

# Houston 2018

## Jan 23: The Resilient Leader: Seven Skills to Boost Your Leadership Abilities and Strengths

In this session you will learn about 7 ways to grow your leadership abilities and foster resilience on the part of yourself and those you lead. You will receive a personal profile of your strengths and weaknesses across the 5 strengths that make an excellent and resilient leader: Integrity, Mentoring, Aligned Values, Results, & Connection to the job. We will evaluate your top leadership priorities and learn if the time allocated to each is a match. We will assess your self rating of your leadership abilities and determine whether you tend to overestimate those abilities. And then we will delve into 5 concrete skills to boost each of the 5 strengths of resilient leadership. Participants will learn how to convey integrity to direct reports, about the Optimism Gap that exists between leaders and employees (and how to bridge it); and how to align personal values with the values of your organization for optimal performance on the part of both individuals and teams.

Dr. Andrew Shatté is the founder and President of Phoenix Life Academy. He is a fellow with the Brookings Institution where he facilitates programs for high-level audiences from the Department of Defense, Homeland Security, the IRS, NASA, the CIA, and all branches of the military. He served as adjunct Assistant Professor of Psychology at the University of Pennsylvania from 2000 to 2006, and was a highly decorated teacher. In 2003, he was voted the best professor by students in the School of Arts and Sciences and in 2006 he received the Dean's Award for Distinguished Teaching. Dr. Shatté has devoted his career to understanding the psychological aspects of motivation, leadership, and resilience and to developing programs to optimize human performance in a wide array of arenas - the workplace, in health, in academics, and in sports. Dr. Shatté is co-author of *meQuilibrium* and *The Resilience Factor*.

## Feb 27: Becoming a Great Listener: A Critical Skill for Managers and Executives

This program focuses on a critical skill for managers and executives: listening. While the most admired managers are good listeners, others take short cuts by faking attention, making assumptions, using rehearsed responses, fading in and out of conversations, and failing to retain pertinent information. Effective leaders are the ones who understand the power of listening strategically to build key relationships and influence others. In this workshop, you will diagnose your own listening skills and learn practical listening techniques for becoming an authentic leader. Participants will learn the secret to better listening, how to reduce the costs of poor listening, how to use inquiry to your advantage, how to gain attention and understanding, and when NOT to listen.

Dr. Kittie W. Watson, President and founder of Innolect Inc., is an organizational communication expert and specialist in strategic issues management, leadership transformation, and change implementation. With over 15 books, *Listen Up!* was published in seven languages (St. Martin's Press). She was featured on ABCs 20/20 as a listening expert and in popular publications including: *American Medical News*, *Bottom-line Personal*, *Money*, *Glamour*, and *Home Office Computing*. Dr. Watson serves as an expert witness and is regularly interviewed by the media.

## Mar 21: Optimizing Your Time and Focus to Make Your Best Even Better

This session is designed to engage, inform and equip participants with the tools, mindset and practices to improve their productivity by 20% or more every day. Managing email, attending meetings, planning projects - these are all the types of work our clients say they need to do more effectively and more efficiently. This program is designed to help get more of the right things done, faster and easier, using the tools and systems we all have access to. Learn what top performers know about productivity and effective leadership. Learn specific time management and productivity insights that you can implement immediately at your office and with your team!

Jason W. Womack, MEd, MA sees the world differently. He doesn't deny there are 24 hours in the day, but he defies low expectations for what can be accomplished in that time. The author of the business development books *Your Best Just Got Better: Work Smarter, Think Bigger, Make More*, (Wiley, 2012) and *The Promise Doctrine: A System for Consistently Delivering on Your Promises* (2010). Jason shows that working longer hours doesn't have to be your only choice to increase your productivity and performance. He teaches practical solutions to everyday workflow that will free you up to focus on your bigger leadership goals and projects.

## Apr 17: Authentic Leadership: Build Trust, Communicate With Impact, and Inspire Others

This workshop addresses professional success from a practical perspective. Building on scholarship and real world experience, Dr. Dewett uses funny and emotional stories to discuss how to take your team and your career to the next level. Leadership is explored through aspects of communication, decision-making, motivation, managing change, and creating a culture of accountability. Dr. Dewett addresses your core personal and people-related challenges at work using the lens of authenticity. Following thought provoking discussion and activities, you will leave with several useful takeaways you can put to use immediately. Join Dr. Dewett for a memorable day of laughing and learning.

Dr. Dewett is one of the world's most followed leadership personalities. He is an expert on authenticity, a best selling author at LinkedIn Learning and Lynda.com, a TEDx speaker, and an Inc. Magazine Top 100 leadership speaker. Todd is a former award-winning professor whose speaking clients include: ExxonMobil, General Electric, State Farm, and many more. He has been quoted widely, including the New York Times, BusinessWeek, TIME, and Forbes. After beginning his career with Andersen Consulting and Ernst & Young he completed his PhD in Organizational Behavior at Texas A&M University. He has since delivered over 1000 professional speeches and created a body of work that has motivated millions of professionals around the world.

## May 08: Critical Success Factors for Women Leaders

In this session, women leaders will examine their own profile of success and areas for development. They will also focus on the key ingredients that continue to hold women back: not developing and articulating a leadership vision, not paying attention to the political landscape, and not strengthening the breadth and depth of relationships. They will leave this session with practical tools and individual insights to apply in their current roles.

Sara N. King is principal of Optimum Insights, Inc., a private consulting firm, that is devoted to helping leaders assess their potential and increase their performance. During 25 years in leadership development, she has served thousands of executives in Fortune 500 companies, government agencies, educational institutions and nonprofits. She has published many books including the recently revised, "Discovering the Leader in You".

## May 22: Critical Thinking: A Key Element Necessary to Reach the Best Decisions

High quality decisions have always been essential for strong business performance. Yet with the increasing speed, complexity and data availability in today's competitive environment, superior decision skills are more important than ever. This workshop will help you improve your decision-making skills by offering behavioral insights into how people actually think and make decisions. It then teaches the advanced critical thinking skills and creative strategies needed to manage unfamiliar, highly complex problems or decisions that involve significant uncertainty.

Dr. John Austin is an award-winning teacher and facilitator with experience working with executives and practicing managers on six continents. He also teaches executives at The Wharton School's Aresty Institute of Executive Education, Georgetown University, and Duke Corporate Education. His work has been mentioned in a number of media outlets including CNN, The Wall Street Journal and Barron's. He is the author of *Unquestioned Brilliance: Navigating a Fundamental Leadership Trap*.

## Jun 12: The Art of Diagnosis: Solving the Right Problem the First Time

The Art of Diagnosis provides new insights into how individuals and teams can solve the right problem the first time. The critical challenge is that all too often when tackling problems, individuals and teams suffer from a set of biases and impediments that cause them to focus prematurely on problem solving and "jump to solutions". In contrast, this program focuses on the art of comprehensively formulating problems before solving them. Participants will learn a variety of specific and proven processes to help them and their teams solve the right problem the first time.

Dr. Jackson Nickerson is the Frahm Family Professor of Organization and Strategy at Washington University in St. Louis Olin Business School. He also is the Associate Dean and Director of Brookings Executive Education and a Senior Non-resident Scholar in Governance Studies at the Brookings Institution. A prior systems engineer at NASA's Jet Propulsion Laboratory with a BSME from Worcester Polytechnic Institute and an MSME from U.C. Berkeley, Jackson combines his engineering systems knowledge with an MBA and Ph.D. in Business Strategy both from U.C. Berkeley's Haas School of Business. Jackson has published numerous papers in leading academic journals and is the author or editor of four books. His latest book is entitled *Leading Change from the Middle: A Practical Guide to Building Extraordinary Capabilities* (Brookings, 2014). He consults with business, government, and nonprofits on problem diagnosis, strategy, and leading change. In addition to serving on corporate boards, Jackson is a co-founder and business director of NFORMD.NET, a new media company that provides sexual assault prevention programs to universities and the U.S. Army.

## Jul 17: Tools and Techniques for the Five Most Common Coaching Situations

The two areas in which coaching has the most dramatic impact at work are: (1) coaching to engage and develop the high potential people on your team (2) coaching to influence your boss to increase your personal credibility and effectiveness. In this session participants will learn how to connect developmental experiences to needs and position twelve challenges required to develop and engage the high potentials for current and future success. We'll also examine coaching from a perspective of influencing or "coaching up" in the organization.

Bill Hawkins is an expert in leadership effectiveness and organizational change. In association with the Alliance 4 Strategic Leadership: Coaching and Consulting, he has conducted leadership training in over twenty FORTUNE 500 companies in seventeen countries. Listed in Who's Who in International Business, he is a contributing author in the Peter Drucker Foundation book, "The Organization of the Future." He is also listed in the Who's Who in International Business.

## Aug 14: Become a Persuasive Negotiator: Best Negotiating Practices

In this highly engaging workshop, participants explore how to effectively respond to offers, turn your counterpart's no to a yes, overcome the two greatest obstacles to success, and manage concessions to create and capture value at the bargaining table. With your own negotiation challenges addressed and equipped to use negotiation tools on the job, participants leave this workshop as more competent and confident negotiators.

Leslie Mulligan is a proven business leader and negotiation expert who has trained around the world with Fortune 500 companies, US federal government agencies, and universities with Watershed Associates Best Negotiating Practices program. She is a much in-demand keynote speaker and workshop facilitator, having worked with clients such as AARP, Apple, Chevron, Emory University, FDA, GSA, Halliburton, KIND Snacks, Intel, NASA, Nike, Novo Nordisk, OMB-Executive Office of the President, Pew Charitable Trusts, Rockwell Collins, SAP, Silicon Valley Leadership Group, US Cellular, US Federal Courts, Volvo, Yale University, and Women in Technology, among others.

Leslie spent 15 years in Silicon Valley before joining Watershed, where she led sales and marketing teams, negotiating with customers and partners to accelerate growth. Leslie's experience spans diverse roles: marketing, sales, business development, product management, and general management. Most recently, she was the Worldwide Director of Marketing for the Mobile team at the \$4B Fortune 500 Company, NVIDIA Corporation. Prior to that, Leslie was VP/GM at Immersion Corporation, and held senior roles at Wind River, Quantum and Raychem Corporations, where she negotiated and crafted innovative business agreements.

Leslie served as an Officer in the USAF early in her career after graduating with a B.S. in Mathematics from the University of Notre Dame. She earned an M.B.A. from the University of West Florida and an M.S. in Applied Mathematics from Harvard University.

## Sep 13: Powerful Communication: How to Craft and Deliver your Message with Authority and Authenticity

Effective communication can impress people but powerful communication can move people to action. This course identifies the elements of powerful communication and teaches the participants how to harness and utilize their own individual skills to become a communicator that persuades, inspires, and transforms. The course will be highly interactive with group exercises, skills assessment, demonstrations, critiquing and opportunity for on-site application.

Dr. Debbye Turner Bell is a veterinarian, journalist, minister, motivational speaker, wife, and mother. For three years, she served as the lead U.S. news anchor for Arise News, a global cable news network. She hosted a daily evening news broadcast called Arise America. Currently, she can be seen as an expert contributor to the show DOGS 101 on Animal Planet. For 11 years, Turner Bell enjoyed her role in broadcast journalism as a staff correspondent for CBS News starting in 2001. She covered a variety of subjects, and was from time to time called upon to cover breaking and developing news.

## Oct 02: Building Workplace Trust: Optimizing Relationships, Teamwork, and Performance

Optimal relationships - relationships that fuel exceptional teamwork and performance - are built on a foundation of trust. Do you have relationships at work that suffer from compromised trust? In this interactive session, you'll learn the only real way to repair those relationships - and even optimize them - through trust building. You'll learn the sixteen behaviors driving the Dimensions of Trust: The Three Cs. You'll get a language to talk about trust-related issues constructively. You'll gain pragmatic trust building skills and proven, practical steps to rebuild trust when it has been broken. You'll be positioned to shift behavior and break through to high trust, high performing relationships and teams.

Michelle L. Reina, Ph.D. along with her partner, Dennis S. Reina, Ph.D., are pioneering, preeminent experts on building and rebuilding trust to drive business results. They are co-authors of the award-winning, best-selling books, *Trust and Betrayal in the Workplace: Building Effective Relationships in Your Organization* and *Rebuilding Trust in the Workplace: Seven Steps to Renew Confidence, Commitment and Energy* (Berrett-Koehler). Sought-after as thought leaders for over 20 years, they co-founded the Reina Trust Building Institute, a global enterprise specializing in measuring, developing, and restoring workplace trust. Recently awarded the Global Strategic Leadership Award at the 2012 World HRD Congress in Mumbai, India. Their work has been featured in *New York Times*, *Wall Street Journal*, *Bloombergs Business Week*, *Harvard Management Update*, *Time*, *USA Today* and on national radio & TV including CNN and CNBC. Most important, perhaps, given these volatile, uncertain, complex, and ambiguous times, their work in helping leaders and organizations rebuild trust is profoundly important.

## Nov 07: Breakthrough Ideas: How to Become a More Strategic Thinker

Intended for leaders who currently work with strategy, the focus of this session is on the learning aspect of strategic thinking: what it is and how to strengthen your own strategic thinking and energize the strategic capability of your organization. Being strategically competitive in today's chaotic and complex global environment requires a different way of looking at how we approach strategic thinking. Leaders who are tasked with strategic responsibility must be attentive, agile, adaptive and innovative thinkers. Four key issues are addressed in this session: Why do organizations need strategic thinkers? What is strategic thinking? Who is a strategic thinker? How can strategic thinking be developed?

Dr. Julia Sloan, author of the definitive book *Learning to Think Strategically*, is widely recognized for her pioneering work in the application of complex cognitive theory to everyday global strategic thinking practice. Her work draws upon more than two decades of her own expatriate corporate experience working on strategy to align the business agenda with prevailing economic, cultural and social issues.

## Dec 05: The Power of Accountability: Build Trust, Engagement, and Collaboration

In this interactive, highly practical session, we will examine what it takes to create an environment where people are willing to step up and take ownership for their actions and decisions. You will learn key principles for clarifying communication, creating team cohesion, and coaching performance that reduce victim behavior while fostering trust and teamwork. Discover how small but powerful changes in attitude and behavior reinforced every day can yield tremendous results. Building an accountable team starts with everyone playing the Right Chords. Its time to leave the blame game behind and put the power of accountability to work for you and your team!

Dr. Michael Brenner, president of Right Chord Leadership LLC, is an international leadership consultant, executive coach, keynote speaker, author, and professional musician. He has taught courses at Immaculata University, Temple University, and La Salle University in organizational behavior, negotiations, systems dynamics, interpersonal communication, and the sociology of work. Dr. Brenner earned a doctorate in adult learning and leadership from Columbia University and a masters degree in adult and organizational development from Temple University. He has worked with a variety of well-known organizations including SAP, QVC, Childrens Hospital of Philadelphia, Godiva, Boeing, the Federal Reserve Bank of Philadelphia, and Sri Lankan manufacturer Maliban. He is Past President of the Greater Philadelphia chapter of the Association for Talent Development (ATD) and has been a featured speaker at many industry events and conferences. Dr. Brenner has published several articles and is currently writing a book on high performance teams. An accomplished saxophone player, Dr. Brenner has performed on stages around the world and frequently utilizes music and improvisation in his workshops to demonstrate principles of leadership and teamwork.

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