



2011–2012 Catalog of  
**Professional Development Offerings**

Now offering programs in two locations!  
Twinsburg AND Downtown Cleveland.

# ADVANCE

with Skills-based Training and Certificate Programs

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Catalog for  
Future Reference  
and Refer to It  
Often.

Twinsburg  
Cleveland  
Your Training Partner

WENTWORTH  
UNIVERSITY

# Kent State University

## ***Your Training Partner***

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## Kent State's Center for Corporate and Professional Development

### ***YOUR Partner in Talent Development***

“ ***The Kent State facilitators have been very accommodating...and use real world examples.*** ”

– Carolyn Gwisdalla,  
Director of Human Resources  
Saint-Gobain Performance Plastics

***Bring one of Kent State's many certificate programs to your workplace:***

- Certificate of Supervision Level I
- Certificate of Supervision Level II
- Project Management Certificate
- Lean Practitioner Certification
- Lean Six Sigma Training and Certification
- Certification for Human Resource Professionals

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# CALENDAR AT A GLANCE

▶ = Certificate of Training and Development Requirement  
▲ = Certificate of Supervision Level I Requirement  
■ = Certificate of Supervision Level II Requirement  
◆ = Project Management Certificate Requirement  
Location: C=Cleveland, T=Twinsburg, NC=North Canton

2011

## September

- 13 Breakfast Briefing with *Your Training Partner*—C
- 13 Certification for Human Resource Professionals—T  
The SHRM Learning System
- 19 Lean Six Sigma Black Belt Training and Certification begins  
(four-week program)—T
- 26 Lean Six Sigma Black Belt Training and Certification  
Health Care and Service Concentration begins  
(four-week program)—NC
- 28 Enhancing Interpersonal Communication Skills ▲—T

## October

- 3 Lean Six Sigma Master Black Belt Training  
and Certification begins (two-week program) — T
- 6 Effective Leadership: Engage and Execute■—T
- 7 Motivating Employees▲—T
- 13 Leading and Managing Remote Workers and Virtual Teams—T
- 14 Individual Performance Assessment—T
- 19 Enhancing Interpersonal Communication▲—C
- 19 High-Impact Learning—Course Design and Development▶—T
- 21 Coaching for Peak Performance■—T
- 26 Turning Conflict into Collaboration▲—T

## November

- 3 How to Manage Project Timeframes, To-do Lists  
and Interruptions—T
- 4 Motivating Employees▲—C
- 8 Crash the Barriers: Build Your Team▲—T
- 9–10 Essential Skills for Managing Projects◆—T
- 15 Turning Conflict into Collaboration▲—C
- 16 Coaching Accountability for Impact on People and Results■—T
- 29 Team Problem Solving for Supervisors■—T
- 30 Crash the Barriers: Build Your Team▲—C
- 30 Each One Teach One: Engaging Workers  
in Experiential Learning▶—T

## December

- 6 Written Business Communication■—T
- 7 Effective Decision Making▲—T
- 8 Managing Discipline▲—C
- 9 Leading Change in the 21st-Century Workplace■—T
- 14 Advanced Skills For Managing Projects◆—T
- 15 Managing Discipline▲—T
- 15 Effective Decision Making▲—C

Now offering  
the Certificate  
of Supervision  
Level I and Project  
Management  
Certificate also  
in Downtown  
Cleveland



# CALENDAR

## AT A GLANCE

▷ = Certificate of Training and Development Requirement  
▲ = Certificate of Supervision Level II Requirement  
■ = Certificate of Supervision Level II Requirement  
◆ = Project Management Certificate Requirement  
Location: C=Cleveland, T=Twinsburg, NC=North Canton

2012

### February

- 2 Breakfast Briefing with Your Training Partner—T
- 16 Enhancing Interpersonal Communication▲—T
- 22 Effective Leadership: Engage and Execute■—T

### March

- 1 Motivating Employees▲—T
- 8 Coaching for Peak Performance■—T
- 8 Turning Conflict into Collaboration▲—T
- 14 Enhancing Interpersonal Communication▲—C
- 15–16 Essential Skills for Managing Projects◆—C
- 20 Crash the Barriers: Build Your Team▲—T
- 21 High-Impact Learning—Course Design and Development▷—T
- 22 Leading Change in the 21st-Century Workplace■—T
- 27 How to Manage Project Timeframes, To-do Lists and Interruptions—C
- 28 Leading and Managing Remote Workers and Virtual Teams—T
- 29 Motivating Employees▲—C

### April

- 11 Coaching Accountability for Impact on People and Results■—T
- 12 Managing Discipline▲—T
- 17 Turning Conflict into Collaboration▲—C
- 18 Advanced Skills for Managing Projects◆—C
- 19 Effective Decision Making▲—T
- 24 Each One Teach One: Engaging Workers in Experiential Learning▲—T
- 25 Team Problem Solving for Supervisors■—T

### May

- 2 Crash the Barriers: Build Your Team▲—C
- 9 Written Business Communication■—T
- 10 Managing Discipline▲—C
- 15 Project Leadership—T
- 16 Effective Decision Making▲—C

“**Very helpful to tailor the programs to our objectives.**”

Cathy Brown,  
Director of Human Resources, North America  
A. Schulman, Inc.

We encourage you to view our new client testimonials on our website at: [www.kent.edu/yourtrainingpartner](http://www.kent.edu/yourtrainingpartner) and click on “Hear What Our Clients Are Saying About Us.”

# Certificate of Supervision *Level I*

## Influencing Frontline Employees to Perform at Their Highest Level

Effective supervision is key to the success of any organization. Whether you are a new or experienced supervisor, or are aspiring to be at the supervisory level, Kent State's Certificate of Supervision Level I will provide you with credentials that set you apart. If you are a manager or department head, consider sponsoring your frontline leaders to attend the Certificate of Supervision Level I so that they can perform at their best in a professional environment with appropriate and effective supervision.

Designed with input from our business clients, our dynamic Kent State facilitators and the extensive experience of our professional staff, Kent State's Certificate of Supervision Level I is a comprehensive, skills-based series of programs consisting of 48 contact hours of high-impact training for those who supervise.

The six eight-hour programs comprising the Certificate of Supervision Level I include:

- Enhancing Interpersonal Communication
- Motivating Employees
- Turning Conflict Into Collaboration
- Crash the Barriers: Build Your Team
- Managing Discipline
- Effective Decision Making

These programs may be taken individually for particular skill development, or in the series to attain the Certificate of Supervision Level I.

### **Enhancing Interpersonal Communication** *Facilitator: Deborah Easton*

Effective communication skills give you the power to achieve success in your supervisory role, as well as in all of your relationships. Influencing others to accept change, creating rapport among work teams and handling difficult conversations require choosing the most productive strategy for keeping the conversation on track and the personalities involved in sync. This program provides you the opportunity to assess communication strengths and weaknesses and to learn a variety of practical, powerful communication strategies that can be applied immediately on the job, with peers, subordinates and supervisors.

- Develop a communication style that generates trust in the workplace
- Improve listening skills
- Respond more effectively during difficult conversations
- Give clear directions to employees

#### **Session Options:**

Wed., Sept. 28, 2011, 8:30 a.m. – 4:30 p.m. – \$295 – Twinsburg  
Wed., Oct. 19, 2011, 8:30 a.m. – 4:30 p.m. – \$295 – Cleveland  
Thurs., Feb. 16, 2012, 8:30 a.m. – 4:30 p.m. – \$295 – Twinsburg  
Wed., March 14, 2012, 8:30 a.m. – 4:30 p.m. – \$295 – Cleveland

### **Motivating Employees** *Facilitator: Scott Tackett*

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

- Learn about the many motivational options beyond increased pay
- Find out what types of rewards work in what types of circumstances
- Through practical activities and group interaction, you will review the theories of motivation and apply these theories to real-world applications
- Gain ideas you can use to impact employee performance upon your return to the workplace

#### **Session Options:**

Fri., Oct. 7, 2011, 8:30 a.m. – 4:30 p.m. – \$295 – Twinsburg  
Fri., Nov. 4, 2011, 8:30 a.m. – 4:30 p.m. – \$295 – Cleveland  
Thurs., March 1, 2012, 8:30 a.m. – 4:30 p.m. – \$295 – Twinsburg  
Thurs., March 29, 2012, 8:30 a.m. – 4:30 p.m. – \$295 – Cleveland

## **Turning Conflict Into Collaboration** **Facilitator: Ned Parks**

Conflict is natural within the workplace and a predictable part of working with others. Yet unresolved conflict negatively affects morale, motivation, communication, attitudes and productivity. If handled appropriately, your conflict can lead to positive, cooperative situations.

- Maintain your cool in difficult situations
- Learn valuable communication skills for conflict resolution
- Become aware of your conflict style using the Thomas Kilmann Conflict Inventory
- Utilize five strategies for conflict resolution
- Learn how to minimize the negative aspect of difficult situations and turn conflict into a positive outcome

### **Session Options:**

Wed., Oct. 26, 2011, 8:30 a.m. – 4:30 p.m. – \$295 – Twinsburg  
Tues., Nov. 15, 2011, 8:30 a.m. – 4:30 p.m. – \$295 – Cleveland  
Thurs., March 8, 2012, 8:30 a.m. – 4:30 p.m. – \$295 – Twinsburg  
Tues., April 17, 2012, 8:30 a.m. – 4:30 p.m. – \$295 – Cleveland

## **Crash the Barriers: Build Your Team** **Facilitator: Ned Parks**

Learn how you REALLY operate within a team and how you set your team up for success or failure. This program is designed to teach you, as a leader how to build teams and group interactions through a totally hands-on experience. Walk away with specific actions to build your current team and integrate new employees into the team.

- Understanding barriers inside your team
- The circle of invitation
- Plan, problem solve, process and improve

### **Session Options:**

Tues., Nov. 8, 2011, 8:30 a.m. – 4:30 p.m. – \$295 – Twinsburg  
Wed., Nov. 30, 2011, 8:30 a.m. – 4:30 p.m. – \$295 – Cleveland  
Tues. Mar. 20, 2012, 8:30 a.m. – 4:30 p.m. – \$295 – Twinsburg  
Wed., May 2, 2012, 8:30 a.m. – 4:30 p.m. – \$295 – Cleveland



“*The knowledge I gained through the Certificate of Supervision Level I was invaluable, and I’ve been highly recommending it to others. I am so happy I went through the program when I did (completed it a month after getting a promotion).*”

– *Christine Hockman*  
*Interpretive Services Manager*  
*Metro Parks, Serving Summit County*

## Managing Discipline *Facilitator: Scott Tackett*

Manage discipline effectively and your organization will observe reduced discord among employees, decreased numbers of grievances and increased productivity. You and your organization will experience increased cooperation among employees and sustained positive employee relations, leading to an enhanced organizational culture where everyone is working together toward the same goals.

- View effective discipline as an indispensable tool for supervisory effectiveness
- Handle discipline fairly and consistently to develop and sustain positive employee relations
- Use discipline to encourage and obtain desired organizational goals
- Exercise discipline to correct performance, not punish wrongdoing

### Session Options:

Thurs., Dec. 8, 2011, 8:30 a.m. – 4:30 p.m. – \$295 – Cleveland

Thurs., Dec. 15, 2011, 8:30 a.m. – 4:30 p.m. – \$295 – Twinsburg

Thurs., April 12, 2012, 8:30 a.m. – 4:30 p.m. – \$295 – Twinsburg

Thurs., May 10, 2012, 8:30 a.m. – 4:30 p.m. – \$295 – Cleveland

## Effective Decision Making *Facilitator: Bob Jewell*

When was the last time you or your team sat down and evaluated the lessons learned from either a great decision or a bad decision? Managers, employees and teams are constantly making and implementing decisions, but few examine the process and assess the quality of their decisions. In today's business environment, the impact of a poorly made decision can be costly. On the other hand, a great decision can produce results that will move an organization forward. This program focuses on helping you learn and apply a proven process for making effective decisions utilizing group exercises, movie clips, real-world examples and a team case study to analyze and improve decision-making skills.

- Four styles of decision making and when to use them
- Six important elements of an effective decision-making process
- The role of intuition in making decisions
- How to better manage participative decision-making processes
- Tools and techniques that facilitate decision making
- Determine the return on a decision
- How to recognize and avoid common pitfalls in decision making

### Session Options:

Wed., Dec. 7, 2011, 8:30 a.m. – 4:30 p.m. – \$295 – Twinsburg

Thurs., Dec. 15, 2011, 8:30 a.m. – 4:30 p.m. – \$295 – Cleveland

Thurs., April 19, 2012, 8:30 a.m. – 4:30 p.m. – \$295 – Twinsburg

Wed., May 16, 2012, 8:30 a.m. – 4:30 p.m. – \$295 – Cleveland



“*This was the best class yet — I am walking away with many valuable lessons to equip me in the workplace.*”

– *Melissa Copenhagen,*  
*Payroll Supervisor*  
*A. Schulman, Inc.*

# Certificate of Supervision *Level II*

## Developing Frontline Leaders to Enhance Their Impact

Kent State's Certificate of Supervision Level II is designed for current supervisors, or those who have already completed the Certificate of Supervision Level I. This program continues with advanced supervisory skills training and brings in many new topics, such as using your strengths to lead, coaching employees and leading change.

Kent State's Certificate of Supervision Level II is a comprehensive, skills-based series of programs consisting of 48 contact hours of high-impact training for more experienced supervisors.

The six eight-hour programs comprising the Certificate of Supervision Level II include:

- **Effective Leadership: Engage and Execute**
- **Coaching for Peak Performance**
- **Change in the 21<sup>st</sup> Century Workplace**
- **Coaching Accountability for Impact on People and Results**
- **Team Problem Solving for Supervisors**
- **Written Business Communication**

These programs may be taken individually for particular skill development, or in the series to attain the Certificate of Supervision Level II.

### **Effective Leadership: Engage and Execute** ***Facilitator: Kristy Frieden***

In today's fast paced, ever changing environment, what makes someone a great leader? We all know people who have inspired us to be our best; who have pushed us to achieve great things. What specific skills did they master? In this program you will learn these important leadership competencies, and how to effectively integrate them into your current leadership approach. Communication, motivation, adaptation and sustainability are all key leadership concepts that when applied masterfully, can turn an average leader into an effective influencer who inspires followership and gets results.

#### **Session Options:**

Thurs., Oct. 6, 2011, 8:30 a.m. – 4:30 p.m. – \$295 – Twinsburg

Wed., Feb. 22, 2012, 8:30 a.m. – 4:30 p.m. – \$295 – Twinsburg

### **Coaching for Peak Performance** ***Facilitator: Scott Tackett***

Coaching is a supervisory activity, which gives employees information, instructions and suggestions relative to their job duties and performance. In this program you'll learn how to coach your employees so that their behavior focuses on desired organizational results. You'll also learn how to identify activities that prepare employees for greater decision-making and involvement in their jobs. In interactive discussion you'll highlight certain "critical success factors" in which every organization is interested. Additional topics in this program include:

- The power of coaching
- Service on the inside
- Focusing employee performance
- Performance management
- Creative problem solving for the 21<sup>st</sup> century supervisor
- Trust in the workplace

#### **Session Options:**

Fri., Oct. 21, 2011, 8:30 a.m. – 4:30 p.m. – \$295 – Twinsburg

Thurs., March 8, 2012, 8:30 a.m. – 4:30 p.m. – \$295 – Twinsburg

## **Change in the 21<sup>st</sup>-Century Workplace** **Facilitator: Scott Tackett**

Change is expected as part of life, and the survival and growth of most organizations depends on change and innovation. However, the reality is that in the workplace most employees fear and retreat from change.

In this program, you will focus on managing change. In today's 21st-century workplace, supervisors have major roles in affecting change, and also impacting the organization's response and adaptability to change. The success or failure of any change is related to the supervisor's abilities to anticipate and deal with and address resistance to change.

### **Session Option:**

Fri., Dec. 9, 2011, 8:30 a.m. – 4:30 p.m. – \$295 – Twinsburg

Thurs., Mar. 22, 2012, 8:30 a.m. – 4:30 p.m. – \$295 – Twinsburg

## **Coaching Accountability for Impact on People and Results** **Facilitator: Deborah Easton**

The balance between productivity and work relationships is the key to team success. When people choose difficult behaviors that inhibit a culture of accountability, this balance can be difficult to maintain. In today's empowered work environment supervisors must encourage employee accountability for impact on customers, team members and any other person with whom an employee interacts, as well as coaching for impact on results.

You will learn to overcome these team-inhibiting behaviors through self-assessments, demonstrations, skill-building exercises and strategy planning exercises.

- Identify behaviors that avoid accountability
- Overcome common reasons for not coaching people with difficult behaviors
- Identify difficult behaviors that create a negative impact on others
- Tie interpersonal skills to performance competencies
- Develop strategies for interacting more effectively with people who consistently exhibit difficult behaviors
- Develop specific action/performance plans for coaching resistance to change in interpersonal behavior

### **Session Options:**

Wed., Nov. 16, 2011, 8:30 a.m. – 4:30 p.m. – \$295 – Twinsburg

Wed., April 11, 2012, 8:30 a.m. – 4:30 p.m. – \$295 – Twinsburg

## **Team Problem Solving for Supervisors** **Facilitator: John Potkalitsky**

In today's fast paced and high stress work environments, the ability to guide employees to quickly and effectively solve problems is an essential skill for every supervisor. Learn a simple but proven step-by-step team-based approach for attacking and solving problems. With discussions and practical, applied problem solving examples, learn the Plan-Do-Check-Act (PDCA) framework and how to develop a standardized, yet flexible problem solving process that integrates easily into any current organizational format.

### **Session Option:**

Tues., Nov. 29, 2011, 8:30 a.m. – 4:30 p.m. – \$295 – Twinsburg

Wed., April 25, 2012, 8:30 a.m. – 4:30 p.m. – \$295 – Twinsburg

## Written Business Communication

**Facilitator: Marianne Canario**

You will learn to craft well-organized, effective e-mails, reports and business correspondence that reflect professionally on you and your organization. Be able to better convey your message in a clear, concise and organized manner, with appropriate detail for non-technical and/or technical audiences. Further, learn to write clear, complete procedures and work instructions that new employees can follow, while also satisfying the needs of more experienced employees. The facilitator will collect, review and utilize writing samples in advance from program participants to ensure that the program is tailored and applied to your workplace.

*Note: Participants are asked to submit up to three writings (something they've already written) prior to the session.*

### Session Options:

Tues., Dec. 6, 2011, 8:30 a.m. – 4:30 p.m. – \$295 – Twinsburg

Wed., May 9, 2012, 8:30 a.m. – 4:30 p.m. – \$295 – Twinsburg

“

*I would recommend this training to all business people who want to improve their communication.*

”

*– Business Writing Program Participant*





# IT

## is where you need to be

**Health IT funding to create 50,000 jobs**

*Computer World*

**Health IT workforce will require higher skill set**

*Healthcare IT News*

**Clinical IT professionals hard to find**

*Healthcare IT News*

And how about this headline from the *Cincinnati Business Courier*:

**“ Help wanted: 100 hospital IT workers ”**

Kent State University's new Health Informatics program can prepare you for a high-paying career in this growing field. Corporate health care IT professionals teach many of the classes, and all courses are online.

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# **Your Training Partner** for Comprehensive High-Quality Customized Solutions



**WHEN YOU PARTNER WITH KENT STATE**, experienced performance consultants and highly practiced, credentialed facilitators work with you to develop and implement a strategic solution.

You are in good company when you choose Kent State. We work with top organizations in our region and across the country, from **L’Oreal** and **NASA Glenn Research Center** to the **Federal Reserve Bank of Cleveland** and **Medical Mutual of Ohio**.

The Center for Corporate and Professional Development works onsite with you to tailor and deliver talent development in topics such as supervisory skills, project management, communication skills, building teams and Lean and Six Sigma, among many others.

**“We couldn’t imagine a better university to partner with than Kent to do this training. It has truly been phenomenal. It is the easiest process we’ve ever been through.”**

**Ashley Petrecca**, *Director of Human Resources, Pepperl + Fuchs Inc.*

## **Contact**

Amy Lundstrom Lane  
Executive Director  
330-672-8698  
Alane@kent.edu

Susan Bond  
Client Relations Coordinator  
330-672-5802  
Sbond6@kent.edu

**[www.kent.edu/YourTrainingPartner](http://www.kent.edu/YourTrainingPartner)**

# Professional Development *Programs*

## Today's Challenges. Powerful Learning. Targeted Skill-Building.

Energize your professional development and position yourself for increased responsibility and advancement opportunities by attending Kent State's outstanding professional development programs. Facilitated by experts in the content area, each program is highly interactive and designed to provide you with valuable information, tools, skills and strategies that can enhance your organizational performance and personal effectiveness. Join us and take your skills to a new level.

Kent State's Professional Development programs are designed for individuals who wish to enhance their competencies in a particular topic area.

### **Leading and Managing Remote Workers and Virtual Teams** *Facilitator: Diane DeRubertis*

Work life balance and workforce globalization presents one of the greatest challenges facing managers today. You may ask: "How do you successfully lead and manage employees that work in different locations?" Many remote and virtual teams do not succeed because of the failure to recognize that virtual collaboration has to be managed in specific ways. As the leader of a virtual or remote team you must successfully apply special insights and techniques to guide performance and work relationships with employees who may be hundreds or thousands of miles away.

This program is designed to help you build truly synergistic and effective long-distance teams. You will learn practical, easy to implement solutions to creating a high-performance virtual team. You will return to work with the tools and methods you need to manage and lead virtual and remote teams with success and complete confidence. Key topics include:

- What are the fundamentals to successfully managing a virtual team;
- What the keys are to communicating virtually;
- How to build trust on a virtual team;
- How to motivate and recognize employees on a virtual team; and
- How to create an action plan to put the virtual team management fundamentals into practice.

#### **Session Option:**

Thurs., Oct. 13, 2011, 8:30 a.m. – 4:30 p.m. – \$295 – Twinsburg

Wed., March 28, 2012, 8:30 a.m. – 4:30 p.m. – \$295 – Twinsburg

### **How to Manage Project Timeframes, To-do Lists and Interruptions**

*Facilitator: Ned Parks*

This workshop is for busy professionals who need to juggle multiple projects, tasks and interruptions. Bring your own to-do list and you will leave with an action plan to help you plan your workday. Learn to shrink your to-do list, manage interruptions and control large and small projects. Through the use of the forced choice/paired comparison method, you'll learn how to prioritize the order of your work.

- Use a blended approach to combine single task items with larger projects
- Learn where to get started on those large projects
- Discover the five steps to help you practice simple, easy and polite ways to manage and stop interruptions throughout the day

#### **Session Options:**

Thurs., Nov. 3, 2011, 8:30 a.m. – 12:30 p.m. – \$165 – Twinsburg

Tues., March 27, 2012, 8:30 a.m. – 12:30 p.m. – \$165 – Cleveland

# What's your plan?



How you exit your business may be the most important decision you ever make.

## We can help.

### We can help you:

- Clarify and focus **your goals and objectives**
- Explore **strategies and options**
- Direct the **management transition process**
- Hire the **right advisors**
- **Develop and implement** your plan
- **Educate your family, employees, or others** about your plan

**Questions?** Contact Chris Cooper, Roy Messing or Jay Simecek at 330-672-3028 or [oeoc@kent.edu](mailto:oeoc@kent.edu)

[www.oeockent.org](http://www.oeockent.org)



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# NEW! Certificate of Training and Development

The Certificate of Training and Development provides you with the skills and knowledge necessary to design and deliver effective training programs.

Developed with input from our business clients, our dynamic Kent State facilitators and the extensive experience of our professional staff, Kent State's Certificate of Training and Development is a comprehensive, skills-based series of programs consisting of 24 contact hours of high-impact training for those in the human resources and learning and development professions.

The two programs comprising the Certificate of Training and Development:

- High Impact Learning – Course Design and Development
- Each One Teach One: Engaging Workers In Experiential Learning

These programs may be taken individually for particular skill development, or in the series to attain the Certificate of Training and Development.

## ***High-Impact Learning – Course Design and Development*** ***Facilitator: Amy Edmonds***

Successful course design is a combination of art and science. Today's competitive environment requires training professionals to deliver high quality, high impact training; often with little budget and under severe time constraints.

Following the maxim, "we learn by doing," this workshop provides hands-on activities for exploring ways to develop effective courses. Participants will receive templates and tools for developing courses using lessons learned. After completing this program, participants will be able to:

- Discuss key principles of adult learning and learning styles
- Plan small to mid-sized training design and development projects
- Analyze training needs
- Design training programs
- Develop program materials
- Implement new programs
- Evaluate program effectiveness

### **Session Options:**

Wednesday's, Oct. 19 and 26, 2011, 8:30 a.m. – 4:30 p.m. – \$590 – Twinsburg

Wednesday's, March 21 and 28, 2011, 8:30 a.m. – 4:30 p.m. – \$590 – Twinsburg

## **Each One Teach One: Engaging Workers in Experiential Learning** ***Facilitator: Christine Zust***

This program builds on what was learned in the course design and development program and takes a deeper look at training and instruction. You will:

- Review the five-step accelerated learning model (Learner Preparation, Connection, Creative Presentation/Discovery, Activation, Integration)
- Understand the three primary adult learner styles (Auditory, Visual, Kinesthetic)
- Know the difference between informing and instructing
- Apply the accelerated learning process to a sample instructional topic
- Organize and design materials for effective learning experiences

### **Session Options:**

Wed., Nov. 30, 2011, 8:30 a.m. – 4:30 p.m. – \$295 – Twinsburg

Tues., April 24, 2012, 8:30 a.m. – 4:30 p.m. – \$295 – Twinsburg



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**Brad Kenney,**

*Senior Consultant,  
Ernst and Young*

For more information,  
call 330-672-3622  
or visit [www.kentemba.info](http://www.kentemba.info)

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# Individual Performance Assessment and Learning Development Plan

## Develop Your Self Awareness, Self Management, Social Awareness and Relationship Management

Complete a 360° Emotional and Social Competency Inventory (ESCI) Assessment, receive feedback and plan for your learning and development. Have you wanted to learn more about Emotional Intelligence, gain an awareness of your own competencies and plan for your professional development? The ESCI Assessment offers a way to evaluate the strengths and weaknesses of individuals, giving you precise, focused information on exactly which competencies you will want to improve on in order to meet your career goals. The ESCI covers the full spectrum of the emotional competencies that matter most for outstanding and effective performance (Boyatzis, 2007).

You'll learn to use the Emotional and Social Competency Inventory (ESCI) to:

- Measure emotional intelligence in yourself;
- Raise awareness through powerful feedback;
- Focus your coaching and development on crucial capabilities; and
- Bring out the best in your employees and teams.

### Our Approach

1. You'll participate in a three-hour introductory session about the topic of Emotional Intelligence and the ESCI.
2. You will take the ESCI 360° Inventory to gain feedback from your managers, peers, direct reports and clients/customers.
3. You will have the opportunity to schedule a one-on-one follow-up coaching session to review your reported results with coach Dr. K. Kay Potetz and develop your professional development plan.

**Introductory Session:** Fri., Oct. 14, 2011, 8:30 a.m. – 11:30 a.m. – Twinsburg

One 45-minute coaching session per participant to be scheduled on:

Wed., Nov. 30, 2011

**Investment:** \$595



“ *Patty had great and helpful ideas along with a very fun approach.* ”

– *Creative Thinking for Innovative Solutions Program Participant*

# Project Management *Certificate*

## Manage Projects to Meet Customer's Requirements; Stay on Time and on Budget.

Managing projects effectively is a vital skill for today's workplace. The Kent State Project Management Certificate provides professionals with experience working as project managers or aspiring to take on project management responsibilities, with the skills needed to improve performance, provide leadership and deliver projects on time and on budget. Using a balanced mix of lecture, group exercises and a project case study, you will learn the skills necessary to manage a project from launch through completion. Particular emphasis is placed on defining the customer's requirements and building a realistic schedule.

The tools and principles taught in this three-day certificate are based on the Project Management Institute's Project Management Body of Knowledge (PMBOK). Kent State facilitator Bob Jewell is a certified Project Management Professional (PMP) through the Project Management Institute and a degreed engineer with more than 20 years of hands-on experience managing projects.

### **A note from our facilitator, Bob Jewell PMP:**

*"Are you interested in becoming certified as a Project Management Professional (PMP)? The PMP certification, established by the Project Management Institute (PMI), is one of the most valued and respected credentials in project management. Earning and maintaining this certification demonstrates a solid foundation of experience in effectively managing projects. PMP certification requires you to first submit an application through PMI. The current application requires 35 hours of formal project management education in addition to between 4,500 - 7,500 hours of project management experience. Though the three-day Project Management Certificate program offered by Kent State University is not presented as an exam preparation program, it will provide you with 24 hours of project management education."*

*These programs may be taken individually for particular skill development or in the series to attain the Project Management Certificate.*

## **Essential Skills for Managing Projects** **Facilitator: Bob Jewell, PMP**

In this two-day program, you will learn basic knowledge on what it takes to carry out projects effectively through the understanding and application of standard project management tools and techniques. It is a nuts-and-bolts program that presents you with "everything you need to know" to manage projects effectively. Examples include:

- Project introduction – stakeholders, triple constraints, project lifecycle
- Project initiation, definition and leadership – deliverables vs. scope, chartering
- Project planning – milestones, budgeting, work plans, scheduling, critical path
- Project execution and control
- Project close out

The tools and principles taught in this program are based on the Project Management Institute's Project Management Body of Knowledge (PMBOK)

### **Session Options:**

Wed., Nov. 9 and Thurs., Nov. 10, 2011, 8:30 a.m. – 4:30 p.m. – \$590 – Twinsburg

Thurs., March 15 and Friday, March 16, 2012, 8:30 a.m. – 4:30 p.m. – \$590 – Cleveland

## **Advanced Skills for Managing Projects** **Facilitator: Bob Jewell, PMP**

In this follow-up to the Essential Skills for Managing Projects program, you will take a more in-depth look at critical topics in Project Management. The tools and principles taught in this program are based on the Project Management Institute's Project Management Body of Knowledge (PMBOK).

- Applying the essential skills
- Resource management
- Time management
- Project leadership
- Change management
- Risk management
- Managing multiple projects
- Monitoring and controlling

### **Session Options:**

Wed., Dec. 14, 2011, 8:30 a.m. – 4:30 p.m. – \$295 – Twinsburg

Wed., April 18, 2012, 8:30 a.m. – 4:30 p.m. – \$295 – Cleveland

**“ Bob is an excellent facilitator!  
He made the session fun and  
interesting. I learned so many  
tools that I use on a daily basis.  
He made me look forward to  
using project management. ”**  
– *Essential Skills for Managing Projects*  
Program Participant

**NEW!**

## **Optional Program**

### **Project Leadership**

**Facilitator: Bob Jewell, PMP**

Organizing and managing the day-to-day activities of a project can be challenging enough. However, you must also have the skills necessary to develop a high-performing team, make and implement effective decisions, and communicate with and influence stakeholders outside your core project team. The difference between management and leadership will forever be debated, but when it comes to projects – you manage the process and lead the people. This program focuses on three skills to effectively lead a project:

- Developing an effective team
- Communicating with and influencing your stakeholders
- Making effective project decisions

### **Session Options:**

Wed., May 15, 2012, 8:30 a.m. – 4:30 p.m. – \$295 – Twinsburg

# Lean Six Sigma Black Belt Training and Certification

Improve processes. Operate more efficiently. Save money.

Smoother processes, greater efficiency and cost savings are just a few of the advantages that will make your organization more competitive when you implement Lean and Six Sigma continual improvement principles.

Lean techniques eliminate wasteful activities, while Six Sigma is a disciplined method for meeting customers' expectations and eliminating defects in any process.

Investing in Lean Six Sigma training is the beginning of a new way of doing business. A commitment to implementing these methodologies and tools creates a culture of operational excellence. In the end, you'll achieve bottom-line results from the projects your Black Belts undertake and you'll transform your organization into a more efficient, customer-focused one.

**Survey results show that an organization sponsoring a Kent State Black Belt trainee will see an estimated 28-to-1 return on the training investment with the first project alone.**

## Lean Six Sigma Black Belt Training and Certification

**Facilitators:** *Robert Skillman, Principle Lean Six Sigma Facilitator*  
*Steve Skillman, Associate Lean Six Sigma Facilitator*  
*John Novak, Associate Lean Six Sigma Facilitator*

Kent State's Lean Six Sigma Black Belt Training and Certification offers the unique approach of weaving both Lean and Six Sigma methodologies into a seamless certification that can help you achieve substantial improvements in your organization.

Kent State's Lean Six Sigma curriculum is structured to allow students and employers maximum flexibility in obtaining the Black Belt certification. The curriculum follows a four-week approach with the class meeting each day for one week each month for four months (160 contact hours; Kent State's Lean Six Sigma Black Belt certification also requires the completion and approval of an independent project).

### Week One

- Project identification
- Team building
- Introduction to Lean thinking
- Six Sigma methods and quality
- Basic Minitab measurement system analysis
- Process capability
- Six Sigma project simulation (helicopter)

### Week Two

- Student project reviews
- Lean tools
- Hypothesis testing
- Comparative analysis
- Tests for data stability and normality
- Catapult simulation

### Week Three

- Student project reviews
- Advanced Lean methods
- Regression and correlation
- Quick changeovers (SMED)
- Airplane simulation

### Week Four

- Student project reviews
- Advanced statistical tools
- Design of experiments
- Team dynamics
- Putting it all together to achieve wealth and prosperity for any organization

## Project

Each participant of Kent State's Lean Six Sigma Black Belt Certification is required to complete a project using the methods learned, which will contribute significant results to the sponsoring organization.

## Who Should Attend Lean Six Sigma Training?

Key candidates for Kent State's Lean Six Sigma training and certification are:

- Quality technicians, supervisors and managers
- Plant managers
- Directors and managers of engineering
- Vice presidents or managers of customer service
- Operations managers
- Vice presidents of manufacturing
- Directors and managers of patient services
- Patient quality managers
- CFOs
- Presidents
- CEOs

Organizations in the manufacturing, health care and service-based industries, as well as in higher education, will reap significant benefits from employees attending this program.

## Software/Laptop

To maximize the benefit of attending Lean Six Sigma Black Belt training and to continue to realize return on investment for future Lean Six Sigma projects, Kent State requires that each participant brings a laptop that has Minitab v16.0 statistical software and Quality Companion v3.0 software loaded to each day of training. Kent State provides you the opportunity to purchase Minitab v16.0 software and Quality Companion v3.0 for an additional fee.

### Session Options: (all 8:30 a.m. – 5 p.m.)

Sept. 19 – 23, 2011

Oct. 17 – 21, 2011

Nov. 7 – 11, 2011

Dec. 5 – 9, 2011

**Hilton Garden Inn, Twinsburg, Ohio**

### Health Care and Service Concentration:

Sept. 26 – 30, 2011

Oct. 24 – 28, 2011

Nov. 14 – 18, 2011

Dec. 12 – 16, 2011

**The University Center,  
Kent State University at Stark,  
North Canton, Ohio**

## Cost

Kent State's four-week Black Belt training and certification program (including continental breakfast, lunch and afternoon snacks each day) costs \$6,950.

***Already a Lean Six Sigma Black Belt? Interested in expanding your knowledge and skills? Attend the Kent State University Master Black Belt Training and Certification program.***

### Session Option: (8:30 a.m. – 5 p.m. each day)

Oct. 3 – 7, 2011

Oct. 31 – Nov. 4, 2011

**The University Center,  
Kent State University at Stark,  
North Canton, Ohio**

Kent State's two-week Master Black Belt training and certification program (including continental breakfast, lunch and afternoon snacks each day) costs \$4,950.

## **Be Extraordinary. Become HR Certified.**

### **Certification for Human Resource Professionals**

#### *The SHRM Learning System*

#### **Facilitator: Diane DeRubertis**

This intensive 12-week program designed primarily for individuals seeking certification as a Professional in Human Resources (PHR) or Senior Professional in Human Resources (SPHR).

Offered in partnership with the Society for Human Resource Management (SHRM), the curriculum is designed by subject matter experts, covers the most up-to-date HR Certification Institute body of knowledge and ranks as the #1 certification preparation program for consistently helping professionals beat the national pass rate.

Our expert classroom instruction provides a better flow of information and a more enjoyable and effective learning experience. Structured classes, a seasoned instructor and peer interaction enhance learning and retention.

Course fees often qualify for tuition reimbursement and you can earn 3.5 continuing education credits (CEUs) for completing this course. In addition, the comprehensive SHRM Learning System will serve as a valuable HR resource to you for many years to come.

The SHRM Learning System provides HR professionals with more content, tests, learning tools and access to expert advice than any other PHR/SPHR exam preparation program. Printed materials are updated annually and online study tools are portable and convenient, with access to online tests, flashcards, and resources via iPhone, Blackberry, Palm Pre, Windows Mobile, or Google Android.

#### **What you'll learn**

The key to success of the PHR/SPHR certification and SHRM Learning System is the relevance of the content to the needs of today's HR professionals. The SHRM Learning System teaches the following six modules covering the HRCI body of knowledge tested in PHR/SPHR exams.

- Strategic Business Management
- Workforce Planning and Employment
- Human Resource Development
- Total Rewards
- Employee and Labor Relations
- Risk Management



## **How you'll learn**

The SHRM Learning System provides the most comprehensive and effective PHR/SPHR training program through a blended format of printed workbooks and web-based study tools. This easy-to-use system includes three key elements:

### **1. Printed workbooks**

- Six print modules teach the HRCI body of knowledge tested in PHR and SPHR exams.
- Printed glossary of terms and subject index provided for each module.
- Easy-to-identify icons highlight key content and links to additional resources.
- SPHR Preparation Book specifically designed for SPHR candidates.

### **2. Online tools with mobile access**

- Practice Tests (pre-test, module-specific test and post-test)
- Flashcards (over 750 covering all six modules).
- Glossary (Comprehensive reference for easy reference online or while reading the materials)

### **3. Resource Center**

- HR Updates highlighting up-to-date legislative changes and new HR developments
- Free audio and webcasts for each module
- Test-taking strategies for the HRCI exam
- Ask The Expert feature for individualized follow-up questions
- Links to key HR information cited in the modules
- Feedback feature

## **New “Plan to Pass” tool**

Setting a realistic study plan is critical to your success. SHRM has created a valuable tool called “Plan to Pass” that guides your studies. It takes your score from the pre-test (included in the SHRM Learning System) factors in your level of HR experience and creates a study plan based on areas that require the most attention. You can also track your progress as you study to ensure you're reaching your goals.

## **Certification information**

The HR Certification Institute requires HR professionals planning to sit for the PHR or SPHR exams to have a combination of demonstrated work experience and education. For additional information, visit [www.hrci.org/2011\\_exam\\_eligibility](http://www.hrci.org/2011_exam_eligibility)

## **HR Certification Institute Test Dates**

All certification testing is computer-based and conducted at the 250 Prometric Test Centers around the country. The next testing period is December 1, 2011-January 31, 2012. To avoid a late fee, register for your exam by October 7, 2011. For best results, schedule your certification exam for a date that is after the end of your particular class section. For information on the exam and how to register, visit [www.hrci.org](http://www.hrci.org).

While no single course of study guarantees success on the HR Certification Institute examinations, thousands of individuals have used the SHRM Learning System to effectively prepare for the exams.

## **Investment**

A program fee of \$1,095\* includes the SHRM Learning System print modules, online learning software, access to the online Resource Center, instructor handouts and 36 hours of classroom instruction. To allow time to order your program materials, please register by Sept. 1, 2011. \*A discounted rate of \$995 is available to members of the Society for Human Resource Management (SHRM).

Tuesday's, **Sept. 13 – Nov. 29, 2011**, 6 p.m. – 9 p.m., (12 sessions)—Twinsburg



# College of Public Health

## *Undergraduate Certificate in Public Health*

**Improving health and protecting the public from health risks.**

**Public health is the science, art and practice of protecting, and improving the health of the population. Public health involves many different professions that all have one thing in common – they are focused on improving people’s health and protecting people from health risks.**

**It is estimated that 250,000 new jobs in the public health field will be available in the U.S. by 2020 (10,000 jobs in Ohio).**

**The certificate is available online or in the classroom.**

Bachelor’s, master’s and doctoral degrees are also available.

The public health certificate is an undergraduate program that integrates key aspects of preventing disease, prolonging life and promoting health through the organized efforts and informed choices of society, organizations, communities and individuals. Students completing the certificate will have an understanding of emerging issues in public health, the social and behavioral aspects of preventing disease, environmental health concepts, the changing health care system in the U.S., and monitoring diseases in the community through applied public health research.

**For course requirements and registration information contact us:**

- Visit [www.kent.edu/publichealth](http://www.kent.edu/publichealth)
- E-mail [publichealth@kent.edu](mailto:publichealth@kent.edu)
- Call 330-672-6500.

# STRATEGIZE

## with Customized, Practical Research

The Center for Corporate  
and Professional Development  
**Your Research Partner**

### **What** Decision Can We Assist With?

Contact us for customized, practical research to make  
effective data-driven decisions on:

- Employee engagement
- Organization culture
- Product development
- Diversity awareness
- Customer satisfaction
- Competitive analysis
- Training needs
- Community needs

Our researchers will develop and execute a study to provide  
the information you need to confidently drive your initiative forward.

The professionals of The Center for Corporate and Professional Development at Kent State University provided us with **quick, efficient and professional support** in an Employee Engagement Research study. They completed the development, administration and reporting of the results in a way that allowed us to **create an effective action plan** in a timely manner. We are fortunate to have access to a variety of professional development resources they offer right here in Northeast Ohio.

**Laurence Lebel**

*Vice President Human Resources  
North America Operations L'Oreal USA*

The Center for Corporate and Professional  
Development at Kent State University —

**Your Research Partner for customized, comprehensive  
and objective research.**

[www.kent.edu/YourResearchPartner](http://www.kent.edu/YourResearchPartner)

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330-672-5828  
ALane@kent.edu

Susan Bond  
Client Relations Coordinator  
330-672-5802  
SBond6@kent.edu



# Facilitator Profiles

## **Marianne Canario**

Marianne Canario founded her own business in instructional technologies in 1992, to improve business communications in English and Spanish. In addition to her consulting experience, Canario has twelve years of banking experience, including several years as an International Loan Officer, a position in which she was a member of the team responsible for the restructuring of Latin American loans. Other bank positions that she held include branch management, financial analysis, and supervision and training of new college graduates hired into the Corporate Banking Division. Canario holds a master's degree in Business Administration from Baldwin-Wallace College and a Bachelor of Arts in Spanish from The College of Wooster.

## **Diane DeRubertis**

Diane DeRubertis, SPHR, has been in the human resources field for over 20 years. She currently holds the position of Human Resources Consultant for the Operations division of PNC. Prior to working for PNC, DeRubertis was an independent consultant working with clients across the human resources disciplines. DeRubertis has assisted organizations in designing sourcing and retention strategies or developing effective training, benefits and compensation programs as well as managing large scale HRIS implementations. She enjoys keeping current by teaching the SHRM Learning System® program and learning from the participants. DeRubertis holds a bachelor's and master's degree from Kent State University.

## **Deborah Easton**

Kent State facilitator Deborah Easton has been a communications coach since 1982, and provides audiences with practical and effective advice for utilizing successful communication skills. Her techniques for one-to-one interactions or group communications provide positive results. Every speech and workshop is adapted to the individual needs of the client, providing a valuable training program within each unique organizational culture. Easton has partnered with Kent State to provide various programs for organizations such as W.W. Grainger, PolyOne Corporation, Graco Children's Products, Newell/Rubbermaid, The Timken Company, Diebold Inc., Fresh Mark Inc., Aircraft Braking Systems, L'OREAL USA and Aultman Health Foundation, among others. Easton holds a master's degree in communications studies from Kent State University.

## **Amy Edmonds**

Amy Edmonds has over fifteen years experience in sales, marketing and training and extensive experience in helping trainers improve instructional techniques and curriculum design. Ms. Edmonds has designed hundreds of different courses on a wide variety of topics and has personally facilitated over two hundred courses, seminars and workshops. Her goal is to design and develop interactive learning experiences that are both effective and fun. Amy has a bachelor's degree in marketing and a masters degree in management from the University of Toledo, and is a Certified Instructional Designer.

## **Kristy Frieden**

Kristy Frieden, specializes in motivating, training and coaching professionals, executives and physicians in the areas of leadership, customer service, emotional intelligence and employee engagement. She has over 17 years of healthcare management experience, most recently working for a Cleveland hospital as Manager of Performance Management and then as an Organizational and Performance Development Specialist. Her background includes extensive facilitator training with GE Healthcare Solutions, Inc, as it relates to selecting, developing, coaching, evaluating and promoting top performers. She recently obtained The Developing Leadership Through Emotional Intelligence Certificate from Case Western Reserve University's Weatherhead School of Management. Frieden holds a bachelor's degree from Slippery Rock University and a master's from West Virginia University in Vocational Counseling. Frieden's passion and dynamic presentation style, as well as her "down to earth" attitude, engages and motivates her audiences to focus on their strengths and achieve personal and professional success.

## **Bob Jewell**

Bob Jewell has 22 years of hands-on experience in many business environments. His extensive realworld experiences combined with his strong facilitation skills create a dynamic learning environment. His work has earned the respect of clients such as Federal Express, The Sherwin-Williams Company and Toyota. Jewell has an engineering degree from The Ohio State University.

Would you like to talk with a facilitator about his/her approach and topic? Call us at 330-672-8698, and we will arrange for a conference call.

# Facilitator Profiles

## **Ned Parks**

As an entrepreneur, author and radio talk show host, as well as a community leader and outdoor enthusiast, Ned Parks pulls from a wealth of experience to deliver upbeat and highly interactive programs. At age 26, Parks accepted an offer to attend Warrant Officer Candidate School and the U.S. Army Helicopter Pilot School. A year later, he was flying helicopters along South Korea's conflicted DMZ. By age 28, Parks' experience teaching teamwork, leadership and interpersonal communication skills in high-pressure environments came into play when he successfully completed the U.S. Army's adult education program and became a classroom and flight line instructor. Upon returning to Ohio, Parks founded Parks Aviation Services Inc. Just three years later, Parks sold his highly successful business and joined a manufacturing company as a division general manager

Within one year, he turned the struggling, lackluster division into a highly profitable group, restoring employee morale and reducing turnover. Now, Parks harnesses his passion for helping others by conducting humor-filled leadership and motivational keynote speeches and workshops on the challenges of everyday life.

## **Dr. K. Kay Potetz**

Dr. K. Kay Potetz has been delivering professional and management development programs since the early 1980s and has 25 years of management and administrative experience. She began her career in health care as a radiological technologist and moved on to nuclear medicine technology. After many years in hospital work, Potetz moved from the hospital environment to teaching. Her last position in health care was that of vice president of a Cleveland hospital. Potetz is an adjunct faculty member at Baldwin Wallace College in the undergraduate and executive MBA programs. She holds a B.B.A. and an MBA from Baldwin-Wallace and a doctorate in business management from Century University in Albuquerque, N.M.

## **John Potkalitsky**

John Potkalitsky recently retired from Eaton Corporation after 20 years of successfully deploying Lean in manufacturing and office environments, at both domestic and international plant sites. During the last eight years, Potkalitsky was part of a corporate group of experienced Lean practitioners who developed and delivered training on Lean tools deployment and assessment. More recently, Potkalitsky has been providing frontline supervisors and office professionals with essential skills and tools they need to make Lean efforts self-sustaining. All of Potkalitsky's sessions combine workshop learning with on-the-floor practice and a final report-out to the plant leadership team.

### **Robert D. Skillman**

Kent State training and certification facilitator, Robert Skillman is a Six Sigma Master Black Belt and a Lean Master Sensei who has been training and certifying Black Belts in Six Sigma and Lean methods since 1997. Skillman received his Lean Master certification from the Shingijutsu Limited Group, the founders of the Toyota Production System. Skillman is an engineer with 35 years of experience. He is also currently a Certified Quality Engineer, Certified Quality Auditor and RAB Certified. His background includes extensive experience in automotive, aerospace, nuclear and service industries. Skillman has held quality, Master Black Belt and metallurgical engineering positions with TRW, RB&W, Cleveland Container and SPS Technologies. Skillman facilitates Kent State's public offerings of the Lean Six Sigma Certifications, as well as many of the contracted Lean Six Sigma training and certifications.

### **Stephen Skillman**

Stephen Skillman is a Lean Six Sigma Master Black Belt, currently serving as an Associate Facilitator for Kent State University, training Lean Six Sigma Black Belts. Skillman received his bachelor's degree in business administration from Lake Erie College. He has worked in the automotive, government ballistics and electrical insulation industries. Skillman has held production scheduler, purchasing manager, shipping manager and quality and continuous improvement manager positions with Nescor Plastics and Iten Industries.

### **Scott Tackett**

Scott Tackett is a human resource and management training specialist. With 32 years of experience in both operations and human resource management, he was employed in a human resource capacity for the past 20 years for Denman Tire Corporation where he last served as vice president of human resources and administration. His human resources responsibilities included employee/labor relations, recruitment, hiring and retention, all human resource-related policies and procedures for both union and non-union environments, safety and health programs, and numerous leadership development programs for supervisors through mid- to upper-level management. Tackett earned his bachelor's degree in human resource management and a master's degree in organizational leadership from Geneva College in Beaver Falls, Pa.

Would you like to talk with a facilitator about his/her approach and topic? Call us at 330-672-8698, and we will arrange for a conference call.

# Let our expert performance consultants and highly experienced facilitators meet your strategic talent development objectives:

- Attain return on your investment
- Increase productivity
- Impact retention
- Enhance engagement
- Improve communication
- Create a high-performing culture
- Support a diverse environment

We've compiled the right professional development programs to meet your competency building objectives and deliver them both onsite at your location as well as through our public open enrollment catalog.

## Here's just an example of our competency match

Competency	Kent State Program
<b>Change</b>	Change Management
	Creating an Accountable Culture
	Leading a Culture that Embraces Change
	Leading Change in the 21st Century Workplace
<b>Communication</b>	Communication Strategies for Generations Working Together
	Coping with Difficult Behaviors
	Enhancing Interpersonal Communication Styles
	Facilitation Skills
	Intercultural Communications
	Proven Techniques for Captivating Listeners
	Coaching for Peak Performance
<b>Influence</b>	Communicating with Influence
	Effective Negotiations
	Influence within the Organization: High-Performance Leadership
	The Power of Influence and Persuasion
<b>Operational Excellence</b>	Lean Office
	Lean Practitioner Training
	Lean Problem Solving
	Lean Six Sigma Training and Certification
	Operational Excellence Consulting
<b>Problem Solving</b>	Effective Decision Making
	Lean Problem Solving
	Team Oriented Problem Solving
<b>Project Management</b>	Advanced Skills for Managing Projects
	Communicating with and Influencing Project Stakeholders
	Essential Skills for Managing Projects
	Onsite Project Consulting
<b>Supervision</b>	Are You in Touch – With You? Emotional Intelligence
	The Basics of Employment Law
	Certificate of Supervision Levels I and II
	Effective Decision Making
	Managing Discipline
	Supervisory Essentials
Turning Conflict into Collaboration	
<b>Team Building</b>	Crash the Barriers: Build Your Team
	Team Basics
	Team Oriented Problem Solving

## **Registration** *Information*

### **There are three easy ways to register:**

1. Call 330-672-8698, 8 a.m. to 5 p.m. daily, with your registration and Visa, MasterCard or Discover information.
2. Visit Kent State's lifelong learning website at [www>YourTrainingResource.com](http://www>YourTrainingResource.com) and click on "programs."
3. Call 330-672-8698 or e-mail [ckocarek@kent.edu](mailto:ckocarek@kent.edu) to have a registration form e-mailed to you.

What we'll need to get you registered:

- Participant's first and last name, company name, title, address, contact phone number and e-mail address.

## **Discounts**

**Register three or more employees to the same program and receive a 10 percent discount.**

**Register three or more employees in a group of various programs at the same time and receive a five percent discount**

### **Cancellation Policy**

Kent State University reserves the right to cancel programs. In the event that your program is cancelled, a full refund will be issued. Kent State will process credits for fees paid by credit card immediately. Check payments will be refunded with a Kent State University check issued within four weeks of cancellation.

Should you wish to withdraw, you must notify Kent State at 330-672-8698 more than five business days before the start date to receive your full refund. If you withdraw within five working days of the program start date, 50 percent of your registration fee will be refunded; there will be no refund after the program has begun. If unable to attend, you may substitute another member of your organization at no additional cost.

### **Locations**

**Twinsburg:** Hilton Garden Inn, 8971 Wilcox Drive at Interstate 480 and state Route 82, Twinsburg, Ohio 44087  
[www.clevelandtwinsburg.gardeninn.com](http://www.clevelandtwinsburg.gardeninn.com)

**Cleveland:** Kent State University Cleveland Urban Design Collaborative  
1309 Euclid Ave., Suite 200, Cleveland, Ohio 44115  
[www.cudc.kent.edu](http://www.cudc.kent.edu)



P.O. BOX 5190 KENT OH 44242-0001

220315

The Center for Corporate and  
Professional Development

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## MARK YOUR CALENDAR

Attend the ***Fall Breakfast Briefing***

Tues., Sept. 13, 2011 from 8 a.m. to 10:30 a.m. in Downtown Cleveland

and ***Spring Breakfast Briefing***

Thurs., Feb. 2, 2012 from 8 a.m. to 10:30 a.m. in Twinsburg

- Hear from peers who have implemented annual training plans
- Meet our facilitators
- Learn about our training offerings
- Review the certifications and program content
- Get discounts on programs

***For questions and to register***

Corianne Kocarek  
330-672-8698  
ckocarek@kent.edu

**We hope you can join us!**

The Center for Corporate  
and Professional Development  
at Kent State University