



Executive Leadership Series



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The Executive Leadership Series is designed for leaders who are in the CEO/President role at their organization. Each session will follow this basic agenda:

8:30 - 9:00 a.m. — Breakfast Available

9:00 - 10:00 a.m. — Leadership Roundtable

10:00 - Noon — Main Speaker

Noon - 1:00 p.m. — Lunch is Provided

1:00 - 3:00 p.m. — Main Speaker

Dr. Marlene Sprouse, Indian Hills Community College President, and Tom Rubel, Executive Dean of Regional Economic Advancement, will be facilitating the Series. Each of our speakers will be customizing their presentation to fit the needs of individuals in the unique role of leading an entire organization.

To register for the Series contact Tish Reck at 641-683-5170 or tish.reck@indianhills.edu. The cost of the Series is \$895.



Kit Welchlin

April 30th

Kit Welchlin

Bringing out the Best in People When They are at Their Worst

Relationships are not a luxury. They are a necessity. Having a high degree of technical skills is not enough to ensure a successful career. A person must also possess a high degree of interpersonal communication competence. The ability to manage conflict enhances your level of professionalism. Acquiring conflict resolution skills strengthen your confidence and increase the likelihood that you will enjoy satisfying outcomes.

Learning Objectives:

Participants will learn:

- the five laws of communication and conflict management
- the techniques to effectively express feelings verbally and nonverbally
- their own conflict style and how to adjust to others' styles
- the surefire conflict resolution skills and negotiation strategies

Bio:

Our speaker, Kit Welchlin, has a Bachelor of Science Degree in Speech Communication, Business Administration and Political Science and received a Master's Degree in Speech Communication and Business Administration. At age 21 he purchased his first manufacturing company and by age 26 served as C.E.O. and Chairman of the Board of 3 manufacturing companies in 3 states. Kit was a full-time faculty member at Mankato State University where he received the Teaching Excellence Award and taught 10 years at Metropolitan State University where he was repeatedly nominated as Outstanding Faculty. Kit Welchlin has delivered speeches and seminars to more than 500,000 people over the past twenty years. Kit will be sharing strategies for Conflict Management.



Joel Pedersen

June 23rd

Joel Pedersen

Emotional Intelligence is the Other Kind of Smart

When emotional intelligence first appeared to the masses in 1995, it served as the missing link in a peculiar finding: people with average IQs outperform those with the highest IQs 70 percent of the time. This anomaly threw a massive wrench into what many people had always assumed was the sole source of success—IQ. Decades of research now point to emotional intelligence (EQ) as the critical factor that sets star performers apart from the rest of the pack.

Emotional intelligence is the “something” in each of us that is a bit intangible. It affects how we manage behavior, navigate social complexities, and make personal decisions that achieve positive results. Emotional intelligence is made up of four core skills that pair up under two primary competencies: personal competence and social competence, both of which can be developed.

Join EQ Certified Trainer, Joel Pedersen, to engage in an exploration of the importance of emotional intelligence and learn how EQ can take your business or organization to the next level. Workshop participants will receive, among several resources, a hardcopy of the book Emotional Intelligence 2.0. Attendees will also use the Emotional Intelligence Appraisal tool to discover their own EQ and learn how to use these results to take action.

Bio:

Joel Pedersen has been a strong leader and advocate for positive school culture throughout his career as an educator. His servant leadership attitude has created a powerful movement in southeast Iowa, which allows educators, community and students to feel part of a family not just a school.

His passion for building positive relationships has radically changed the culture of education in southeast Iowa. He is a leader in bully prevention, and creating a nurturing and enriching environment for all kids to learn.



Richard Rowe

September 24th

Richard Rowe

Challenging Conversations

With organizations scrambling to adapt to a changing world, the capacity to effectively have challenging conversations has become a key competency. Whether the topic of your conversation is delivering a difficult message, giving tough performance feedback, or confronting insensitive behavior, the reticence most of us feel about having challenging conversations is common. Some of us have a hard time dealing with anger; some of us can't deal with silence or tears. Challenging Conversations covers all of the most challenging, intense, and emotionally charged types of conversations. Using a flexible five-step model, participants use work examples to practice new skills and have ample time for personal reflection with issues that they face in their daily life. These include speaking up without alienating the other person and being able to listen even if you are "triggered" by what you are hearing.

There are five interconnected steps to having a challenging conversation. They are:

- S** State your concerns directly
- P** Probe for information to gain deeper understanding
- E** Engage each other through whole-hearted listening
- A** Attend to body language
- K** Keep forward focused when possible

All of these steps are important, though steps S, P, and E are the starting points. Depending on the situation, pick one as a conversation opener. Step A should be used throughout the entire conversation. Step K concludes the conversation whenever possible.

Outcomes

- A culture change that sets preferences for approaching difficult or conflict-ridden conversations
- A common language and approach for successfully managing challenging conversations
- Increased competence, motivation, and confidence in relation to the organization's outcomes

- Improved interpersonal communication skills through behavior modeling, practice, feedback, and coaching
- A deepening of managers' competence and commitment to manage challenging conversations

Bio:

Richard Rowe served over 21 years in the U S Navy, living in Australia, Bahrain, and Japan while also visiting over 50 different countries. During this time he has sat down with people from all walks of life even meeting and talking with the Dahlia Lama. He has experienced leadership and human behavior on all levels from the entry level military person to noted government leaders, and different religious leaders throughout the world; transfusing not only his knowledge but giving him insight into human behavior.

*An internationally recognized speaker and author, he has authored *Is your life a puddle or an Ocean?* which is a look at how we create ripples in our lives based on our choices and will release a new leadership book in 2014/15; *Ferdinand Factor*. By combining his experiences in the military and his corporate experiences; he is a polished storyteller making the seemingly complex easy to understand, and has numerous lectures and courses on leadership, sales, customer service, change, and teamwork. He has presented over a 1000 speeches and seminars nationally and internationally.*

Richard is certified as a Master Training Specialist for the military only held by the top ten percent of all facilitators and a member of (American Society for Training & Development) ASTD, and the National Speakers Association (NSA). He holds an Associate's degree in Technical Instruction, a Bachelors of Science in Business Administration, and a Master's of Science in Management. Richard is an adjunct professor for two universities focusing on Leadership, Human Resources, and Organizational Behavior. He is certified to present the Ken Blanchard Situational Leadership system 2014.

As a believer in the truth that we never really stop learning in our journey of life, Richard continues his education by pursuing his PhD in Organizational Leadership. He truly lives the principle of Carpe Diem (seize the day) and that our experiences are the chapters in the "book" of our life's – let him share these chapters with your organization, association or group.



**Brenda Clark
Hamilton**

December 8th

Brenda Clark Hamilton

Toxic Individuals in the Workplace: How Can We Protect Ourselves

More and more research has been conducted in recent years on the significant, negative impact that so-called “toxic individuals” have on workplaces. These employees are so difficult to work with, and so dysfunctional in their behaviors, that they render their entire team incapable of functioning effectively. This session will identify several types of toxic individuals and what we, as organizational leaders, can do to make our workplaces strong and healthy organizations where toxic individuals do not thrive. Utilizing research from Kusy and Holloway (Toxic Workplace!: Managing Toxic Personalities and Their Systems of Power, Jossey-Bass, 2009), we will explore effective and ineffective strategies for dealing with toxic individuals, including strategies at the organizational, team, and individual level.

Bio:

Brenda Clark Hamilton is a dynamic keynote speaker and workplace trainer who provides fresh perspectives in leadership, communication skills, team-building, and offering one's best self to life, relationships, and career.

A skilled and respected educator, Brenda's career experiences include coordinating professional development for 1200 teachers, serving on the Iowa Department of Education's Professional Development Stakeholders Group, and managing multiple projects as Professional Development Consultant for an Iowa education agency. Brenda holds a Master's degree in English Education, has supervised student teachers for two Iowa colleges, and has taught numerous graduate-level courses for teachers.

Since launching Fresh Coffee Professional Growth Programs in 2005, Brenda has become a national-recognized speaker and audience favorite at conferences, conventions, association meetings, and within workplaces in every field imaginable. Audiences are quick to note Brenda's sense of humor, in-depth and timely knowledge, and skill at keeping an audience engaged throughout her presentations. They often

use the words “practical” and “fun” to describe how Brenda provides them with concrete, usable strategies and combines presentation of content with audience interaction, which inevitably leads to funny, spontaneous moments.

The content for Fresh Coffee presentations comes from Brenda’s everyday career and life experience combined with her ongoing study of how to maximize individual potential. “I’m someone who really pays attention to how people live their lives, and I’m an avid reader of materials related to personal and professional growth. I’m always trying to come up with new ways to educate, intrigue, and challenge individuals to come up to the next level.”

Brenda grew up on a farm in northwest Iowa, and she lives in Algona, Iowa, with her husband, Chris, and their three teenage sons. She shares her home office with the family’s abandoned alley-cat, Hendricks, who Brenda refers to as the Certified Attitude Trainer (C.A.T.) of her Fresh Coffee office. She describes these five “men” in her life as those who awaken her best self.