

Building Relationships that Inspire Trust

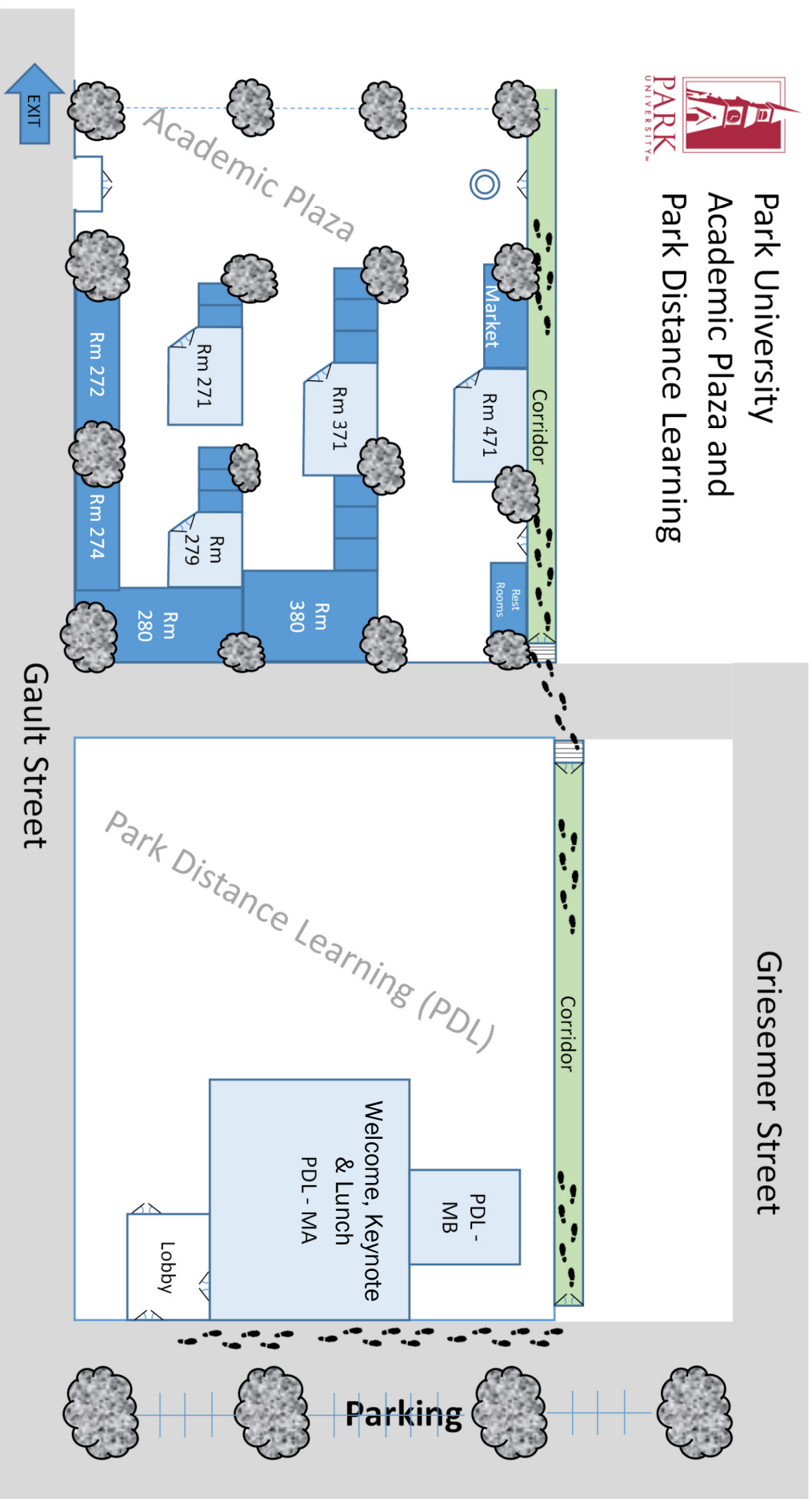


May 24, 2017

Park University—Park Distance Learning (PDL)



Park University Academic Plaza and Park Distance Learning



Map not to scale

SCHEDULE AT A GLANCE

8:30 – 8:50 Registration

Breakfast Snacks & Refreshments

8:50 – 9:00 Welcome—Announcements

9:00 – 10:15 Keynote Speaker Michael Allison

10:25 – 11:25 Concurrent Sessions 1

11:35 – 12:15 Lunch

12:25 – 1:25 Concurrent Sessions 2

1:35 – 2:35 Concurrent Sessions 3

2:45 – 3:45 Concurrent Sessions 4

3:55 – 4:15 Closing Session

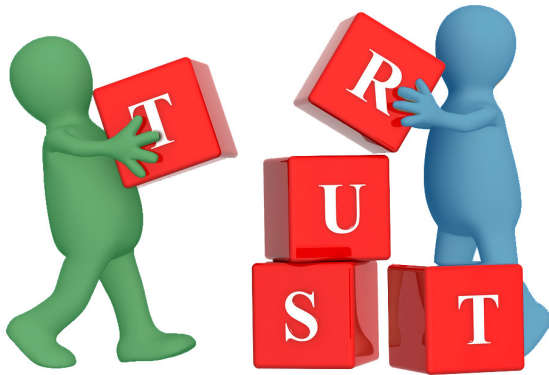
Door Prize Drawings – lots of great prizes!

Must be present to win

Do you Tweet? If so, tell people about the conference using #KCPDC17

WELCOME & KEYNOTE SPEAKER (8:50—10:15)

Building Relationships that Inspire Trust



As professionals who collaborate with others across a variety of venues, our survival is contingent upon our ability to form trusting relationships with stakeholders, leadership, peers, and team members. Without trust, we cannot be successful in influencing and advancing the organizations we serve.

During this interactive session, participants will explore the psychology around how and why human beings offer or withhold trust. Specifically, those in attendance will learn that in order to inspire others:

- Your first impression must be on point
- Body language and tone really do matter
- Others must feel it is about them and you have their best interests at heart
- Proper communication techniques are essential

About Our Speaker ...

Mike Allison is the Vice President of Training and Development at AMC Theaters. Mike leads U.S. and internationally-based teams which develop and deliver world-class, end-to-end learning solutions for thousands of employees and partners across the globe.



SESSION 1 (10:25–11:25)



Mindfulness Matters: A Life-Changing Experience

Donna Ehrlich & Jeff Ehrlich, Park University

Room: 271

We are in a culture that takes on more and more. Yet we do little to mindfully manage these rapid-fire changes, demands, and deadlines. Mindfulness is about going within ourselves; and in doing so we develop trust within ourselves. From our own internal trust comes the ability to have meaningful relationships, building relationships with others at work and home. This session will explore and discuss how mindfulness can help participants reach a personal relationship that inspires trust. Participation will be encouraged as mindfulness activities are conducted during the session.



Teams: Forming, Storming, Norming, Performing and Hope

Susi Mickey, University of Missouri-Kansas City

Room: 279

You may know that teams follow a process of Forming, Storming, Norming, and Performing. When you bring your Strengths to your team efforts you add the key elements of trust, appreciation, and hope. Familiarity with Gallup StrengthsQuest is helpful, but not required. Objectives for this session are:

- Describe Tuckman's stages of team development.
- Discuss how to use your Strengths (or passion) to build your team.
- Use an appreciative model to work through a problem .

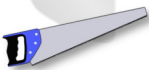


Developing a Cultural Paradigm Shift: Inclusive-Like Thinking/Practices

Robert Page , Metropolitan Community College

Room: 371

This workshop is designed to explore how understanding micro-inequities and inclusive like thinking can create a more productive and welcoming workplace. This engaging and interactive workshop will provide participants tools to foster a more inclusive work environment and help them to understand what diversity means for us as faculty and staff within our campuses. The core question will be asked, "What obligation do we have towards diverse like thinking...?" This program is participatory in nature, designed to allow the audience to discuss the possibility of developing a collaborative model on their campus.



Building Intercultural Relationships

Janette Jasperson & Farrell Jenab, Johnson County Community College

Room: 471

This session will use interactive activities to help participants understand the role of culture in how a person experiences the world. Intercultural communication skills are vital to survival in the 21st century office and classroom. As staff most of us interact with immigrant and international students. In order to better serve them and enhance their experiences on our campuses, it's important to know how to build trusting relationships.

LUNCH (11:35-12:15)

Please join us for lunch and conversation in PDL-MA

SESSION 2 (12:25—1:25)



Start with Your Heart: Navigating Important Conversations

Deb Shaddy, University of St. Mary

Room: 271

"Will you marry me?" "I believe I'm ready for a promotion." These are only two of the many times in our lives when the outcome of a conversation has a far-reaching impact on our life. Whether personally or professionally, mastering the skills to express ourselves honestly while maintaining and strengthening relationships contributes greatly to enhanced success and personal well-being. Based on "Crucial Conversations" by Patterson, Grenny, McMillan and Switzler (2012)



Does Our External Environment Impact What We Eat?

Anna Page, Johnson County Community College

Room: 279

How does color, shape, visibility and size influence food consumption? Explore how our environment including tableware size and color, linens, room colors, sounds and more impact how much we eat and what we select to eat. Objectives:

- Define the impact of color on food consumption.
 - Differentiate between different dinnerware and food consumption.
 - Assess how environment impacts perception of food quality.
 - Identify how food nudges are utilized commercially and how we can bring those nudges into our homes.
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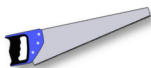


Cultivating Trust with Emotional Intelligence

Kevin Sansberry, University of Missouri-Kansas City

Room: 371

Emotional Intelligence (EI) is a very complex and underutilized component of the leadership puzzle. Work environments are complex and understanding EI can help you navigate difficult situations. Those who have a high level of EI experience less stress in their relationships with others, are able to be flexible, and find greater opportunities in their career path. This program will provide an overview of EI concepts and allow you to practice some strategies to help build the essential component of trust. Leaders and managers can build trust by developing and maintaining meaningful and positive relations with others, learning how to motivate others and guide them toward a vision or goal, helping them adapt to new circumstances and changing priorities, and working with staff to generate novel ideas and being open to new information.



The Speed of Trust

Roger Dusing, Park University

Room: 471

Trust isn't just an ethical concept that we talk about. Trusting relationships between managers and employees, customers, shareholders, and the public are required for success. Based on the book by Stephen M. R. Covey (plus some additional resources) this workshop explores the critical nature of trust and provides practical solutions to create and increase trust. Learners will better understand how trust affects organizational performance, the 5 waves of trust, and 13 behaviors to help build trusting relationships.

SESSION 3 (1:35–2:35)



Inspiring Trust Through Color

Tatia Shelton & Shawn Smith, Metropolitan Community College

Room: 271

Color has a powerful subconscious effect on every part of our lives, without even saying a word. In this session, participants will develop an understanding of color meanings and how best to leverage that understanding and ultimately create more successful relationships.



So Where Are You Really From? And Phrases that Contribute to Burnout

Sarah Fox-Linton, University of St. Mary

Room: 279

Attendees will:

- Learn the definition and different categories of microaggressions.
- Classify real-life examples of microaggressions.
- Learn the physical and psychological effects that microaggressions have on students.
- Learn some ways institutions can respond to microaggressions.
- Discover what implicit bias we might have and how to avoid acting on it.

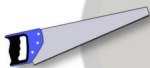


Inspiring Trust Through One's Own Behavior

Kimberly Moriconi, Metropolitan Community College

Room: 371

This session will provide participants with strategies to assist in creating, maintaining, and repairing trusting relationships. Through two reflective exercises, participants will draw on personal experience and learn to apply the concepts identified in the session to their lives.



Experiential Activities for Building Trust

Cheryl Zelle, Baker University

Room: PDL– MB

Participants in this highly interactive session will examine the key elements of trust and discuss factors that contribute to erosion of trust in interpersonal and group dynamics. Attendees will take part in demonstrations of experiential activities that can facilitate building relationships, teams, and trust. Participants will take away valuable ideas and strategies that can be implemented right away as well as a list of additional resources.

SESSION 4 (2:45–3:45)



The Importance of Credibility in Relationship Building

Tami Radohl, Park University

Room: 271

Trust is a key concept in the social work profession. Credibility, a key term in Family-Directed Structural Therapy that is used as a substitute for the word "trust" (McLendon et al., 2009; Radohl, 2011), is an effective way to understand the importance of follow-through and action when building and maintaining relationships. Instead of focusing on belief systems, credibility focuses on the importance of behavior and removing emotional reactivity in communication. Using lecture, multi-media, and small group activities, this workshop will explore how to use credibility to engage with others, change behaviors, and ultimately create or enhance trusting relationships.



Managing the Scope and Reality of Mental Health Issues on College Campuses

Robyn Long, Baker University

Room: 279

60% of U.S. college students experience diagnosable mental health conditions while in college, and faculty and staff are increasingly called upon to be resources to and help manage student crises in our work. This session will cover the scope of mental illness among college student populations, with depth on the most prevalent conditions (mood disorders, anxiety disorders, eating disorders). Vignettes of the kinds of problems/requests service providers face in serving these students, with role-play responding and workshoping and opportunities for discussion.

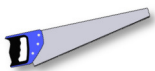


Managing Your Career: Is Your "Brand" Trustworthy?

Kelly Limpic, University of Missouri—Kansas City

Room: 371

Are you ready to take the next step in your career? There is more to prepare for than updating your resume and brushing up on your interviewing skills. Often the most qualified individuals can struggle to make the next step in their career, particularly when they want to transition to a new opportunity within the existing organization. This session will explore how managing your brand can impact your job search, and provide strategies you can use to ensure your brand is trustworthy.



Creating Inclusive Communities

Susi Mickey & Kevin Sansberry, University of Missouri—Kansas City

Room: 471

Creating Inclusive Communities is a project that uses stories and pictures to help guide a facilitated conversation around topics of diversity and inclusion. The project is a celebration of the experiences and perspectives that make higher education professionals unique and uniquely human.

Objectives:

- Use your voice in a safe space to learn from others and share your own perspectives through dialogue.
- Discuss how stories and conversations can provide an opportunity to share around these topics on your own campus.

CLOSING & PRIZE DRAWING PDL-MA (3:55—4:15)

Please join us for our closing session and prize drawings. When you checked in for the conference you were automatically registered for the prize drawings. Thanks to the generosity of our sponsors we have a number of gift cards to area merchants available to win.

YOU MUST BE PRESENT TO WIN!



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SPECIAL THANKS

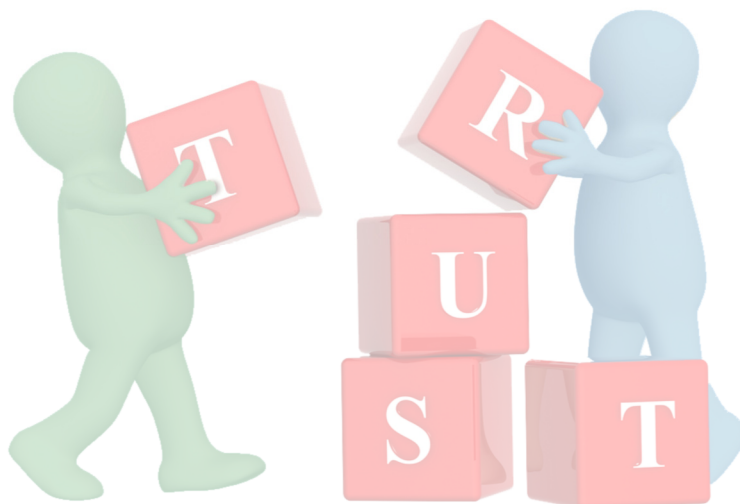
KCPDC wants to extend special thanks to our conference host:



Park University

*8700 NW River Park Drive
Parkville, MO 64152*

Park Distance Learning (PDL)



Presentation handouts are available at:

<http://www.kcpdc.org/professional-development-conference>
Password: pdc2017

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