



Summer University 2004

Ways



Letter from the President

I look forward to our participation in the first annual Utah Valley State College Summer University conference. Your participation is a key. This three-day skill building, leadership development conference is designed with you in mind. A variety of subject-area experts, both internal and external to the College, will facilitate sessions in an informative, interactive manner. The conference will not be just “seat time.” To the contrary, it is hoped that participants will actively engage themselves in dialogue and in learning throughout the conference.

All full- and part-time staff, administrators and many of our faculty will be participating in the Summer University. This event is an investment in UVSC’s most important asset—its people. The program has been designed with two goals in mind. First, to familiarize UVSC employees with a deeper understanding of the College: its history, elements of the institution that are integral to its operation, plans for the future, and challenges and opportunities confronting the College. Second, the conference is designed to provide personal and professional leadership development training. A number of topics pertaining to effective supervision, management and leadership skills have been incorporated into the program. Recognizing that all employees at UVSC are leaders and are charged with carrying out certain responsibilities, sessions have been incorporated that will help further develop their skills and abilities in a variety of areas.

I am confident that “graduates” of Summer University 2004—even the most seasoned UVSC employees—will walk away with a renewed sense of interest and commitment in their stewardships as a member of the team responsible for making Utah Valley State College “happen.”

I look forward to our time together at Summer University 2004.

A handwritten signature in black ink, appearing to read "William A. Sederburg".

William A. Sederburg
President, Utah Valley State College

Utah Valley State College
Summer University 2004: UV Rays
AT A GLANCE



Day 1 – Wed., May 12, 2004	
8:00 – 8:30 a.m.	Registration Session A
8:30 – 8:40 a.m.	SU Kick-off A
8:40 – 9:40 a.m.	Keynote Presentation: Lynne Lancaster Session A
9:40 – 9:50 a.m.	Break
9:50 – 10:50 a.m.	Concurrent Sessions A1
10:50 – 11:00 a.m.	Break
11:00 a.m. – 12:00 p.m.	Concurrent Sessions A2
12:00 – 1:00 p.m.	Lunch (Both Sessions)
1:00 – 1:30 p.m.	Registration Session B
1:30 – 1:40 p.m.	SU Kick-off B
1:40 – 2:40 p.m.	Keynote Presentation: Lynne Lancaster Session B
2:40 – 2:50 p.m.	Break
2:50 – 3:50 a.m.	Concurrent Sessions B1
3:50 – 4:00 p.m.	Break
4:00 – 5:00 p.m.	Concurrent Sessions B2

Day 2 – Thurs., May 13, 2004	
8:00 – 8:30 a.m.	Registration Session C
8:30 – 9:30 a.m.	Keynote Presentation: William Keim Session C
9:30 – 9:45 a.m.	Break
9:45 – 10:45 a.m.	Concurrent Sessions C1
10:45 – 11:00 a.m.	Break
11:00 a.m. – 12:00 p.m.	Concurrent Sessions C2
12:00 – 1:00 p.m.	Lunch (Both Sessions)
1:00 – 1:30 p.m.	Registration Session D
1:30 – 2:30 p.m.	Keynote Presentation: William Keim Session D
2:30 – 2:45 p.m.	Break
2:45 – 3:45 p.m.	Concurrent Sessions D1
3:45 – 4:00 p.m.	Break
4:00 – 5:00 p.m.	Concurrent Sessions D2

Day 3 – Fri., May 14, 2004	
8:00 – 11:00 a.m.	Division Sessions
11:00	Break – Concluding Session Gathering
11:15 – 11:45 a.m.	President Sederburg, Concluding Remarks
11:45 – Noon	Hula Practice
Noon – 12:15 p.m.	GUINNESS WORLD RECORD ATTEMPT
12:30 – 1:30 p.m.	LUAU Graduation Celebration



Summer University 2004: UV Rays

May 12 – 14, 2004

Schedule

Wednesday, May 12, 2004 – Morning Session A

<u>Time</u>	<u>Event</u>	<u>Location</u>
8:00 to 8:30 a.m.	Registration	Student Center Commons
8:30 to 8:40 a.m.	Summer University Kick-off President Sederburg	Activity Center
8:40 to 9:40 a.m.	Keynote Presentation Lynne Lancaster, President, BridgeWorks, LLC <i>Are You Trying to Find Forrester When You Should Stand and Deliver? Connecting with Four Generations of Staff and Students</i>	Activity Center
9:40 to 9:50 a.m.	Break	
9:50 to 10:50 a.m.	Concurrent Sessions A1 <ul style="list-style-type: none"> • Quality Improvement and You (Cragun, PM Design Team) • PBA: An Innovative Transparent Process (Strategic Directions Committee) • Communicating the UVSC Message (Hall) • Customer Service (Davidson) • Student Conflict Management and Mediation (Chivers) • North by Northwest – Directions for UVSC's Future (Accreditation Executive Committee) • Tips to Staying Healthy & Happy at Work (Smith) • Workplace Etiquette (Garfield) • Work Smarter, Not Harder (Sorensen) • The Language of Teams (Anderson) 	Ballroom SC 206 C Centre Stage SC 214 SC 206 AB SC 206 GH SB 203 PE 106 LA 101 SC 213 B
10:50 to 11:00 a.m.	Break	



UVSC Summer University 2004: UV Rays Schedule

Wednesday, May 12, 2004 Morning Session A *(Continued)*

11:00 to Noon	Concurrent Sessions A2 <ul style="list-style-type: none">• Quality Improvement and You – Cont. (Cragun, PM Design Team) Ballroom• The Language of Teams – cont. (Anderson) SC213 B• Balance and Renewal (McMurray) SB 203• Communicating the UVSC Message (Hall) Centre Stage• North by Northwest – Directions for UVSC's Future (Accreditation Executive Committee) SC 206 GH• How Extraordinary Leaders are Developed (Zenger) SC 206 AB• Tips for Training the Adult Learner: It's Not Child's Play (Wiesenberg) SC 206 C• Max & Max: Unleashing Potential in People...and Dogs! (Richards) LA 101• Coaching the Student Athlete (Keim) SC 214• UV Ray Creativity that Avoids Workplace Sunburn (Bartlett) PE 106	
Noon to 1:00 p.m.	Lunch Menu: Pasta Bar Entertainment: Johnny "B"	Quad

Wednesday, May 12, 2004 – Afternoon Session B

Noon to 1:00 p.m.	Lunch Menu: Pasta Bar Entertainment: Johnny "B"	Quad
1:00 to 1:30 p.m.	Registration	Student Center Commons
1:30 to 1:40 p.m.	Summer University Kick-off President Sederburg	Activity Center
1:40 to 2:40 p.m.	Keynote Presentation Lynne Lancaster, President, BridgeWorks, LLC <i>Are You Trying to Find Forrester When You Should Stand and Deliver? Connecting with Four Generations of Staff and Students</i>	Activity Center



UVSC Summer University 2004: UV Rays Schedule

Wednesday, May 12, 2004 Afternoon Session B (*Continued*)

2:40 to 2:50 p.m.	Break	
2:50 to 3:50 p.m.	Concurrent Sessions B1	
	• Quality Improvement and You (Cragun, PM Design Team)	Ballroom
	• PBA: An Innovative Transparent Process (Strategic Directions Committee)	SC 206 C
	• Communicating the UVSC Message (Hall)	Centre Stage
	• Customer Service (Davidson)	SC 214
	• How Extraordinary Leaders are Developed (Zenger)	SC 206 AB
	• North by Northwest – Directions for UVSC's Future (Accreditation Executive Committee)	SC 206 GH
	• Tips to Staying Healthy & Happy at Work (Smith)	SB 203
	• Workplace Etiquette (Garfield)	PE 106
	• Work Smarter, Not Harder (Sorensen)	LA 101
	• The Language of Teams (Anderson)	SC 213 B
3:50 to 4:00 p.m.	Break	
4:00 to 5:00 p.m.	Concurrent Sessions B2	
	• Quality Improvement and You – Cont. (Cragun, PM Design Team)	Ballroom
	• The Language of Teams – Cont. (Anderson)	SC 213B
	• Balance and Renewal (McMurray)	SB 203
	• Communicating the UVSC Message (Hall)	Centre Stage
	• Student Conflict Management and Mediation (Chivers)	SC 206 AB
	• North by Northwest – Directions for UVSC's Future (Accreditation Executive Committee)	AC 206 GH
	• Tips for Training the Adult Learner: It's Not Child's Play (Wiesenberg)	SC 206 C
	• Max & Max: Unleashing Potential in People...and Dogs! (Richards)	LA 101
	• Coaching the Student Athlete (Keim)	SC 214
	• UV Ray Creativity that Avoids Workplace Sunburn (Bartlett)	PE 106



UVSC Summer University 2004: UV Rays Schedule

Thursday, May 13, 2004 – Morning Session C

8:00 to 8:30 a.m.	Registration	Student Center Commons
8:30 to 9:30 a.m.	Keynote Presentation William Keim, Ph.D., Will Keim Speaks! Inc. <i>Leadership for the 21st Century:</i> <i>10 Characteristics for Effective Leadership</i>	Activity Center
9:30 to 9:45 a.m.	Break	
9:45 to 10:45 a.m.	Concurrent Sessions C1 <ul style="list-style-type: none">• Quality Improvement and You (Cragun, PM Design Team) Ballroom• PBA: An Innovative Transparent Process (Strategic Directions Committee) SC 206 A• Communicating the UVSC Message (Hall) Centre Stage• North by Northwest – Directions for UVSC's Future (Accreditation Executive Committee) SC 206 GH• Motivating and Preparing Employees for Change (Madsen) PE 101• Working Together Toward a Common Goal (Reynolds & Jex) Quad• Luminis: Welcome to the Portal (Tobler) LA 101• Creating Positive Moments of Truth (Litchford) SC 213 B• One-On-One With Bill: The Suggestion Box (Sederburg) SC 206 B• Crucial Conversations Overview (Miller) SC 206 A	
10:45 to 11:00 a.m.	Break	
11:00 to Noon	Concurrent Sessions C2 <ul style="list-style-type: none">• Quality Improvement and You – Cont (Cragun, PM Design Team) Ballroom• Crucial Conversations Overview – Cont (Miller) SC 206 A• Building Appreciation of Diversity (Chamberlain) SC 214• Communicating the UVSC Message (Hall) Centre Stage• North by Northwest – Directions for UVSC's Future (Accreditation Executive Committee) SC 206 GH• Higher Education Governance (Cook) SC 206 B• Campus Master Plan (Michaelis) LA 101	



UVSC Summer University 2004: UV Rays Schedule

Thursday, May 13, 2004 Morning Session C (*Continued*)

	<ul style="list-style-type: none">• Influencing the Legislature (Peterson)• Building Community in a Multicultural Environment (Keim)• Advising Issues 101 R (Bellon)	SC 206 C SC 213 B PE 101
Noon to 1:00 p.m.	Lunch Menu: Hamburger Combo Entertainment: Jason Hewlett	Quad

Thursday, May 13, 2004 – Afternoon Session D

Noon – 1:00 p.m.	Lunch Menu: Hamburger Combo Entertainment: Jason Hewlett	Quad
1:00 to 1:30 p.m.	Registration	Student Center Commons
1:30 to 2:30 p.m.	Keynote Presentation William Keim, Ph.D., Will Keim Speaks! Inc. <i>Leadership for the 21st Century:</i> <i>10 Characteristics for Effective Leadership</i>	Activity Center
2:30 to 2:45 p.m.	Break	
2:45 to 3:45 p.m.	Concurrent Sessions D1 <ul style="list-style-type: none">• Quality Improvement and You (Cragun, PM Design Team)• PBA: An Innovative Transparent Process (Strategic Directions Committee)• Communicating the UVSC Message (Hall)• North by Northwest – Directions for UVSC's Future (Accreditation Executive Committee)• Motivating and Preparing Employees for Change (Madsen)• Working Together Toward a Common Goal (Reynolds & Jex)• Luminis: Welcome to the Portal (Tobler)• Creating Positive Moments of Truth (Litchford)• One-On-One With Bill: The Suggestion Box (Sederburg)• Crucial Conversations Overview (Miller)	Ballroom SC 206 C Centre Stage SC 206 GH PE 101 Quad LA 101 SC 213 B SC 206 B SC 206 A
3:45 to 4:00 p.m.	Break	



UVSC Summer University 2004: UV Rays Schedule

Thursday, May 13, 2004 Afternoon Session D (*Continued*)

4:00 to 5:00 p.m.	Concurrent Sessions D2	
	• Quality Improvement and You – Cont. (Cragun, PM Design Team)	Ballroom
	• Crucial Conversations Overview – Cont. (Miller)	SC 206 A
	• Building Appreciation of Diversity (Chamberlain)	SC 214
	• Communicating the UVSC Message (Hall)	Centre Stage
	• North by Northwest – Directions for UVSC's Future (Accreditation Executive Committee)	SC 206 GH
	• Higher Education Governance (Cook)	SC 206 B
	• Campus Master Plan (Michaelis)	LA 101
	• Influencing the Legislature (Peterson)	SC 206 C
	• Building Community in a Multicultural Environment (Keim)	SC 213 B
	• Advising Issues 101 R (Bellon)	PE 101

Friday, May 14, 2004 – Morning Division Sessions (All Employees) Remember to wear your Aloha attire!!!

8:00 to 11:00 a.m.	Division Sessions (<i>Under the direction of the Vice Presidents</i>)	
	• Academic Affairs (Cook)	SC 206 ABC
	• Administration and External Affairs (Peterson)	Ballroom
	• Executive (Sederburg)	SC 214
	• Institutional Advancement (Wilson)	SC 213 B
	• Student Affairs & Strategic Planning (Duckworth)	Centre Stage
11:00 a.m.	Break – Gathering for Concluding Session	
11:15 to 11:45 a.m.	Concluding Remarks President Sederburg	Activity Center
11:45 to Noon	Hula Practice	Quad
Noon to 12:15 p.m.	Guinness World Record Attempt Largest Hula Dance Lesson	Quad
12:30 to 1:30 p.m.	LUAU – Summer University Graduation Celebration	Quad

*(Pick up "Graduation" Certificate at the
Registration Tables, Student Center Commons)*

Summer University 2004:: UV Rays

Keynote Speaker Biographies

Lynne Lancaster, Keynote Presentation – Wednesday



Lynne C. Lancaster is co-founder, with business partner David Stillman, of BridgeWorks, a company dedicated to speaking, writing and consulting on generational issues in the workplace and the marketplace. Lynne and David are the rare combination of a classic Baby Boomer and an entrepreneurial Generation Xer who, together, explore the sometime frustrating, often hilarious, and always thought-provoking challenges of communicating between generations.

Lynne is a Phi Beta Kappa, summa cum laude graduate of the University of Minnesota with a B.A. in English literature. She earned her stripes as a management consultant, coaching managers and senior executives on communication strategy. As president of Lancaster Consulting Group, Lynne developed a corporate clientele that included Coca-Cola, Pillsbury, The Principal Financial Group, Ralston Purina and Fidelity Investments. She also served as an adjunct faculty member at the University of Minnesota's Carlson School of Management. Her work with CEO author Harvey Mackay resulted in five best-selling business books, including *Swim with the Sharks Without Being Eaten Alive*, *Sharkproof*, and, most recently, *Pushing the Envelope . . . All the Way to the Top*.

Lynne is married to a savvy Traditionalist and is stepmother to two Generation Xers .

William Keim, Keynote Presenter – Thursday



Will Keim has spoken to more students on more campuses about actualizing peak performance and leadership than anyone in our nation. His corporate clients include AT&T, IBM, State Farm Insurance, several State human resources and development organizations, and Delta Airlines. He is the author of *The Education of Character: Lessons for Beginners*, *Spirit Journey*, *Life after College*, *The Truth About College*, *The Tao of Christ* and is a contributing author to *Chicken Soup for the College Soul*, *Let Your Leadership Speak*, and *Greek Inspirations*. Educator, Residence Hall Director, Educational Program Coordinator, 4 Year Division 1 Varsity Letterman in baseball, and Campus Minister, Will Keim understands today's students, staff and faculty and the major issues facing them.

As Dr. Keim says, "my goal is to deliver speeches that are precise in detail, persuasive in appeal, and passionate in delivery. My approach is confrontive, honest and direct. I want to impact the lives of the students and audience members in a positive way. It is my hope to challenge them, make them think, and offer them a chance to laugh and reflect."

Dr. Keim received his Ph.D. from Oregon State University and holds a BA and MA from the University of the Pacific.

Utah Valley State College

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Concurrent Session Presenters

Advising Issues 101R *Presented by: Margaret Bellon, Director of Graduation and Transfer Services*

Building Community in a Multicultural Environment *Presented by: William Keim, Ph.D., Will Keim Speaks! inc.*

Campus Master Plan *Coordinated by Jim Michaelis, Associate Vice President, Facilities*

Coaching the Student Athlete *Presented by: William Keim, Ph.D., Will Keim Speaks! Inc.*

Communicating the UVSC Message *Presented by: Derek Hall, Director of College Relations*

Creating Positive UVSC Moments of Truth *Presented by: David Litchford, Professor, Management and Organizational Communication*

Crucial Conversations™ Overview *Presented by: Kevin Miller, Founder, VisionBound International*

Customer Service *Presented by: JD Davidson, Dean, Wasatch Campus*

Higher Education Governance *Presented by: Brad Cook, Vice President, Academic Affairs*

How Extraordinary Leaders Are Developed *Presented by: John H. (Jack) Zenger*

Influencing the Legislature *Coordinated by: Val Peterson, Vice President, Administration and External Affairs*

Luminis: Welcome to the Portal *Presented by: Dave Tobler*

The Language of Teams *Presented by: Travis Anderson, President, Strategic Leadership Consulting*

Max and Max: Unleashing Potential in People... and Dogs! *Presented by: Grant Richards, Professor, Behavioral Science*

Motivating and Preparing Employees for Change *Presented by: Susan Madsen, Assistant Professor of Management*

North By Northwest – Directions for UVSC's Future *Presented by: Accreditation Executive Committee*

One-On-One with Bill: The Suggestion Box *Presented by: William Sederburg, President, Utah Valley State College*

PBA: An Innovative Transparent Process *Coordinated by SDC Co-chairs Juanita Benioni, Assistant Professor, School of Education and Ian Wilson, Vice President, Institutional Advancement and Marketing*

Quality Improvement/Performance Management *Presented by: Shane Cragun, Consultant, Petrous & Performance Management Design Team Members*

Student Conflict Management and Mediation *Presented by: Clay Chivers, Director of Dispute Resolution*

Tips for Training the Adult Learner: It's Not Child's Play *Presented by: Mark Wiesenberg, Manager of Training and Development Services, Human Resource Services*

Tips to Staying Healthy and Happy at Work *Presented by: Emilee Smith, Assistant Coordinator Wellness Education*

UV Ray Creativity that Avoids Workplace Sunburn *Presented by: Barry L. Bartlett, Director, Best Practices Institute of Utah*

Work Place Etiquette *Presented by: John Garfield, General Manager, Provo Marriott Hotel*

Work Smarter, Not Harder *Presented by: Denise Hodgkin, Assistant Professor, College Success*

Working Together Toward a Common Goal *Presented by: Kimberly Reynolds, Coordinator of Outdoor Education and Kendall Jex, Outdoor Education Store Manager*

This image shows a full page of white paper with horizontal black lines. The lines are evenly spaced and run across the width of the page, typical of notebook or legal stationery. There are no margins, text, or other markings on the page.

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This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.