<table>
<thead>
<tr>
<th>Time</th>
<th>Session Description</th>
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<tbody>
<tr>
<td>7:30 - 8:00</td>
<td>Pre-program Reception</td>
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<tr>
<td>8:00 - 9:45</td>
<td>Leadership vs. Management: What’s the Difference</td>
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<td></td>
<td><em>Dr. Noel Palmer</em></td>
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<td>10:00 - 11:45</td>
<td>Managerial Communication</td>
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<td></td>
<td><em>Ms. Lisa Tschauner</em></td>
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<td><em>Director, CERD</em></td>
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<td>12:00 - 12:30</td>
<td>Lunch</td>
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<td>12:30 - 2:15</td>
<td>Solution-Focused Conflict Management</td>
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<td><em>Dr. Grace Mims</em></td>
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<td><em>Ms. Marissa Fye, MSEd</em></td>
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<td>2:30 - 4:15</td>
<td>A Positive Approach to Leadership</td>
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<td><em>Dr. Kyle Luthans</em></td>
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<td>4:30 - 4:45</td>
<td>Workshop Closing</td>
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Leadership versus Management: What’s the Difference

In the world of business, the term “manager” is sometimes seen as a bad word. Yet, the role of manager is one part of the larger role of leader. In this session, Dr. Palmer discusses the importance of the roles of manager and leader in light of his experiences as a leader with over twenty years of service in the military and in light of decades of research showing both roles are important for an organization’s success—where success is discussed in terms of both employee commitment to the organization and employee performance. As part of the workshop, participants will have an opportunity to complete an assessment of their leadership style and receive feedback as to how to improve and why those improvements relate directly to success for their organization.

Managerial Communication

In this session, participants will explore the different communication theories used in the workplace. The communication process and how it impacts the team will be identified and discussed in an interactive platform. Lisa will share how the culture of the business and the value of the leaders shape the foundation of communication through real world examples. Attendees will be exposed to best practices for building protocols to ensure open and dynamic communication with the organization’s internal team and external stakeholders. Various methods will be presented and reviewed for how professionals can improve managerial communication and implement an environment of commitment vs. compliance.
<table>
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<th>The Glass <em>IS</em> Half Full: Solution-Focused Conflict Management</th>
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<td>Benjamin Franklin once said: “Every problem is an opportunity in disguise.” Even so there is a temptation to rehash problems in hopes understanding and solving the problem. However, such conversations foster anxiety and often result in further entrenchment in the problem-saturated narrative, resulting in maintaining the problem with no working solutions on the horizon. The presenters will introduce solution-focused conflict management as briefer, more hopeful, and more cost-effective approach compared to others. Employees’ are empowered to formulate their own hopes for the future and to devise ways to make them happen. Participants will gain a description of the solution-focused model, its theoretical background, and practical applications in conflict management practice. A ‘Solution Focused Conversation Guide’ which includes eliciting questions about goals, exceptions, and competencies and motivating change will be the basis of an experiential activity and one that managers can use to facilitate conflict management in their own work settings.</td>
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<th>A Positive Approach to Leadership</th>
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<td>Leaders and managers with strong positive psychological resources such as Hope, Efficacy, Resilience, and Optimism (i.e., HERO) not only have the ability to bounce back after difficult times, but they also can create a contagion effect which can spread positivity throughout an organization. These inner resources are known collectively as positive psychological capital, or simply PsyCap for short. It is important to recognize and develop these positive psychological strengths within a firm’s human resources because they have been linked with improved workplace outcomes such as lower employee turnover, rated work performance, higher employee commitment and satisfaction, and leadership effectiveness. As part of the workshop, participants will have an opportunity to complete an assessment of their PsyCap. Further, participants will learn about the background and meaning of PsyCap, as well as strategies for developing and leveraging their psychological strengths for improved leadership effectiveness.</td>
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Dr. Grace Mims, LIMHP  
Professor and Department Chair,  
UNK Counseling and School Psychology

Marissa Fye, MS.Ed., PLMHP  
Assistant Professor,  
UNK Counseling and School Psychology

Dr. Kyle Luthans  
John Becker Endowed Professor of Business  
Chair, Management Department  
University of Nebraska at Kearney