUs: 1.4
Program No. 5050-6451
Finance Skills for Nonfinancial Managers
Learn how to spot trends and study your competition with a keener eye. Become more effective in your organization by participating at a higher level in strategic planning and decision making.

Wed.-Thu., Apr. 23-24, 8:30am-4pm
Instructor: Kathleen Villars
Fee: $895 | Early Bird: $845 (register by Apr. 9)
CEUs: 1.3
Program No. 5050-6483

Managing Change
Learn to recognize the ways in which human dynamics affect business initiatives. See how unintended outcomes can occur when plans for success and staff reactions to change are not aligned.

Wed., Apr. 30, 8:30am-4pm
Instructor: Julie Jordan
Fee: $395 | Early Bird: $345 (register by Apr. 16)
CEUs: 0.7
Program No. 5050-6454

ELECTIVES

Confidence Clinic
Everyone has some level of confidence; it has brought you to where you are today. Confidence Clinics for Women are designed to guide you through the next steps — getting out of your comfort zone, identifying a meaningful goal, developing a path to achieve it, and moving in entirely new ways.

6 Sat., Mar. 1-Apr. 5, 9am-Noon
Instructor: Susan Marshall
Fee: $500 | Early Bird: $450 (register by Feb. 15)
CEUs: 1.8
Program No. 5050-6494

Delegation Skills
Without appropriate delegation, your team will become inefficient and demoralized. Learn to delegate effectively and you’ll also find it saves you time, develops your people, grooms a successor and motivates your team.

Wed., Mar. 12, 8:30am-4pm
Instructor: Sue Schoenfeld
Fee: $395 | Early Bird: $345 (register by Feb. 26)
CEUs: 0.7
Program No. 5050-6452

Handling Difficult Conversations
Uncover the secrets great leaders use for responding to employee performance problems immediately, comfortably and with assurance. Learn to handle these situations with prompt and responsible performance feedback.

Tue., Apr. 29, 8:30am-4pm
Instructor: Victor Gray
Fee: $395 | Early Bird: $345 (register by Apr. 15)
CEUs: 0.7
Program No. 5050-6462

Influence Without Authority
Understand the working dynamics of your organization: the nature of power and influence, your own personal sources and style of influencing others, and how to leverage your power to get things done.

Thu., Apr. 10, 8:30am-4pm
Instructor: Julie O’Keefe Henszey
Fee: $395 | Early Bird: $345 (register by Mar. 27)
CEUs: 0.7
Program No. 5050-6467
Listening Skills
Harness your listening ability and develop it as one of the fundamental building blocks for better rapport with your co-workers. Spend more time focused and in-the-moment, and less time zoning out.

Tue., May 13, 8:30am-Noon
Instructor: Ben Merens
Fee: $195 | Early Bird: $145 (register by Apr. 29)
CEUs: 0.4
Program No. 5050-6469

Making the Shift from Technical Expert to Organizational Leader
Get a roadmap for the skills, competencies and experiences you’ll need to successfully transition from a position as a content/technical expert into leadership.

Tue., Mar. 4, 8:30am-4pm
Instructor: Alan Patterson
Fee: $395 | Early Bird: $345 (register by Feb. 18)
CEUs: 0.7
Program No. 5050-6495

Negotiation Skills
Discover influential skills to facilitate productive and lucrative solutions. Learn to state your case while respecting the views of others. Lead constructive conversations and reach fair agreements.

Tue., Apr. 15, 8:30am-4pm
Instructor: Rodney (Buck) Hillestad
Fee: $395 | Early Bird: $345 (register by Apr. 1)
CEUs: 0.7
Program No. 5050-6453

50/50
First 50 People
Save 50%!

Use discount code SPRING50 on any program numbers that begin in “5050” to save 50% on Management Development courses. Hurry – offer only valid for the first 50 enrollments!
Advanced Leadership Certificate

This program is designed to be the next step after completing the Emerging Leaders Certificate for professionals with five or more years of management experience. Learn how to be a better leader by critically evaluating information, making hard decisions and generating new ideas for innovation. Identify your leadership strengths, develop new skills and enhance the effectiveness of your teams. Visit sce-mgmt.uwm.edu for full certificate and course details.

Earn the certificate by completing five core programs and two electives within three years. Courses can also be taken individually.

**CORE**

**Creating and Leading Accountable Teams**
Our ability to connect to a group is a requirement for human survival. Behavior in a group setting is driven by our fear of separation. Understand the six conditions that must exist for a highly functional team to succeed.

Mon., Mar. 24, 8:30am-4pm
Instructor: Eric Coryell
Fee: $395 | Early Bird: $345 (register by Mar. 10)
CEUs: 0.7
Program No. 5050-6458

**Finance for Nonfinancials - Advanced**
Strengthen your business acumen and master financial tools used in business today. Leave equipped to speak the language of accounting and finance with your colleagues, and evaluate alternatives that add to your company’s success.

Fri., Apr. 25, 8:30am-4pm
Instructor: Kathleen Villars
Fee: $395 | Early Bird: $345 (register by Apr. 11)
CEUs: 0.7
Program No. 5050-6484

**Essentials of Leadership**
Build a solid foundation for your high-level leadership role by learning what true leaders have in common and how they create an engaged team that follows them passionately. Develop the essential skills that every high-level leader must have!

Tue.-Wed., Feb. 4-5, 8:30am-4pm
Instructor: Dave Merges
Fee: $895 | Early Bird: $845 (register by Jan. 22)
CEUs: 1.4
Program No. 5050-6449

**Innovation: Leadership and Tools**
Innovation is not just about doing the same things better; it’s about doing something differently. Increase the efficiency or productivity of business operations, and encourage the emergence of new markets through innovation.

2 Thu., May 8 & 15, 8:30am-4pm
Instructor: Dan Steininger
Fee: $895 | Early Bird: $845 (register by Apr. 24)
CEUs: 1.4
Program No. 5050-6457

**Please note:** There is a $95 enrollment fee to secure your spot in either certificate program. The fee also includes the opportunity to meet with a personal coach to plan your next development opportunity.
The Communication Problem Solver - Tools and Techniques for Leaders

NEW!
Be more influential – making significant contributions to help people and projects move ahead. Gain the skills to increase your interpersonal effectiveness up, down and across your organization.

Tue., Feb. 11, 8:30am-4pm
Instructor: Dave Merges
Fee: $395 | Early Bird: $345 (register by Jan. 28)
CEUs: 0.7
Program No. 5050-6450

SCE CUSTOMIZED TRAINING SOLUTIONS
are designed around your goals, objectives, industry and culture.

Contact Rachelle Perotto at sce-customized@uwm.edu or 414-227-3243 to begin tailoring a unique employee training experience today.

ELECTIVES

Coaching Skills for Leaders

NEW!
Return to work as a leader, ready to coach team members so that they have coaching experiences and can then do peer coaching, helping the team to build emotional intelligence and stay focused and accountable.

Mon.–Tue., May 19-20, 8:30am-4pm
Instructors: Patricia Clason, Eric Coryell
Fee: $895 | Early Bird: $845 (register by May 7)
CEUs: 1.4
Program No. 5050-6655

Fundamentals of Organizational Development and Change Management

Study the impact of organizational culture by conducting developmental culture scoring; identifying your vision, mission and values; and organizing action research and appreciative inquiry.

Wed.–Thu., Apr. 9-10, 8:30am-4:30pm
Instructor: Mark Huenemann
Fee: $795
CEUs: 1.4
Program No. 7710-6003
OR
Wed.–Thu., Oct. 15-16, 8:30am-4:30pm
Program No. 7710-6661

Leadership Matters
Develop leadership skills and techniques by slowly integrating them into your life. Test your theories, refine your choices and become the leader that you always knew you could be.

Mon., May 5, 8:30am-4pm
Instructor: Sandra Hoskins
Fee: $395 | Early Bird: $345 (register by Apr. 22)
CEUs: 0.7
Program No. 5050-6460

Managing Today’s Technical Professional
Technical professionals play a vital role in today’s business success. Manage this group with an understanding of what is critical to them and implement techniques to best motivate outstanding performance.

Wed., May 7, 8:30am-4pm
Instructor: Alan Patterson
Fee: $395 | Early Bird: $345 (register by Apr. 25)
CEUs: 0.7
Program No. 5050-6497
LOCATION
Programs will be held at the UWM School of Continuing Education, 161 W. Wisconsin Avenue. SCE is conveniently located in downtown Milwaukee.

For the latest information on getting to and from SCE, visit sce-directions.uwm.edu. The webpage includes access to printable color PDFs of current maps, information about parking, public transportation information and other details relevant to our location. Visit sce-hotels.uwm.edu for an abundance of nearby lodging and entertainment options.

PROGRAM CANCELLATIONS/REFUNDS
A full refund is issued to program participants if the School of Continuing Education cancels a program for any reason. Participant withdrawals made at least two weeks (14 days) prior to the start of a program can receive a 100% refund. When a participant withdraws less than two weeks prior to the program start, participants may have their fees transferred one time to any currently available program, otherwise participants will receive a refund minus a 20% administrative fee. For programs with a fee of $35 or less, no refund will be given, if a participant withdraws within two weeks of the start date. Once a program has begun, refunds are no longer issued.

“We all need the contributions of others to succeed. A lack of formal authority doesn’t need to stop us from accomplishing our goals and moving our organization forward.”

Julie Henszey, Influence Without Authority instructor
SAVE THE DATES!

WOMEN LEADERS CONFERENCE
Apr. 4
Featuring Dara Torres and Vernice “FlyGirl” Armour. Details at sce-WomenLeaders.uwm.edu

SCE SKILL ENHANCEMENT OPPORTUNITIES

Business & Management  
sce-business.uwm.edu

Business Analysis  
sce-BA.uwm.edu

Business Process Improvement  
sce-businessimprovement.uwm.edu

Customized Training  
sce-customized.uwm.edu

IT  
sce-IT.uwm.edu

Languages  
sce-languages.uwm.edu

Management Development  
sce-mgmt.uwm.edu

Project Management  
sce-PM.uwm.edu

Small Business Development Center  
sce-SBDC.uwm.edu

Social Media  
sce-social.uwm.edu
CALLING ALL LEADERS!

Management Development certificate programs are comprised of exceptional courses taught by industry experts. With relevant curriculum and compact schedules, you’ll be able to apply new knowledge to your work and new value to your résumé immediately.

First 50 People Save 50%!
Use discount code SPRING50 on any program numbers that begin in “5050” to save 50% on Management Development courses. Hurry – offer only valid for the first 50 enrollments!

For more information contact Jan Allen at 414-227-3219 or allen3@uwm.edu.

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