



KNOWLEDGE NETWORK

**KENT STATE**
UNIVERSITY

STARK

Corporate University



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.



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

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



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

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 benefited hundreds of area professionals.

The Certificate of Supervision includes all six 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.

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



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

DEALING WITH DIFFICULT BEHAVIORS

LENGTH: 0.5 DAYS

One of the greatest causes of workplace stress is dealing with problem people – customers, co-workers, employees or managers. Most peoples’ reaction is to “fight fire with fire,” escalating an already tense situation.

Through the use of self-assessments, strategy planning exercises and skill-building exercises participants will learn to focus on the behavior and not the person and respond in an effective manner which not only handles the situation, but also maintains dignity and professionalism. Participants will develop skills, such as:

- » realizing my reactions
- » keeping the discussion issue-focused
- » determining which behaviors to address, which to ignore
- » confronting someone about inappropriate behaviors
- » responding neutrally to emotionally-charged messages

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

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

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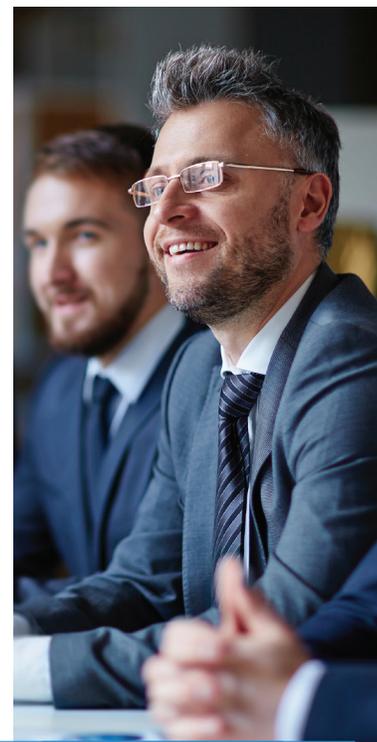
- » identify the difference between punishment and discipline
- » focus on the performance issue, not the person
- » identify how discipline fits into an entire organization’s philosophy
- » utilize effective front-line management strategies

OVERCOMING CRITICAL DYSFUNCTIONS OF A TEAM

LENGTH: 0.5 DAYS

Leading an effective team requires courage, discipline and an understanding of the barriers that may get in the way. Based on the *New York Times* bestseller, this session will provide an overview of the Five Dysfunctions of a Team Model and ways to address the obstacles that prevent even the best teams from succeeding. Participants will:

- » define the 5 Dysfunctions of a Team model
- » determine their team’s current state through self-assessment
- » identify strategies to overcome the 5 dysfunctions



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.

A PLAN FOR CHANGE

LENGTH: 1 DAY

The ability to engage employees in change is rapidly becoming a key determinant of business success. Your leaders need a clear understanding of the factors involved, so they can take action and lead change effectively. Organizations, divisions or teams that want to increase the return on investment for change initiatives can use this program to build a shared language and collective insights into what it takes to bring people on board. This program provides a platform for:

- » sharing experiences of change processes
- » applying theoretical models for organizational change
- » deepening the participants’ understanding of the human side of change.

Participants walk out with a plan for the change they are working on.



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.

KNOWLEDGE NETWORK PARTNERSHIP

Gain access to exclusive partnership training and development benefits delivered over the course of one year 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 an experienced consultant to create an individualized development or change management plan that aligns with your strategic goals.

COACHING AND CAREER TRANSITION

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



CRUCIAL SKILLS FOR CREW LEADERS

LENGTH: 0.5 DAYS

Crew leaders succeed and ensure performance and productivity goals are met when they have a system they can implement on a consistent basis. Three aspects of crew leadership – goals, empowerment, and communication – work in harmony to ensure not only shift success, but company success. Crew leaders will learn how the goals of the company and the goals of the workers intersect as well as how to communicate in ways that engage commitment of the crew. Participants will:

- » learn how company, department and individual goals support each other
- » discover the impact of communication styles including tone, words, and intention
- » determine the best way to get crew buy-in to a performance plan every day
- » leave with a plan they can implement and monitor for effectiveness

SUPERVISORY BOOTCAMP

LENGTH: 1 DAY

Whether your team has first-time supervisors or seasoned supervisors, the world of work is changing and the skills needed for successful supervision are different today than they were yesterday. This full-day Supervisory Boot Camp will help supervisors navigate these new expectations and clarify what successful supervision looks like today.

Participants will:

- » Identify and practice basic management functions and critical skills needed to succeed
- » clarify their role and the responsibilities and accountabilities they now have
- » complete a SWOT analysis for the organization and their team
- » identify how a supervisor must think, what they must say, and how they must behave
- » review case studies of actual supervisor situations (or bring their own!) and determine the best course of action
- » be introduced to Federal Employment Laws and how they impact a supervisor's daily work responsibilities

CERTIFICATE OF LEADERSHIP ESSENTIALS

LENGTH: 2 DAY

Have you completed foundational skills and are now asking: what next? Elevate from a management mind-set to one of a true leader by obtaining higher level skills that transfer immediately to the workplace. After just two days, participants emerge with fresh insights into leadership best practices, new research on motivating people and groups, and tips on managing organizational change. This certificate program is continuously updated as leadership needs evolve with the changing marketplace. In addition, look for Leadership Special Topics throughout the year. Participants will enhance competencies in:

- » Leading with emotional intelligence
- » Cultural transformation
- » Leading teams
- » Developing and coaching others
- » Influencing and negotiating
- » Self-management

START TODAY!

Check YourCorporateU.com for upcoming program dates and other special topic programming.

REGISTER

To register for any program, call Mona Zink at 330-244-3508 between 8 a.m. - 5 p.m.



STARK

Corporate University

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