EDUCAUSE Institute Management Program
Daily Agenda

Monday

2:00–4:00 p.m.  
Opening Session  
Lisa Trubitt  
Grand Ballroom

This session will set the stage for the week. Faculty and participants will get acquainted with each other and the program content and context.

Objectives:
- Get to know one another
- Place the Management Program into the context of EDUCAUSE Institute programs
- Set expectations for all program participants

4:00–4:15 p.m.  
Refreshment Break

4:15–5:30 p.m.  
Team Formation and Case Assignment  
Helen Chu  
Grand Ballroom

The Management Program provides several opportunities for participants to work as teams on various problem-solving activities. This session will include an initial team-building activity and an introduction to the case study that will be addressed throughout the week. On the final evening, teams will present their case study solutions in creative and innovative ways.

Objectives:
- Practice team strategies of planning, collaboration, and execution
- Work as a team to accomplish specific outcomes
- Develop a better understanding of team dynamics

6:00–8:00 p.m.  
Reception and Dinner  
State Drawing Room
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Tuesday

7:00–7:45 a.m.
Ballroom Foyer

Breakfast

7:45–8:00 a.m.
Grand Ballroom

Announcements

8:00–9:30 a.m.
Grand Ballroom

Developing Your Strengths
Helen Chu

Prior to arrival, all participants should have received an access code to StrengthsQuest and completed an online assessment. This session will help participants identify and build on their personal strengths, manage around weaknesses, and recognize their team's strengths. Participants will learn how to put their strengths to work, how to build a more balanced team, and how to become more effective leaders.

Objectives:

- Understand your strengths and explore ways to manage your weaknesses
- Explore ways to leverage your strengths
- Identify strategies for creating a strong team

9:30–10:00 a.m.

Refreshment Break and Office Hours

10:00–11:30 a.m.
Grand Ballroom

Managing with Emotional Intelligence
Joan Cheverie and P.B. Garrett

Emotional intelligence is a characteristic of successful leaders and managers and key to professional and personal accomplishment. Researchers have recognized that while IQ has been 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 leadership skills and change, it's fundamentally about building better, more effective relationships and inspiring others to do so. Participants will explore why emotional intelligence is an essential element for effecting sustained, desired change for individuals, teams, and organizations.
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Objectives:

- Explore emotional intelligence and the associated competencies
- Describe the importance and impact of emotional intelligence in the workplace
- Recognize behavioral strategies that can improve desired change

11:30 a.m.–12:00 p.m. Reflection

12:00–1:15 p.m. Lunch
Ballroom Balcony

1:15–2:45 p.m.
Time Management and Delegation
Charles R. Bartel

Successful delegation and effective time management are essential skills that help managers and their teams succeed. These skills should be practiced daily to achieve individual and team objectives and to accelerate strengths. Participants discuss how to focus on the right things at the right time, and ways to improve delegation skills. In this session, participants will share ideas on how to avoid procrastination and manage the inevitable stress that arises in jobs today.

Objectives:

- Determine how more focused attention on effective time management and delegation can improve personal and organizational performance
- Understand how to select and delegate tasks and responsibilities
- Investigate practical techniques to improve effectiveness

2:45–3:15 p.m. Refreshment Break and Office Hours

3:15–4:45 p.m.
Developing a Positive Organizational Culture
Helen Chu and Lisa Trubitt

Culture is a set of behaviors and practices specific to a group of people, and it has the potential to play a key role in your team's

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success or failure. In this session, participants will learn to recognize the attributes and behaviors that describe an organization's culture, identify possible solutions for transforming a negative workplace environment into a positive one, and develop strategies for cultivating positive culture.

Objectives:

- Recognize the importance of a positive organizational culture
- Develop strategies for cultivating the positive organizational culture to which you aspire
- Brainstorm activities you can implement when you return to your organization

4:45–5:00 p.m.

**Community Discussion**

5:45 p.m.

**Cohort Dinner Groups - Offsite**

Dinner reservations will be provided; the meal expense is the attendee's responsibility. Sign up on Tuesday during breaks.
Wednesday

7:00–7:45 a.m.  
Ballroom Foyer
Breakfast With Your Team

7:45–8:00 a.m.  
Grand Ballroom
Announcements

8:00–9:30 a.m.  
Grand Ballroom
Organizational Communication  
Charles R. Bartel

Being a successful manager requires effective communication not only to inform the university community about IT services and plans but also to build relationships with key constituencies. In this session, participants will learn the fundamentals of communication and why understanding and adapting communication styles is an important component of effective management.

Objectives:

- Incorporate listening and telling as strategies for effective verbal communication
- Identify modes of communication that are most effective for a campus environment
- Develop written communication plans for complex projects while tailoring your message to the target audience for maximum impact

9:30–9:45 a.m.  
Grand Ballroom
Refreshment Break

9:45–11:30 a.m.  
Grand Ballroom
How to Talk Dollars and Sense  
Michael Cato

Despite the rising cost of higher education, many institutions have dealt with flat or declining budgets over the past several years. Yet 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.

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
11:30 a.m.–12:30 p.m.  
**Lunch**  
Ballroom Balcony

12:30–3:15 p.m.  
**Effective Project Teams**  
Diane Butler  
Grand Ballroom

This session will teach the basics of effective teams. Through a simulation, participants will determine how effective they are individually and as a team at planning a project. They will then learn how to improve the team and its dynamics to arrive at effective solutions for any problem or project.

Objectives:

- Define what each member's role and responsibility is to the team
- Collaborate, communicate, and work as a team to arrive at a solution for the project
- Identify, recognize, and build a synergistic team for any project

3:15–4:00 p.m.  
**Team Study**

4:00 p.m.  
**Free Time and Dinner on Your Own**
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Thursday

7:00–8:15 a.m.
Breakfast With Your Team
Ballroom Foyer

8:15–8:30 a.m.
Announcements
Grand Ballroom

8:30–10:00 a.m.
Ethics and Core Values
P.B. Garrett
Grand Ballroom

This interactive session will explore the meaning and importance of ethics for the IT manager. Using scenarios and case studies, participants will examine and understand ethical challenges.

Objective:
- Explore the complexity of personal ethics
- Recognize that while ethics is a shared concept, individuals interpret ethical issues in unique, personal ways
- Understand the importance of establishing organizational values

10:00–10:30 a.m.
Refreshment Break and Office Hours

10:30 a.m.–12:00 p.m.
The Employee Life Cycle (Hire, Inspire, Admire, Retire)
Diane Butler and Michael Cato
Grand Ballroom

This session will discuss the basic concepts of managing the life cycle of an employee, from hiring her, to inspiring her to want to perform well, to admiring her by providing positive feedback, to ideally retiring her after a long career with the organization.

Objectives:
- Explore how to recruit, hire, onboard, and retain good employees
- Assess how to manage employee issues within the organization using role-playing scenarios
- Learn how to build the best team through planning and strategy

12:00–1:15 p.m.
Lunch
Ballroom Balcony
The Employee Life Cycle (Hire, Inspire, Admire, Retire) - Continued

Diane Butler and Michael Cato

This session will discuss the basic concepts of managing the life cycle of an employee, from hiring her, to inspiring her to want to perform well, to admiring her by providing positive feedback, to ideally retiring her after a long career with the organization.

Objectives:

- Explore how to recruit, hire, onboard, and retain good employees
- Assess how to manage employee issues within the organization using role-playing scenarios
- Learn how to build the best team through planning and strategy

Reflection Exercise

Joan Cheverie

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

Refreshment Break and Office Hours

Team Final Details and Preparation

Cohort Dinner

Team Presentations

We will put the team skills to use and practice management, communication, and negotiation skills and increase the likelihood of creating a strong, lifelong professional network of associates through work with teammates on the case study.

Objectives:

- Demonstrate the retention of concepts introduced in all program sessions
- Apply and validate the concepts of an effective team
- Create an entertaining group presentation
Leadership: The Art of Possibility
Michael Cato

Leadership is the unique ability to achieve extraordinary things through the efforts of a dedicated team of professionals. It is the art of turning visions into realities through the chemistry of teamwork. The ability to build and lead a team of professionals is a prime determinant of success for aspiring leaders. A natural tension exists between the fast-paced culture of IT and the slower-paced culture of higher education. The challenge for leaders, administrators, and IT professionals is to develop strategies that resolve that cultural tension in ways that create new opportunities, sustain a vibrant learning environment, and accelerate the art of possibility. This session will focus on the nature of leadership and the characteristics of truly effective leaders.

Objectives:

- Explore the "new" skills required to be an effective leader to address organizational culture and keep pace with the accelerated growth of expectations
- Pinpoint how to assess your own leadership strengths, styles, and potential, as well as how to develop leadership in others
- Describe the highly dynamic nature of higher education and the challenges facing institutions and IT leaders

Professional Development
Joan Cheverie

Professional development can be an afterthought, an optional activity pursued if time is left over from regular job duties. Join the faculty for a panel discussion about how to make ongoing personal growth an integral part of your professional responsibilities.

Objectives:

- Recognize that "professional development" encompasses a wide range of activities
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- Identify means of professional networking, including EDUCAUSE programs and resources
- Develop strategies to better address professional and career development needs, for you and your staff

10:00–10:30 a.m.  Closing Session
Grand Ballroom  Lisa Trubitt

This session will provide participants with an opportunity to reflect on the week, express appreciation for teammates, contemplate the transition back to the work place, and say goodbye. Graduates will receive a certificate and information on accepting and displaying the 2015 EDUCAUSE Institute Management Program Digital Badge.