LEADERSHIP & MANAGEMENT DEVELOPMENT CONFERENCE

Forward Thinking for Today's Leader

November 13, 2017
University of Wisconsin–Madison

CONFERENCE PROGRAM
Welcome to the 19th Annual Leadership and Management Development Conference!

Agenda

7:00 a.m.–8:00 a.m.  Registration
8:00 a.m.–9:15 a.m.  Welcome and Keynote Presentation
9:30 a.m.–10:45 a.m. Breakout Sessions
11:00 a.m.–12:15 p.m. Breakout Sessions
12:15 p.m.–1:15 p.m.  Lunch
1:15 p.m.–2:30 p.m.  Breakout Sessions
2:45 p.m.–4:00 p.m.  Breakout Sessions

Connect with us on Social Media

Use the hashtags #DevelopWithBucky and #LMD to share your thoughts on today’s presentations!

Follow us on Twitter @UWMadisonLTD  Like us on Facebook @LearningAndTalentDevelopment

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<td>8:00 a.m.–9:15 a.m.</td>
<td>Welcome &amp; Keynote Presentation</td>
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Floor Plans

2nd Level

★ Bathrooms
● Health Room 241
● Emergency Exits

Stop at the Registration Table for Access to Health Room
Floor Plans

3rd Level

★ Bathrooms
△ Gender Neutral Bathroom 311
🔥 Emergency Exits
What inspires you? Think about all the inspirational images and pictures you see on the Internet, Facebook, Instagram, and your phone. For example, what if you saw a picture of a child climbing a tree to save the neighbor’s cat, and in the background, you saw a gathering of superheroes watching. What is it about the picture that makes you feel inspired? Is it the image? Is it the content in the image? Is it the meaning? Now think about people in your life and how they might inspire you. Do they have superpowers? Do they listen to your problems? Do they support you when you are in need?

Come and hear Wayne Guthrie’s perspective on what it means for employees to lead and what he’s doing in his role to lead the charge. Hear how you don’t have to be in a position of power to lead. We all have the ability to lead, celebrate others, and ask for or provide support.

Wayne Guthrie is the University of Wisconsin–Madison’s chief human resources officer. In this role, Wayne provides leadership, policy direction and management oversight for all HR services for UW–Madison faculty and staff.

Wayne has a wide range of human resources and leadership experience in higher education, nonprofit and private organizations. Wayne Guthrie came to UW–Madison from the Arthritis Foundation, where he was senior vice president of staff operations. Wayne also served as vice chancellor for human resources for the University System of Georgia Board of Regents.

Wayne is working closely with colleagues in the Office of Human Resources to pinpoint and further augment existing areas of HR excellence throughout the university. In addition, Wayne and his staff are working to increase efficiencies in services and systems, and to help advance the focus on developing and implementing user-friendly programs and services that best serve the needs of UW–Madison faculty and staff. Most notably, Wayne and the OHR staff are hard at work on the Title and Total Compensation Study and have partnered with the Division of Continuing Studies to expand professional development and career planning for staff.

The Office of Human Resources continues to devote attention to faculty and staff engagement and strives to attract the best and brightest candidates who exemplify UW–Madison’s mission.
Breakout Sessions
9:30 a.m.–10:45 a.m.

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Get Stuff Done...A Toolkit
Ann Zanzig

Tired of wasting time and energy at committees, governance, staff, and other ongoing meetings? Weary of circular or contentious conversations, and decision-making that never gets there? The presenter designed the ultimate “Get Stuff Done” toolkit based on years (more than you need to know!) of experience facilitating and managing people and these situations. This “stuff “REALLY works.

Reframing Leadership: Harnessing the Four Frames of Leadership
Dr. Jenny Faust

Based on the work of Lee Bolman and Terrence Deal (authors of the bestselling book, Reframing Organizations: Artistry, Choice, and Leadership), this interactive session presents four “frames” through which leaders can view workplace challenges. Participants will complete a self-assessment to determine which frame is their strongest and discover the strength in well-balanced teams. We will finish by applying the four frames to a case study to see how reframing can help us to manage challenges that we confront at work. Participants will leave with a new perspective on common challenges that leaders face!

What Is Impostor Syndrome and What Does It Mean as a Leader
Sherry Boeger

Some of the most capable, intelligent, hardworking people you know might experience the phenomenon of secretly feeling incompetent. It is so common that an estimated 70–75% of people will experience it at some point in their lives. Impostor Syndrome occurs when someone feels inadequate and undeserving, despite clear evidence of skills and success. In this interactive session, we will define various categories of people who struggle with confidence and help identify symptoms. Gaining an understanding of Impostor Syndrome that you can use in your roles as a leader.
Breakout Sessions
9:30 a.m.–10:45 a.m.

Leadership: Getting from Where We Are Now to Where We Could Be
Steven Zwickel
Landmark Room, Third Floor
This workshop introduces a communication model of leadership in which leadership is defined as the ability to get people to participate in a journey from the way things are to the way the leader believes they could and ought to be. The focus of the workshop will be on essential elements effective leaders must be aware of and how they work:
1. Profound understanding of how things work
2. Clear vision of what is possible
3. Capability to devise a plan
4. Desire to make transition happen
5. Ability to communicate vision to others in such a way that they want to go there

Workshop participants will have an opportunity to engage in discussions of the elements of leadership and complete a personal Leadership Skills Assessment activity. Time will be spent discussing mentoring, using an audience analysis, determining the most appropriate mode of communication, and developing strong listening skills.

On the Path to Understanding Diversity in Leadership
Dr. Torsheika Maddox
Agriculture Room, Third Floor
This interactive workshop will give you tools to begin, or continue, engaging in conversations about diversity in leadership at your workplace. On this journey we will explore the historical context of workplace diversity; develop ideas and language to begin engaging in conversations about diversifying leadership in your workplace; and call attention to the justifications for diversity.
Breakout Sessions
11:00 a.m.–12:15 p.m.

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**Delivering Effective Feedback**
*Shelly Vils Havel*

We have opportunities to give feedback frequently. Why isn’t the message received as you intended? What does feedback really mean and how can you deliver a message without it losing its impact or coming across too harsh? Come to this workshop to learn how to provide quality and effective feedback any time that the message is due. Whether feedback is formal or informal, provided to employees, peers or someone else, there are ways that it can be structured to be effective and lasting. Join us in this interactive session where we will learn and apply a five-step process to effectively deliver a message so that people understand it and make changes that may be needed.

Upon completion participants will be able to:
- Define what feedback is and explain what makes it effective
- Apply a five-step framework for providing feedback
- Identify and apply techniques in delivering difficult messages

**Creating a Q2 Culture to Get the Important Things Done**
*Julie Wood*

Why is it so difficult to get important things done? Learn why, and the tools that will help you conquer getting things done. This session, based on the Covey 7 Habits of Highly Successful People, will teach you how to use the time matrix tool for assessing time, and then prioritize so you can get it all done. The matrix creates a shared language of importance that can help you and your team prioritize work and lower stress. You will be able to look at ways in which you can increase Quadrant 2, and lessen the other, more stressful quadrants. Finally, learn how to determine the “Big Rocks” and create a process to get them all done.

In this session you will learn: 1) what the time matrix is, and how to use it with your team, 2) what the “Big Rocks” approach to time management is, and 3) how to put it all together to get the important things done. This interactive session will include self-assessment, group discussion, interactive activities, videos, and lecture. The session is for individuals and managers who want to be more productive and help their team to be so also.
Breakout Sessions
11:00 a.m.–12:15 p.m.

The Shadow of Well-Being: How Caring for Ourselves Can Change Culture
Nicole Youngberg
Northwoods Room, Third Floor
Every leader casts a shadow, and employees will mirror what you do. Ultimately, the actions you live, day in and day out, create the culture of your workforce. Research shows that a culture of well-being has positive impacts on employee engagement, retention, and morale. How can you create a positive change? When it comes to wellness, leaders need to be at the forefront. If you, as a leader, are going to support an employee initiative, isn’t it important that you show you do? Explore the impact of your personal shadow, define how you will exhibit well-being in your own life, and learn how to harness that power to create the desired change in your employees.

More than Words: Nonverbal Communication Awareness
Jacy Whitehead
Landmark Room, Third Floor
More than Words: Nonverbal Communication Awareness is an interactive workshop intended for everyone. Since nonverbal communication is prevalent and varies from culture to culture, reflecting on how people send and receive these messages will give you insight that fosters effective communication. Explore this topic to avoid misunderstanding and support inclusiveness in your personal and work communities.

Join us to:
- Gain awareness of and explore the language of nonverbal communication
- Reflect on nonverbal communication as a complex mode that varies for each person
- Share your perspective and listen to others’ experience

Personal Branding to Build Your Organization Inside and Out
Don Stanley
Agriculture Room, Third Floor
Learn how using social media and digital marketing strategies can help you stand out in a noisy digital world by building a personal brand. Personal branding is very misunderstood. It isn’t about showing off and putting the spotlight on yourself. It’s about connecting on a human level with those you serve. And, if you allow your employees to build their personal brands, you can also increase employee retention. In this session, you will learn the steps on how to create a personal brand using different social media platforms, how you can connect with influencers and key community members, and how you can leverage your activities into opportunities to blend passion and impact.
Breakout Sessions
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The Speed of Trust: Why Trust Is Important and How It Helps to Create an Efficient and Effective Team

Julie Wood

This session will focus on why trust is important, why we trust others, what qualities are necessary to create a high level of trust, and how organizations thrive in a high-trust environment. Based on *The Speed of Trust* by Stephen M.R. Covey, this session will include videos, interactive discussions, and exercises that you can apply in your own work environment.

In this session you will learn: 1) the four cores of credibility and why they are important in building trust, 2) why declaring your intent is so important, 3) the five steps to building trust, and 4) where to start in your organization to create effective customer/work handoffs. This session is for managers who want to create more efficiency within their team and organization.

Managing Meeting Menaces (and Just Plain Good Meeting Practices)

Jessica Swenson

Rarely when one reflects on their career do they fondly remember the many wonderful meetings they attended. It’s possible to have a well-run, productive meeting, but only if everyone in attendance knows why they are there and works together toward a common outcome. One or two “menace” participants can derail an entire meeting and leave the group feeling lost, confused, frustrated, and worse yet, force the group to need to meet again! This session will identify common “Meeting Menaces” and how any participant can help address the behavior and get the meeting back on track. Additionally, we’ll discuss some simple, outside-the-box ideas to help improve any meeting.
Breakout Sessions
1:15 p.m.–2:30 p.m.

Developing Employees through the 70:20:10 Model
Steven Catania, Northwoods Room, Third Floor
Are you looking for ways to develop employees without breaking the budget? If so, then consider the 70:20:10 Model. This model suggests that 70 percent of employee development should take place through on-the-job training; 2 percent through coaching and mentoring; and 10 percent through formal training. This workshop will explain the model, highlight success stories in both academic and industry settings, and provide attendees with resources to use when implementing the 70:20:10 Model.

Hiring the Best and Brightest: Understanding Unconscious Bias and Improving Our Hiring Practices and Decisions
Adín Palau, Landmark Room, Third Floor
The Office of Human Resources at UW–Madison has produced the video Hiring the best and brightest: Understanding unconscious bias and improving our hiring practices and decision. Content in this video includes topics related to unconscious bias in the hiring process, introduction to unconscious bias, how unconscious bias relates to decision-making, and how we control unconscious bias. In this workshop, you will be actively engaged in a group discussion about how unconscious bias impacts our workplace, and what strategies we can utilize to minimize unconscious bias in the hiring process.

Finding Space for Wellness in Your Life: The 5Minutes4Myself Approach
Elizabeth Larson, Agriculture Room, Third Floor
Despite best intentions, most of us find it difficult to make changes to improve our health and well-being. This workshop will describe research on flourishing in our work, social, community, financial and physical well-being. Next, The 5Minutes4Myself approach—using micro interventions that fit within existing “ecological slots” within our daily rhythms—will be introduced to participants. In hands-on exercises, participants will consider the spaces and places in their lives available to engage in activities that will improve wellness. The majority of the workshop will be devoted to a process where participants envision a lifestyle change to promote wellness, discuss their reasons for change/staying the same, write SMART goals, and begin to strategically plan or take steps toward a desired lifestyle change.
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Measuring What Matters: Utilizing Performance Measures as a Leadership and Management Tool
Elizabeth Paice

Often leaders are so busy with day-to-day operations that they do not take time to empirically assess whether the work being done in their organization is efficient, high quality, and impactful. While it can be challenging to find time to collect data on organizational performance, measurement can be invaluable when it comes to understanding and demonstrating an organization’s success. Performance measures can help an organization continuously improve its products and services, while also communicating the value of the organization to stakeholders. “Measuring What Matters” will introduce managers to the concept of performance measurement as a leadership and management tool. During the workshop, participants will learn about the value of performance measures, differentiating the most common types of measures, and identifying characteristics of good measures. Target-setting and best practices for tracking measure data will also be covered. The workshop will include an opportunity for participants to practice the skill of performance measurement through a series of brief exercises incorporated throughout the presentation.

Negotiating Your Way to Success
Lynn Freeman

Negotiating is about resolving differences. People who master the process of negotiation develop a higher degree of satisfaction at home and at work, and earn greater respect in their communities. Studies have repeatedly shown that men use negotiation to promote their own interests far more often than women do. This has significant implications for individuals and for organizations. This workshop will provide you with the basics of negotiation—including a variety of strategies and techniques to promote effective communication in negotiation—and a discussion about how to use these techniques in the workplace.
Managing Conflict in the Workplace

Julie Kovalaske
Northwoods Room, Third Floor

When we work with a variety of people, conflict is bound to happen. How conflict is managed and addressed impacts the overall environment and how employees feel when they come to work. In this workshop, learn steps to effectively manage conflict, and apply those steps to different scenarios.

Leading with Personality: Proactive Recognition of Personalities within the Work Team

Lori Scroggs
Landmark Room, Third Floor

Strategic planning is helpful in identifying organizational or departmental goals and associated activities necessary to achieve them. However, what typically does not appear explicitly in the plan is the strategy to manage the unique and potentially conflicting personalities of the work team. This interactive workshop is designed for managers, supervisors or team leaders who want to learn ways to leverage the strengths inherent in every work team by better understanding and addressing potential “personality conflicts.” The session will feature practical methods to deal with personality-based “mismatches” between leaders and team members or among members, and offer recommendations for managing challenging teams through a lecture/discussion format. The session will also allow participants to work in small groups and apply relevant and helpful tools and techniques to their own and simulated team situations.

Authentic Communication for Change

Jacob Klett
Agriculture Room, Third Floor

In our everyday workplace interactions, we have many opportunities to talk to others. Yet, how often do we have even one truly meaningful conversation? In order to encourage positive change, effective leaders communicate authentically to build relationships of trust and reduce communication gaps between people. Authentic communication starts with a core belief that each individual has something to teach and deserves to be heard. In this interactive session, participants will explore communication tools that set the stage for the development of shared understandings and facilitate the creation of relationships based on mutual respect. The tools provided in the session are beneficial to anyone who leads, mentors, or supports others, formally or informally. This session will be especially useful for those who are new or aspiring leaders.
Biographies

Sherry Boeger
What Is Impostor Syndrome and What Does It Mean as a Leader?
Sherry Boeger is the Director of the Employee Assistance Office for UW–Madison. Sherry has 20 years of experience as a counselor and an EAP consultant. She holds a master’s degree from the University of Wisconsin–Oshkosh in Community Counseling. She is a licensed clinical social worker in the State of Wisconsin. Before entering the employee assistance field in 1998, she worked as a psychotherapist in the private, non-profit sector, providing individual, family and group counseling. She has worked in the employee assistance field over the last two decades, providing counseling and consultation to employees and supervisors. Her experience includes training and team facilitation. Her focus has been to assist employees, supervisors, and organizations in finding ways to be interpersonally healthy and productive.

Steven Catania
Developing Employees through the 70:20:10 Model
Steven Catania is the online training coordinator on the Learning and Talent Development team in the Office of Human Resources. He works with experts across campus to develop engaging online training that provides professional development opportunities for faculty and staff at UW–Madison. Before arriving in Madison, he spent three years designing and facilitating training courses for both academia and industry.

Dr. Jenny Faust
Reframing Leadership: Harnessing the Four Frames of Leadership
Dr. Jenny Faust has over 25 years of experience in higher education as a faculty member, department chair, and academic administrator. She has served as a consultant in management and leadership development to colleges and universities across the United States. She currently serves as associate vice provost for strategic initiatives and director, Office of Quality Improvement and Administrative Process Redesign at the University of Wisconsin–Madison.

Lynn Freeman
Negotiating Your Way to Success
Lynn Freeman is the director of Learning and Talent Development. Lynn has 25 years of experience in public and private higher education across the country and has provided organizational development consulting to non-profits, community groups, and colleges and universities.
Biographies

Jacob Klett

Authentic Communication for Change

Jacob Klett is the program manager for the Thrive@UW–Madison program, offered through the Office of Learning and Talent Development at UW–Madison. Jacob holds a Master’s degree in Educational Psychology from the University of Northern Colorado and has diverse experience in formal and informal leadership roles across K-12 and higher education as a manager, instructor, consultant, and coach. Prior to coming to UW–Madison, Jacob worked to advance change initiatives aimed at closing equity gaps in urban education as school district administrator in Denver, Colorado. In his current role, Jacob focuses on the development and implementation of a professional learning program for UW–Madison campus employees to allow them to enhance and expand their influence as individual contributors within their organization.

Julie Kovalaske

Managing Conflict in the Workplace

Julie Kovalaske is the program manager and facilitator for Fully Prepared to Manage, a professional development series for managers and supervisors at UW–Madison. Julie has a passion for helping people learn to influence their lives and the lives of those around them. She earned her bachelor’s degree in Education and is pursuing a master’s degree in Educational Technology. Her experience providing professional development training has spanned the private, public, and international development sectors.

Elizabeth Larson

Finding Space for Wellness in Your Life: The 5Minutes4Myself Approach

Dr. Elizabeth Larson is an occupational therapist and occupational scientist with over thirty years of clinical and research experience working with children with disabilities and their families. Her clinical experience has shaped both her teaching and research. Her most recent work focuses on wellness promotion for caregivers, college students, and elementary school students. She has designed a freshman course entitled “Living Well: Lifestyle balance and wellness promotion.” In this course, students track their time use for six days and complete an assignment to change daily routines over six weeks’ time in a way that promotes better lifestyle balance. She also co-teaches a course on motivational interviewing, an evidence-based approach to promoting lifestyle change. The focus on wellness is also prominent in her research projects: 5Minutes4Myself, a wellness program for caregivers of children with autism; the Active Classroom Engagement (ACE) project; and in a project assessing college student’s well-being and time-use. The 5Minutes4Myself project, a tailored micro-intervention hybrid app/coaching wellness program for caregivers, was developed with funding from the American Occupational Therapy Foundation and a Virginia Horne Henry Award. The Active Classroom Engagement project, funded by the Madison Foundation for Public Schools, created five “active” elementary school classrooms with 125 standing desks and a movement-break curriculum for 3rd to 5th-grade students. In 2015, Dr. Larson was appointed as a fellow of the American Occupational Therapy Association. She was also awarded a Vilas Life Cycle Professorship Award, and service awards from the Society for the Study of Occupation: USA and Mixed Methods International Research Association for her role in establishing these organizations and serving on their inaugural boards.
Biographies

Dr. Torsheika Maddox

On the Path to Understanding Diversity in Leadership

Dr. Torsheika Maddox is a New Jersey native who received a BA in Sociology from Rutgers University, New Brunswick, NJ, and an M.S. in Population Health and Ph.D. in Sociology from the University of Wisconsin–Madison. Her anterior research examined how the disproportionate accumulation of social disadvantages shaped the health profiles of African Americans and whites in the U.S. As an administrative project manager and researcher in the Office of the Vice Provost and Chief Diversity Officer (OVPD) at the University of Wisconsin–Madison, she is responsible for conducting research that advances the university’s diversity, equity, and inclusion plan and the coordination of programmatic activities and projects that strengthen collaborative relationships between the OVPD and campus partners. Dr. Maddox is currently project manager for the Diversity Inventory Program, which is to develop a web-accessible, searchable database of all diversity-focused initiatives at UW–Madison, and the Campus Climate Survey Taskforce.

Elizabeth Paice

Measuring What Matters: Utilizing Performance Measures as a Leadership and Management Tool

Elizabeth Paice is an Internal Consultant in the Office of Quality Improvement at the University of Wisconsin–Madison. In her role, Elizabeth helps units across campus define and achieve their goals. Elizabeth came to UW–Madison from The Ohio State University where she earned a Master of Arts in Higher Education and Student Affairs, as well as a Master of Public Administration. While completing her graduate coursework Elizabeth worked for The Ohio State University Honors & Scholars Center and the Ohio Department of Education. Prior to working in higher education, Elizabeth served as a management and program analyst with the Federal Bureau of Investigation in Washington, D.C., supporting the organization’s strategy management and performance improvement efforts. Elizabeth holds Bachelor’s degrees in Psychology and Political Science from the University of Massachusetts-Amherst and is experienced in strategic planning, performance measurement, performance facilitation, program evaluation, and project management.

Adín Palau

Hiring the Best and Brightest: Understanding Unconscious Bias and Improving Our Hiring Practices and Decisions

Adín Palau currently serves as senior human resources specialist in Talent Recruitment and Engagement in the Office of Human Resources at the University of Wisconsin–Madison. Palau is responsible for the implementation and management of programming to foster talent acquisition strategies at UW–Madison. He has been instrumental in the creation of the university’s Engagement, Inclusion, and Diversity (EID) model. Palau is passionate about integrating new technology to increase organizational effectiveness and creating strategies to nurture diversity and inclusion practices at the University of Wisconsin–Madison.
Biographies

Lori Scroggs

*Leading with Personality: Proactive Recognition of Personalities within the Work Team*

Lori Scroggs is an internal consultant in the Office of Quality Improvement. Lori came to UW–Madison from Illinois Valley Community College (IVCC), where she held various leadership positions, including director, dean, vice president, and elected Board of Trustees member. Prior to her most recent position at IVCC, she was a member of the faculty at Bradley University, Peoria, IL, teaching undergraduate leadership studies and coordinating the graduate human service administration program. Lori earned her bachelor’s and master’s degrees in Psychology from Illinois State University, and her doctoral degree in Human Resource Education from the University of Illinois at Urbana–Champaign. She was on the national Board of Examiners for the Malcolm Baldrige Performance Excellence Program for over five years and served as a consultant to educational and nonprofit organizations facilitating strategic planning, process improvement, and curriculum or program development activities for over 20 years.

Don Stanley

*Personal Branding to Build Your Organization Inside and Out*

Don Stanley has worked in leading communication efforts since 1997. In addition to being an award-winning faculty instructor at UW–Madison, he has coached a wide variety of businesses including Fortune 500 Companies, NBA and NFL Athletes, the USAF and well-known non-profit organizations. Don received his start in leadership and communication work by studying wolves and working as a dog trainer.

Jessica Swenson

*Managing Meeting Menaces (and Just Plain Good Meeting Practices)*

Jessica Swenson is the program manager for the Fully Prepared to Lead program offered through Learning and Talent Development at UW–Madison. She’s been teaching leadership and professional development courses for over 15 years while consulting with and coaching employees, supervisors, and managers on a variety of topics. A graduate of UW–Madison, she has facilitated many conference workshops for UW–Madison professional development conferences as well as Leadership Sun Prairie. Additionally, she serves as co-chair for the Leadership @ UW–Madison initiative and chair of the Office of Human Resources Engagement Inclusion and Diversity (EID) Committee.
Shelly Vis Havel

*Delivering Effective Feedback*

Shelly Vils Havel is the performance management consultant / program coordinator with the Talent Recruitment and Engagement team at UW–Madison. She consults with divisions across campus to assist in implementing and evaluating their performance management/development programs as well as creating and facilitating skill-based training and education. Shelly also works with campus professionals to create training opportunities for campus as well as conferences and special events. Shelly is a seasoned instructional designer and coach, with focus on performance, development and industry hot topics. She has been a facilitator for workshops and special events all over campus. In previous roles in the private sector, Shelly led workshops and spoke across the United States, delivering coaching and educational programs. Her goal is to engage participants and deliver the message in a way that leaves attendees more knowledgeable and excited about the subject at hand.

Jacy Whitehead

*More than Words: Nonverbal Communication Awareness*

While earning her education degree from Indiana University, Jacy Whitehead studied American Sign Language. This gave her a deep understanding of how much people can convey physically. As an English Language Learning (ELL) instructor living in Matto Grosso, Brazil, she relied heavily on nonverbal communication due to her beginning-level Portuguese skills. From 2006 to 2016, she continued in the ELL field at Wisconsin English as a Second Language Institute (WESLI) in Madison, WI where she frequently encountered varied nonverbal language among international students. The most rewarding part of her current job with Cultural Linguistic Services in the Office of Human Resources at UW–Madison is teaching Workplace English where incorporating nonverbal communication in her classroom is vital to student success.

Julie Wood

*Creating a Q2 Culture to Get the Important Things Done*

*The Speed of Trust: Why Trust Is Important and How It Helps to Create an Efficient and Effective Team*

Julie Wood is the education program manager and youth entrepreneur camp director at the UW–Madison Small Business Development Center (SBDC). She is the author of the book *More Than a Lemonade Stand* and the e-book *You’re Never Too Young to Start a Business* and the owner of E-seedling specializing in cultivating tomorrow’s entrepreneurs. Before coming to the SBDC, Julie was director of operations at Oriel Incorporated and a financial software consultant at SVA Consulting. She also started and ran Checks + Balances, Inc., an accounting consulting business. Julie has an MS in Curriculum and Instruction with a specialization in Educational Communications and Technology and BS in Elementary Education both, from UW–Madison, and is a certified Franklin Covey facilitator. She teaches the Franklin Covey classes at the UW–Madison SBDC and for corporations and has presented at conferences at the state, regional and national level.
Biographies

Nicole Youngberg

*The Shadow of Well-Being: How Caring for Ourselves Can Change Culture*

Nicole has a passion to live out a mission to improve the health and well-being of others and is excited to join the OHR team as the chief employee wellness leader for UW–Madison. Prior to coming to UW–Madison, Nicole received her BA in Psychology from St. Olaf College and has worked as a student educator at St. Olaf College, employee wellness coordinator at Mayo Clinic and population health consultant at Optum. Her knowledge of healthcare and wellness spans across the system, from the individual goals and challenges to the employer, health insurer, and provider perspectives. When she’s not at work, you’ll find her at a yoga class, on the trails running or hiking, spending time with family and friends, traveling, or trying new restaurants around the Madison area. Nicole is an MPH candidate and plans to complete her degree through the University of Minnesota in 2020.

Ann Zanzig

*Get Stuff Done….A Toolkit*

Ann Zanzig spent 30 years in higher education administration, including serving as dean of students, Edgewood College, Madison, WI, and director of Student Orientation Programs, UW–Madison. Ann recently retired as an Emeritus Consultant for the Office of Quality Improvement, specializing in strategic planning, process improvement, meeting facilitation, leadership development, and principles and tools of quality improvement. She offers an additional focus in workplace climate and culture issues, customer-centered service delivery, process design, workforce alignment and organization redesign. Ann has a master’s degree in Education and Counseling from the University of Wisconsin–Oshkosh. Ann’s expertise makes her a perfect presenter in the area of creative employee performance reviews, professional development, improving workplace culture, leaders’ effectiveness tools, and change readiness.

Steven Zwickel

*Leadership: Getting from Where We Are Now to Where We Could Be*

Steven Bernard Zwickel has been part of the technical communication program in the College of Engineering (CoE) at the University of Wisconsin–Madison since 1992. Mr. Zwickel teaches undergraduate courses in Technical Presentations and Technical Communication and has been Faculty Advisor to the *Wisconsin Engineer* magazine since 1996. He is a graduate of Binghamton University, Brooklyn Law School, and UW–Madison School of Social Work and has a Diploma in Graphic Arts/Printing from Madison Area Technical College. His consulting work includes many public and private clients, including Keeping a Team Going and On Task for the Willis L. Jones Leadership Center, Effective Listening Skills for grad students in the UW Dept. of Chemistry, Teaching Across the Generations for the UW Law School, Trust in the Workplace for DoIT User Services, Teaching Millennials for the UW School of Medicine, and Face-to-Face Communication for the Wisconsin Association of Public Procurement.
Save the Date!

Upcoming Learning and Talent Development Conferences and Special Events

2017
November
16  Women and Leadership Series: Coffee and Conversation
    Conflict Management with Lori Scroggs

December
4   HR@UW 2017: Building Partnerships for Success

2018
February
7   Women and Leadership Series: Coffee and Conversation
    The Integration of Work and Life: How to Care for Yourself Between it all with Nicole Youngberg

March
8   Women and Leadership Series: Coffee and Conversation
    Investment Planning for Individuals: Understanding the Process, Pitfalls, and Opportunities with Cliff Rob

April
11  Women and Leadership Series: Coffee and Conversation
    Inclusive Leadership: How Trust and Unconscious Bias Impact Your Decision-Making with Deborah Biddle

24   Office Professional Conference

June
7   Women and Leadership Symposium

September
12  Women and Leadership Series: Coffee and Conversation
    UW–Madison Benefits Fair

October
9   UW–Madison Employee Benefits and Resource Fair
10  Women and Leadership Series: Coffee and Conversation
17  Women and Leadership Series: Book Discussion
23  Wellness Symposium

November
7   Leadership and Management Development Conference
14  Women and Leadership Series: Coffee and Conversation

December
11  HR@UW 2018 Conference

Visit www.talent.wisc.edu for additional information on each event.
Questions: Tori Seymour, tori.seymour@wisc.edu
Feedback

Breakout Sessions

To provide feedback on the breakout sessions you attended today, please visit http://bycell.co/fcpi

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