



Developing Change Resilience

Bounce back from challenging situations and create positive outcomes

Who Should Attend

Any person who manages change:

- Small business owners
- Supervisors, managers, team leaders
- Plant managers
- HR professionals
- Non-profit administrators
- Project or task force leaders

Anyone impacted by change who wants to learn how to manage change (versus being managed by it), will find this seminar worthwhile.

"One of the primary reasons many change efforts fail is because leaders do not step back and look at the change process and the transitions that are required... of the individuals involved."

T+D JOURNAL, SEPTEMBER 2008

Change creates commotion and emotion. No one is exempt, and our professional and personal success depends upon how well we adapt to both planned and unexpected change.

There are six predictable, sequential stages of change that work in concert with how our brains process information when we encounter new situations. The challenge is to move through change with minimal damage to our blood pressure, confidence, relationships and career. You will gain perspective, discover practical tools, identify resources and create success strategies for progressing through the Change Cycle™.

Learn the thoughts, feelings and behaviors that each predictable stage in the Change Cycle™ brings and how that knowledge creates resiliency and success.

- Stage One: Move from Loss to Safety
- Stage Two: Move from Doubt to Reality
- Stage Three: Move from Discomfort to Motivation

- Stage Four: Move from Discovery to Perspective
- Stage Five: Develop Understanding
- Stage Six: Achieve Integration

Change is a necessary aspect of life. Change will be constant as we are impacted by technology, the economy, and the necessity to be creative. Success and fulfillment—emotional, mental, spiritual and physical well-being—depend on our resilience.

People react, respond and adjust to change in predictable stages. Learn how to:

- identify your current stage
- move yourself forward constructively
- help others move forward with greater hope, more understanding, and better flexibility to integrate the change.

Choosing to ignore change—whether big or small—will not stop change. It simply determines how successfully we navigate through this world of change.

Instructor

CHRISTINE GEISSLER has been a catalyst for change management for over ten years while leading human resources strategy for Nestlé, the world's largest global food company. She travels extensively leading efforts as varied as continuous process improvement in manufacturing, sales and services support, planned growth and acquisitions, and reorganizations. While practicing change management in such diverse ways poses different management challenges, Christine lives with the reality that embracing change not only translates to professional success but also is essential for survival. Christine Geissler is a Certified Human Resources Professional. She currently serves as Director of HR Strategy for Nestlé's Purina PetCare Division.

1-800-582-5182

www.uwec.edu/ce/business/SupervisorManage.htm

Developing Change Resilience is an ELECTIVE TOPIC in the Supervisory Management Certificate Program. It is also a stand-alone seminar and can be taken without enrolling in the Certificate Program.

Connecting Campus and Community!



University of Wisconsin - Eau Claire

Continuing Education / UW-Extension

P.O. Box 4004

Eau Claire, WI 54702-4004

132-6-561002



Extension

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Permit No. 219
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No state tax dollars were used to print this publication.



Increase flexibility and reduce stress

Developing Change Resilience

SUPERVISORY MANAGEMENT

Invest in Yourself. Advance Your Career.

Flexibility and agility are essential to growth



Developing Change Resilience

EAU CLAIRE
MAY 7-8
2009

SUPERVISORY MANAGEMENT

Invest in Yourself. Advance Your Career.

Whether you're a manager now or hope to be one soon — we can help you reach your goals.

WE'VE DONE IT FOR MORE THAN 10,000 MANAGERS SINCE 1979.



Take only **Developing Change Resilience**. Or, go further and earn your certificate.

ARE YOU... Interested in a specific management issue? Or, would you like to document your skills, knowledge and experience by earning your Supervisory Management Certificate?

OUR SUPERVISORY MANAGEMENT CERTIFICATE PROGRAM IS

PRACTICAL — Start with the basics that provide you with tips, tools, and proven strategies for management success.

ADAPTABLE — Tailor elective topic choices to meet your needs.

REALISTIC — You have up to five years to take the six two-day seminars needed for your Certificate.

FLEXIBLE — Seminars are held throughout the year in Eau Claire and La Crosse so you can choose when and where to attend.

INVALUABLE — In addition to learning from top-notch facilitators, you'll network and benefit from sharing experiences with professionals who do what you do.

EARN YOUR CERTIFICATE

To earn your Supervisory Management Certificate, attend the **three core seminars: SUPERVISORY MANAGEMENT 1, 2 AND 3**. Also, choose **three electives** that best meet your needs and interests.

THE THREE CORE SEMINARS provide a complete overview of the basics that are essential as you transition into management. The skills are vital to staying current as you progress in your management career.

THE ELECTIVE SEMINARS: Choose topics that are right for your management needs. Elective topics are available on building teams, facing conflict, improving efficiency, managing a diverse workforce, maximizing performance, negotiation skills, managing change, project management, and techniques for on-the-job training. Elective topics may be taken prior to core programs.

OUR PRESENTERS

University faculty and cutting-edge consultants bring you best practices, interactive and practical content, plus proven strategies you can put to use at work immediately.

WEBSITE

Please visit our website at www.uwec.edu/ce for other educational opportunities. For more information on any seminar in the Supervisory Management series, go to:

www.uwec.edu/ce/business/SupervisorManage.htm

No tests. No homework. What are you waiting for?

Earn your Supervisory Management Certificate at your own pace, take elective topics that meet your needs and move your career forward.

WE'LL EVEN COME TO YOU

In-house presentations tailored to your needs are available. Contact your university program manager for more details:

UW-Eau Claire

Marilyn Kanne | Small Business Development Center
715-836-5811 | kannemj@uwec.edu
www.uwec.edu/ce

UW-La Crosse

Stephen Woessner | Small Business Development Center
608-785-8783 | woessner.step@uwlax.edu
www.uwlax.edu/sbdc

"Highly resilient people are best suited for a world of constant change... Flexibility and adaptability lets them... achieve positive outcomes in new situations."

AL SIEBERT, PSYCHOLOGIST; THE RESILIENCY CENTER

"The bamboo that bends is stronger than the oak that resists."

JAPANESE PROVERB

For Registration or More Info

PH : 715-836-5811 | 800-582-5182

FX : 715-836-5263 | 800-835-3755

WB : www.uwec.edu/ce

EM : ce@uwec.edu

ML : Supervisory Management
P.O. Box 4004
Eau Claire, WI
54702-4004



The Supervisory Management Certificate Program is a collaborative effort of UW-Eau Claire Continuing Education, UW-Eau Claire Small Business Development Center, and UW-La Crosse Small Business Development Center. The Small Business Development Centers at University of Wisconsin-Eau Claire and University of Wisconsin-La Crosse are partners in education with University of Wisconsin-Extension and the U.S. Small Business Administration. The Small Business Development Centers are members of the Wisconsin Entrepreneurs' Network, a coalition of more than 100 partner organizations which provide access to services for small business throughout Wisconsin. The SBDC is funded in part through a cooperative agreement with the U.S. Small Business Administration. All opinions, conclusions or recommendations expressed are those of the author(s) and do not necessarily reflect the views of the SBA.

Detach form and mail with payment to:
Supervisory Management, P.O. Box 4004, Eau Claire, WI 54702-4004

Eau Claire

Sweetwaters Restaurant
EXIT 65 FROM I-94, JUST OFF HWY. 37 AND 12

REGISTRATION FORM Developing Change Resilience

Yes, I plan to attend.			
Eau Claire	May 7-8	2009	BT558-094

NAME		JOB TITLE	
COMPANY NAME			
ADDRESS			
CITY / STATE / ZIP			
HOME ADDRESS			
CITY / STATE / ZIP			
WORK PHONE (WITH AREA CODE)		HOME PHONE (WITH AREA CODE)	
E-MAIL ADDRESS			
PAYMENT INFORMATION			
Course fee: \$425 per person.			
Group fee: \$375 per person for 3-5 people from the same firm for the same class. <i>(Discount registrations must be received together.)</i>			
<input type="checkbox"/> Check or Purchase order enclosed. P.O. # _____ <i>(Payable to UW-Eau Claire)</i>			
<input type="checkbox"/> VISA	<input type="checkbox"/> Mastercard	CREDIT CARD EXPIRATION DATE	
CREDIT CARD NUMBER			
PRINT CARDHOLDER'S NAME		CARDHOLDER'S SIGNATURE	
FOR OFFICE USE:	CUST ID	CO ID	B3

SEMINAR DATE & TIME

Eau Claire May 7-8, 2009

Seminars meet from 8:30 a.m.-4 p.m. both days.

COURSE FEE

\$425 per person per seminar.

Includes refreshment breaks, luncheons, materials, and instruction. **Payment is required at time of registration.** Please make checks payable to **UW-Eau Claire**. Fees are subject to change after June 30, 2009.

CONFIRMATION

Prior to the seminar, you will receive a letter with a link to directions to the seminar site and lodging information. Parking permits will be included if needed.

SAVE MONEY WITH DISCOUNTS

Group discounts save you \$50 per person per seminar. Registrations must be received together to qualify for discounts.

Group Discount Fee

\$375 per person per seminar for 3 to 5 people from the same firm to attend the same session.

REFUND POLICY, TRANSFER FEES

You may cancel or transfer your registration up to 5 business days before a program's start date. If you cancel or transfer fewer than 5 business days prior to the program start date, a \$50 administrative fee will be assessed. If you cancel or fail to attend the day of the event, you are responsible for the full fee. Full refunds are given if a program is cancelled or full. You may substitute another person for your registration at any time. Call the Continuing Education Office (715-836-5811 or 1-800-582-5182) for assistance.

ACCOMMODATIONS

Reasonable accommodations for persons with disabilities will be made if requested at least two weeks in advance. Please contact Marilyn Kanne at 715-836-5811 or toll-free 800-582-5182, or use the Wisconsin Relay System by dialing 7-1-1-715-836-5811.

University of Wisconsin-Eau Claire Continuing Education reserves the right to cancel any program due to insufficient enrollment or other administrative reasons, as well as the right to limit enrollment to ensure quality. In the event of a UW-Eau Claire Continuing Education cancellation, a full refund will be issued.

An EEO/Affirmative Action employer, University of Wisconsin provides equal opportunities in employment and programming, including Title IX and ADA requirements.