

**KNOWLEDGE  
NETWORK**



# Welcome to the KNOWLEDGE NETWORK,

your partner in professional development and employee education. As a Knowledge Network member, your organization will benefit from educational opportunities with a top-ranked university as well as:

- » Access to a menu of learning and **development opportunities** throughout the training year
- » **20% savings** over individual program pricing
- » **Top-notch facilitators** and on-staff organizational development and human resource experts
- » Pre- and post-program **support** and **training** transfer tools
- » **Customized** organizational and individual development plans and transcripts
- » **Networking** and learning with peers and professionals from other area organizations
- » Customized research and organizational **survey resources**

## PROJECT MANAGERS

### ESSENTIAL SKILLS FOR MANAGING PROJECTS

LENGTH: 2 DAYS

The tools and principles taught in this program are based on the Project Management Institute's Project Management Body of Knowledge (PMBOK). In this two-day program, participants will learn how to:

- » apply standard project management tools and techniques effectively
- » complete projects

### ADVANCED SKILLS FOR MANAGING PROJECTS

LENGTH: 1 DAY

This follow-up to the two-day Essential Skills for Managing Projects program takes a more in-depth look at critical topics in project management. At the completion of this workshop, participants will be able to:

- » identify and define advanced project management skills
- » apply advanced project management skills to actual work experiences

### PROJECT LEADERSHIP

LENGTH: 1 DAY

Organizing and managing the day-to-day activities of a project can be challenging on its own. However, great project leaders must also develop high-performing teams, make and implement effective decisions and communicate with and influence stakeholders outside the core project team. Learn how to manage the process and lead the people. This program focuses on three skills to make your next project shine:

- » developing an effective team
- » communicating with and influencing your stakeholders
- » making effective project decisions



### CERTIFICATE OF PROJECT MANAGEMENT

LENGTH: 3 DAYS

The Kent State Project Management Certificate provides the skills professionals need to improve performance, provide leadership and deliver projects on time and on budget. Particular emphasis is placed on defining the customer's requirements and building a realistic schedule. The tools and principles taught in the three-day certificate program are based on the Project Management Institute's Project Management Body of Knowledge (PMBOK).

**The Project Management Certificate includes Essential Skills for Managing Projects and Advanced Skills for Managing Projects.**

# SUPERVISORS

0-3 YEARS FRONT LINE EXPERIENCE

## CRASH THE BARRIERS: BUILD YOUR TEAM

LENGTH: 1 DAY

This program is designed to teach leaders how to build teams and improve group interactions through a totally hands-on experience. At the end of the workshop, participants will be able to:

- » implement specific actions to build a high-functioning team
- » seamlessly integrate new employees into the team

## EFFECTIVE DECISION MAKING

LENGTH: 1 DAY

In today's business environment, the impact of a poorly-made decision can have far-reaching financial and professional consequences. This program utilizes group activities, movie clips, real-world examples and team case studies to:

- » analyze and identify beneficial as well as detrimental aspects of the decision-making process
- » improve decision-making skills on the job

## ENHANCING INTERPERSONAL COMMUNICATION SKILLS

LENGTH: 1 DAY

Effective communication skills lead to success in professional roles. Being effective requires choosing the best strategy for keeping the conversation on track and the people involved in sync. Through the use of self-assessments, skill-building exercises and role-play, participants will be able to:

- » determine the best strategy for keeping the conversation on track
- » demonstrate specific communication skills that produce positive results in a variety of situations



## CERTIFICATE OF SUPERVISION

LENGTH: 6 DAYS

New, veteran or aspiring supervisors will gain credentials to achieve success by completing the Certificate of Supervision. Our longest-running certificate is a comprehensive, skill-based program that has benefitted more than 350 area professionals.

**The Certificate of Supervision required programs includes all six of the courses listed on this page.**

The Certificate of Supervision comprises top-quality programs with practical content that transfers immediately to the workplace. If preferred, the organization can create a personalized certificate program using existing or tailored training programs.

## MANAGING DISCIPLINE

LENGTH: 1 DAY

Organizations and leaders that manage discipline effectively experience increased cooperation among team members, positive relationships and an open, collaborative culture. Upon completion, participants will be able to:

- » identify the difference between punishment and discipline
- » focus on the performance issue and not the person
- » identify how discipline fits into an entire organization's philosophy
- » utilize effective front-line management strategies

## MOTIVATING EMPLOYEES

LENGTH: 1 DAY

Have you found what works to motivate your employees for improved performance? Participants will:

- » learn about the many motivational options beyond increased pay
- » identify which rewards work best in what types of circumstances
- » review theories of motivation and apply these theories to real-world situations
- » discuss and share ideas that impact employee performance

## TURNING CONFLICT INTO COLLABORATION

LENGTH: 1 DAY

Conflict is natural within the workplace and a predictable part of working with others. Handling conflict is an essential skill for supervisors. Participants will:

- » learn and demonstrate skills to manage conflict to keep your organization from falling into the pitfalls often encountered
- » identify methods of transforming conflict into positive change for the organization

**ORGANIZATIONS HAVE ACCESS  
TO ALL THE RESOURCES  
OF A MAJOR UNIVERSITY  
THROUGH THE CORPORATE  
UNIVERSITY AT KENT STATE  
UNIVERSITY AT STARK.**

## COACHING ACCOUNTABILITY

LENGTH: 0.5 DAYS

In empowered team environments, managers must support staff in developing accountability for innovation, creative problem solving and effective performance. This workshop uses demonstrations, self analysis and group discussion to:

- » identify various behaviors that indicate resistance to change
- » teach effective skills and communication styles to diffuse resistance to change
- » develop an action plan to overcome resistance to change

## DiSC: KEYS TO IMPROVED COMMUNICATIONS

LENGTH: 0.5 DAYS

Seventy-five percent of Fortune 500 companies utilize the DiSC Assessment to improve professional communications and build stronger, more productive teams. In less than 30 minutes, you will be able to identify your areas of strength and areas of development and go on to learn and practice effective communication strategies you can apply immediately. During this session, participants will:

- » identify personal style using the DiSC® profile
- » improve communications with peers, subordinates, clients and supervisors
- » learn to read other's style and connect more quickly with them

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## MODELING AND COACHING EFFECTIVE COMMUNICATION SKILLS

LENGTH: 1 DAY

Many team members do not recognize that appropriate interpersonal behavior is a performance requirement for any job description. Separating personality traits from performance-related behaviors is essential, but often difficult to articulate. This program addresses one of the most difficult coaching conversations: discussing "people skills" with direct reports. At the end of this program, participants will be able to:

- » define and describe performance-related behavior versus personality traits
- » professionally address performance gaps
- » provide developmental coaching to team members

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- » analyze decision-making processes and identify beneficial as well as detrimental aspects
- » improve decision-making skills on the job

## LEADING EFFECTIVE CHANGE

LENGTH: 0.5 DAYS

In today's global, technology-driven world, change is a certainty and leaders invest a significant portion of their time planning, supporting and navigating change.

Participants will:

- » explore the processes that support effective change and the importance and impact of each element in the process.
- » identify and practice the skills for introducing and leading change at all levels within an organization.
- » learn a proven process for successfully implementing and sustaining change.

## LEADING EFFECTIVE MEETINGS

LENGTH: 0.5 DAYS

Meetings really can be productive, focused and brief, but they require planning and must have a clear purpose. Participants will learn:

- » how to optimize time and realize ROI
- » effective methods for obtaining buy-in
- » techniques to build consensus
- » effective meeting formats and design

## CERTIFICATE OF MANAGEMENT

LENGTH: 6 DAYS

Achieve a higher level of skills and gain important credentials to promote excellence in the organization. Invest in the Certificate of Management for top-quality programs with practical content that applies immediately on the job.

**The Certificate of Management required programs includes all of the courses listed on this page.**

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# THE CORPORATE UNIVERSITY

KENT STATE UNIVERSITY AT STARK

As your organizational and professional development training partner, we provide highly experienced and credentialed subject matter experts, competitive pricing, state-of-the-art facilities, convenient locations, quick response and exceptional quality. Hundreds of area organizations from all industries utilize our resources as a global university coupled with personal attention and customized programming to improve performance metrics.

## AREAS OF EXPERTISE INCLUDE:

- » Organizational Development / Culture
- » Change Management
- » Communications / Conflict Resolution
- » Lean Six Sigma Training / Consulting
- » Problem Solving / Process Improvement
- » Project Management
- » Strategic Planning
- » Individual / Team Performance
- » Leadership Development / Coaching
- » Selection / Retention



FOR A DETAILED LISTING OF SERVICES, WORKSHOPS, CERTIFICATION PROGRAMS AND CONSULTANT BIOGRAPHIES, PLEASE REVIEW OUR WEBSITE AT [WWW.YOURCORPORATEU.COM](http://WWW.YOURCORPORATEU.COM).

## KNOWLEDGE NETWORK PARTNERSHIP

Gain access to exclusive partnership training and development benefits delivered over the course of one year (September through August) for a single annual investment.

## SURVEYS AND RESEARCH

Identify and analyze your organization's strengths, culture and development opportunities through employee opinion surveys, needs assessments, cultural assessments, focus groups, customer satisfaction surveys and other state-of-the-art research services.

## SUPERVISOR AND MANAGEMENT CERTIFICATE PROGRAMS

Create your own unique certification programs or incorporate already developed certification programs into your strategic development plan.

## LEAN SIX SIGMA TRAINING AND CONSULTING

Benefit from our unique approach of weaving Lean, Six Sigma, Team-Oriented Problem Solving (TOPS) and Theory of Constraints (TOC) methods into a seamless certification.

## CONSULTING AND CUSTOMIZED TRAINING

Partner with one of our experienced consultants to create an individualized development plan or change management plan for your organization and/or team members in alignment with your strategic goals.

## COACHING AND CAREER TRANSITION

Identify performance management opportunities and offer individualized coaching, coach training or career transition programs.

# WELCOME TO THE KNOWLEDGE NETWORK,

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