

# Management Program 2019 (Winter)

## Sunday, January 27

12:00 PM-05:00 PM

### Registration and Badge Pickup

Esplanade Room Foyer, 1st Floor Meeting Rooms

## Monday, January 28

07:30 AM-08:00 AM

### Breakfast

Promenade Room, 1st Floor Meeting Rooms

08:00 AM-09:45 AM

### Opening Session: What Is a Manager?

Esplanade Room, 1st Floor Meeting Rooms

*Ed Hudson, Chief Information Security Officer, California State University, Office of the Chancellor;*

This session sets the stage for the week, with introductions of faculty, attendees, teams, and [personal action plan](#); a high level of interactivity; and a contextualization of the program in both EDUCAUSE professional development offerings and management concepts.

#### *Learning Objectives:*

- Recall names of faculty and team members and state a memorable trait or piece of information about team members
- Identify one potential positive outcome of devoting time and effort to completing a personal action plan
- Relate personal traits and behaviors to characteristics of an effective manager

09:45 AM-10:00 AM

### Refreshment Break

10:00 AM-11:30 AM

### Team! Concepts, Practice, Transferability

Esplanade Room, 1st Floor Meeting Rooms

*Brandon Bernier, Director - Academic Computing, Network Services, & Telecommunications, Colorado State University;*

*Michael P. Duong, Associate Vice President Health & Information Technology, University of Central Florida;*

Managers both lead and participate on teams. This session provides principles and practice for doing both well.

#### *Learning Objectives:*

- Practice deep listening skills
- Differentiate types of team roles and dynamics and create something special through teamwork
- Generate a list of behaviors that transfer principles of effective teamwork to the workplace

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**11:30 AM-12:00 PM**

## **Communication Preferences Survey**

Esplanade Room, 1st Floor Meeting Rooms

*Sherri Parker, Director of Curricular Innovation and Development, ECPI University;*

As a group, we will take the Communications Style Survey in preparation for Tuesday's Communicating Across Styles and Organizations session.

**12:00 PM-01:00 PM**

## **Lunch**

Promenade Room, 1st Floor Meeting Rooms

**01:00 PM-02:30 PM**

## **Be the Bridge You Want to See in the World: Communicating Across Styles and Organizations**

Esplanade Room, 1st Floor Meeting Rooms

*Sherri Parker, Director of Curricular Innovation and Development, ECPI University;*

Being a successful manager requires effective communication, not only to inform the institutional community about IT services and plans but also to build relationships with key constituents and work with employees. Learn the fundamentals of communication and understand why adapting communication styles is an important component of effective management.

### *Learning Objectives:*

- Identify your primary and secondary communication styles
- Describe how those with communication styles different from yours might interpret how you communicate
- Devise effective ways to communicate with those with other styles

**02:30 PM-03:00 PM**

## **Refreshment Break**

**03:00 PM-04:30 PM**

## **Powerful Presentations**

*Ed Hudson, Chief Information Security Officer, California State University, Office of the Chancellor;*

*Brandon Bernier, Director - Academic Computing, Network Services, & Telecommunications, Colorado State University;*

Managers must be able to effectively communicate ideas to audiences of all sizes. Presenting to a group is a learned skill, and practicing a few simple principles can improve your presentation skills dramatically. This session will identify basic presentation skills and introduce logistics for personalized learning sessions that will occur later in the week.

### *Learning Objectives:*

- Recognize effective presentation practices
- Choose a presentation topic
- Prepare to evaluate presentations

**04:30 PM-05:00 PM**

## **Plus-Delta**

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Esplanade Room, 1st Floor Meeting Rooms

*Ed Hudson, Chief Information Security Officer, California State University, Office of the Chancellor;*

We'll take a few minutes to talk about aspects of the institute that are going well and things that could use changing.

**06:00 PM-06:30 PM**

## **Reception**

Royal Garden Terrace Patio, 2nd Floor

**06:30 PM-08:00 PM**

## **Dinner**

Royal Garden Terrace, 2nd Floor

## **Tuesday, January 29**

**07:30 AM-08:00 AM**

## **Breakfast and Announcements**

Promenade Room, 1st Floor Meeting Rooms

*Ed Hudson, Chief Information Security Officer, California State University, Office of the Chancellor;*

**08:00 AM-09:30 AM**

## **Stakeholder Management: The Game**

Esplanade Room, 1st Floor Meeting Rooms

*Sherri Parker, Director of Curricular Innovation and Development, ECPI University;*  
*Michael P. Duong, Associate Vice President Health & Information Technology, University of Central Florida;*

Higher education technology managers face the challenge of balancing the competing demands of diverse stakeholders with the limited resources available to accomplish their mission. In a simulation exercise, you will explore the challenge of working with faculty, administrators, students, and technologists to meet institutional goals.

### *Learning Objectives:*

- Describe principles of effective relationship management
- Recognize the objectives and motivators for different higher education stakeholder groups.
- Assess competing demands against the organizational and institutional missions and develop solutions that achieve organizational objectives within financial, human resource, and time constraints.

**09:30 AM-10:00 AM**

## **Refreshment Break and Faculty Office Hours**

**10:00 AM-11:30 AM**

## **How to Be Effective When You Might Not Be Having Fun: Negotiation, Persuasion, and Conflict Resolution**

Esplanade Room, 1st Floor Meeting Rooms

*Vanessa Hammler Kenon, Assistant Vice Provost Information Technology,*

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*University of Texas at San Antonio;*

From requesting a salary increase to convincing a constituent to change behavior, to intervening in disagreements among team members, managers are faced with challenging situations every day in their professional lives. In some cases, communications that involve negotiations, persuasion, or conflict resolution can feel uncomfortable or even wildly unsuccessful. Effectively communicating in difficult situations is a skill that can be learned and improved and can help you become more effective as a day-to-day manager.

*Learning Objectives:*

- Describe, practice, and evaluate negotiation strategies
- Choose persuasive phrases and behaviors that you feel comfortable using and those you feel uncomfortable using
- Identify and practice principles of conflict resolution

**11:30 AM-12:30 PM**

**Lunch**

Promenade Room, 1st Floor Meeting Rooms

**12:30 PM-02:15 PM**

**Presentation Carousel**

Higher education technology professionals face a wide variety of diverse issues as we support the teaching and learning, research, and service missions of our institutions. Using an “unconference” format, personalized presentations and conversations will address many of these relevant issues and give opportunities to practice those presentation skills that are vital to being an effective manager on campus.

*Learning Objectives:*

- Manage an effective presentation and subsequent group discussion by effectively framing and describing an issue and moderating participants' responses to your presentation
- Engage with other participants on a diverse range of issues facing higher education IT
- Evaluate presentation methods and skills

**02:15 PM-02:45 PM**

**Refreshment Break**

**02:45 PM-04:15 PM**

**Understanding and Nurturing Your Emotional Intelligence**

Esplanade Room, 1st Floor Meeting Rooms

*Vanessa Hammler Kenon, Assistant Vice Provost Information Technology,  
University of Texas at San Antonio;*

Emotional intelligence is a characteristic of successful managers and is key to both professional and personal accomplishment. Researchers have recognized that while IQ is a good predictor of academic achievement, many exceptionally bright people remain remarkably ineffective and unproductive in their professional lives because they lack emotional intelligence. While this session addresses cultivating management skills and change, it's fundamentally about building better, more

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effective relationships and inspiring others to do so. Explore why emotional intelligence is an essential element for effecting sustained, desired change for individuals, teams, and organizations.

## *Learning Objectives:*

- Describe the importance and impact of emotional intelligence in the workplace
- Interpret emotional intelligence competencies in relationship to your own
- Identify behavioral strategies that can lead to improved emotional intelligence

**04:15 PM-05:15 PM**

## **Faculty Panel, Vegas Rules**

Esplanade Room, 1st Floor Meeting Rooms

Hear from faculty as they share some lessons learned from the trenches and offer insights about the successes and failures they have experienced. You can submit questions to faculty in advance or on the spot.

## *Learning Objectives:*

- Analyze how faculty practice continuous improvement and learning throughout their careers and day-to-day lives
- Choose one continuous-improvement or learning practice that you will employ

**05:15 PM-05:30 PM**

## **Plus-Delta**

Esplanade Room, 1st Floor Meeting Rooms

We'll take a few minutes to talk about aspects of the institute that are going well and things that could use changing.

**06:00 PM-08:00 PM**

## **Dinner Groups (offsite by sign up)**

## **Wednesday, January 30**

**07:30 AM-08:00 AM**

## **Breakfast and Announcements**

Promenade Room, 1st Floor Meeting Rooms

**08:00 AM-08:30 AM**

## **DIY Cohort Building**

Esplanade Room, 1st Floor Meeting Rooms

*Ed Hudson, Chief Information Security Officer, California State University, Office of the Chancellor;*

Forming a peer cohort at the Management Program is all about continuous learning so that you can have a greater impact back at work. This session is an opportunity to reflect on ways your institute's cohort can continue to help each other face personal and professional challenges and celebrate the successes over the long term. We will take 15 minutes to brainstorm ways to stay in touch and to keep

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learning with and from each other after the institute ends.

## *Learning Objectives:*

- Choose ways you might interact with your Management Program peers
- Create a technology-enhanced solution that will support continuous cohort learning and connection

**08:30 AM-10:00 AM**

## **Tick-Tock, Tick-Tock: Time and Meeting Management**

Esplanade Room, 1st Floor Meeting Rooms

*Brandon Bernier, Director - Academic Computing, Network Services, & Telecommunications, Colorado State University;*

Successful time and meeting management help managers and their teams succeed. Information and activities in this session will help you identify and prioritize how you spend your—and others'—time. You'll have opportunities to share ideas on how to avoid procrastination and run meetings that are efficient and productive.

## *Learning Objectives:*

- Examine and evaluate methods of personal time management
- Create an effective meeting agenda
- Practice behaviors that can improve meeting management

**10:00 AM-10:30 AM**

## **Refreshment Break**

**10:30 AM-11:30 AM**

## **How to Talk Dollars and Sense**

Esplanade Room, 1st Floor Meeting Rooms

*Michael P. Duong, Associate Vice President Health & Information Technology, University of Central Florida;*

Despite the rising cost of higher education, many institutions have dealt with flat or declining budgets over the past several years. Developing and executing a sound budget isn't just about the numbers. Communication, negotiation, and relationship-building are all critical success factors in any financial strategy.

## *Learning Objectives:*

- Identify common budget challenges
- Develop strategies to compete for funding at a time when everyone is being asked to do more with less
- Explore your financial and soft skills in a hands-on scenario

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- throughout their careers and day-to-day lives
- Choose one continuous-improvement or learning practice that you will employ

**12:00 PM-01:00 PM**

## **Lunch**

Promenade Room, 1st Floor Meeting Rooms

**01:00 PM-02:30 PM**

## **Diversity and Inclusion: No Time for Passivity**

Esplanade Room, 1st Floor Meeting Rooms

*Ed Hudson, Chief Information Security Officer, California State University, Office of the Chancellor;*

*Sherri Parker, Director of Curricular Innovation and Development, ECPI University;*

Excellent managers cultivate interconnected, inclusive teams that recognize and celebrate diverse backgrounds and perspectives. This session uses active exploration of inclusion and diversity concepts and a combination of information bursts and activities to help you understand behaviors and practice the skills that will help you create and nurture inclusive teams.

### *Learning Objectives:*

- Describe the value proposition for diversity and inclusion
- Recognize, describe, and analyze instances of implicit bias
- Practice critical-listening skills and responses to exclusionary language

**02:30 PM-03:00 PM**

## **Refreshment Break**

**03:00 PM-04:45 PM**

## **Presentation Carousel**

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**04:45 PM-05:15 PM**

## **Plus-Delta**

Esplanade Room, 1st Floor Meeting Rooms

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**Thursday, January 31**

**07:30 AM-08:00 AM**

## **Breakfast and Announcements**

Promenade Room, 1st Floor Meeting Rooms

**08:00 AM-09:30 AM**

## **Go Team! Good Job!**

Esplanade Room, 1st Floor Meeting Rooms

*Sherri Parker, Director of Curricular Innovation and Development, ECPI University;*

One of your primary roles as a manager is to ensure that employees and teams perform well. This session covers effective practices for recruitment, delegation, team meetings, and feedback. You'll have an opportunity to rewrite a job description, prioritize tasks for delegation, and role-play to increase your comfort level with giving feedback.

### *Learning Objectives:*

- Evaluate and practice rewriting job descriptions to increase the probability of recruiting a diverse team and establishing an inclusive culture
- Choose what from your to-do list to delegate and develop practices for how and when to delegate
- Practice structuring team meetings and giving feedback

**09:30 AM-10:00 AM**

## **Introverts Rejoice! Time for Reflection**

Esplanade Room, 1st Floor Meeting Rooms

This exercise is designed to support participants' return-to-work transition.

### *Learning Objectives:*

- Identify most pertinent takeaways from the week so far
- Describe how you will put your learning into action when back home
- Encourage cohort peers to recognize, reinforce, and develop their strengths

**10:00 AM-10:30 AM**

## **Refreshment Break**

**10:30 AM-12:00 PM**

## **Grit, Guts, and Gratitude: Values That Matter**

Esplanade Room, 1st Floor Meeting Rooms

*Michael P. Duong, Associate Vice President Health & Information Technology, University of Central Florida;*

Management isn't just about the nuts and bolts of ensuring high performance of your team. Instead, values—your values—underlie the management and leadership choices you make every day. This session will help you articulate your own values and allow them to ground your daily work and your career development.

### *Learning Objectives:*

- Recognize values that align with and enhance your management and leadership goals
- Create a values statement that can help guide your actions and decisions

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**12:00 PM-01:00 PM**

## **Lunch**

Promenade Room, 1st Floor Meeting Rooms

**01:00 PM-02:30 PM**

## **Charting Your Path**

Esplanade Room, 1st Floor Meeting Rooms

*Brandon Bernier, Director - Academic Computing, Network Services, & Telecommunications, Colorado State University;*

Professional development can be an afterthought, an optional activity pursued if time is left over from regular job duties. Create an urgency and importance to prioritize ongoing personal growth as an integral part of your managerial responsibilities.

### *Learning Objectives:*

- Discuss the elements of planned professional development
- Chart your personal leadership path
- Identify immediate next steps by developing an individual plan for personal and career growth

**02:30 PM-03:30 PM**

## **Closing Celebration**

Esplanade Room, 1st Floor Meeting Rooms

*Ed Hudson, Chief Information Security Officer, California State University, Office of the Chancellor;*

Take this opportunity to reflect on the week and express appreciation for cohort colleagues and faculty. Contemplate the transition back to the workplace before saying goodbye (for now). Consider what wasn't covered this year that you suggest we add for next year. Graduates will receive a certificate and information on accepting and displaying the 2019 EDUCAUSE Management Program Digital Badge.

### *Learning Objectives:*

- Review your personal action plan
- Contemplate the transition back to work
- Receive certificate and digital badge information.