



**Building Bridges Across Maryland**  
**2021-2022 Calendar**

**Program Dates:** September 16, 2021 – April 14, 2022

**Registration Deadline:** May 28, 2021

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**Session Time**

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**9-9:45am** – get settled, recap last session (in case of 1<sup>st</sup> meeting, we will do icebreaker/getting to know you during this time)

**9:45-10am** – break

**10-11:30** – session content presentation

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**Session Information**

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**1. Managing Your Strengths**

**Facilitator:** Kirsten Brinlee, Collegetown

**Date:** September 14, 2021

**Description:** Take an in-depth look at your personal strengths, interests, and skills. Identifying and using your strengths is the key to improving individual effectiveness and team performance. You may even identify future career possibilities or ways to mentor less experienced colleagues.

**Learning Outcomes:**

Upon completion of this workshop participants will be able to:

- Helping Students, Staff, and Faculty Achieve Academic, Career, and Personal Success.
- Identify your top 5 strengths and how to nurture them
- How to use your strengths to mitigate your weaknesses

**2. Radical Adaptability: 5 Keys to Personal Change**

**Facilitator:** Jill Wardell

**Dates:** October 14, 2021

**Description:** *“It is not the strongest of the species that survives, nor the most intelligent. It is the one that is most adaptable to change.” ~ Charles Darwin.*

It is an understatement to say that we are living in complex, uncertain times. Now more than ever, we need new, often radical, mindsets, skill sets, and strategies to help cope with and adapt to the constantly shifting tides in our personal and professional lives.

This interactive session weaves together threads from the fields of emotional intelligence, positive psychology and coaching, innovation, customer service, and social change. From a service-oriented lens, you will learn how to become a positive agent of change who can see and activate potential in every situation, in every moment, no matter what lies ahead.

**Learning Outcomes:**

Upon completion of this workshop participants will be able to:

- What is Radical Adaptability and Why is it Important?
- Developing a Change-Ready Mindset
- The 5 Keys for Adapting on a Dime: Introducing the SERVE Model (Self-awareness, Engagement, Relationships, Values, Experimentation)
- Adaptability Practices to Create Positive Change

**3. Managing Up**

**Facilitator:** Jill Rice

**Date:** November 18, 2021

**Description:** The relationship with the person who supervises you is one of the most important workplace relationships you can have. Developing a productive and positive relationship with your supervisor will help you get the best results for your career, your team, and for your organization. Cultivating that relationship, though, can be challenging when you have different work styles, different work locations, and different goals and priorities.

**Learning Outcomes:**

Upon completion of this workshop participants will be able to:

- Identify how your work style differs from your supervisor, and figure out when (and when not to) adapt
- Leverage your relationship with your supervisor to develop your skills and career
- Find balance and set boundaries around the many people and tasks competing for your attention
- Strengthen your working relationship when you are not in the same location
- Ensure your supervisor is aware of your talents, goals, and why you are critical to their success!

#### 4. **Shifting Your Mindset When Serving Customers**

**Facilitator:** Mike Noll

**Date:** December 9, 2021

**Description:** As providers of customer service, we encounter "difficult" people and behavior every day. We need to learn techniques that will enable us to get through the workday without adding to our own stress levels. What if these techniques could change our mindset on how we see these encounters as people dealing with difficult situations instead of them being difficult? We will provide techniques for handling such situations while remaining calm, poised, and in control.

##### **Learning Outcomes:**

Upon completion of this workshop participants will be able to:

- Recognize various types of "difficult" people
- Identify four choices available in any challenging situation
- Apply basic principles of dealing with people in difficult situations
- Learn to challenge problem behaviors while maintaining the working relationship

#### 5. **Online Practices of Self-Care and Behavior Change for Resilience**

**Facilitator:** Kimberley Davis

**Date:** January 13, 2022

**Description:** Over the past year, we have all learned the importance of 'connection' in a way we would never have imagined previously. We have found ways to come together and support each other online via Zoom, Teams and many other online resources for both networking and wellness practices. This workshop introduces some of the practices of health behavior change and self-care by exploring online resources to tap into your resilience potential and look at personal, social, and environmental factors that influence behavior. Today you will be invited to engage online in self-care practices to deepen your understanding of health behavior change and its impact on the individual. You will also be provided to a resource list of online resources to continue your own wellness self-care.

##### **Learning Outcomes:**

Upon completion of this workshop participants will be able to:

- Identify key principles of self-care and behavior change.
- Learn to cultivate 'self-awareness and being present' in your own wellness practices
- Apply a variety of self-care and behavior change tools in their own lives through observing and modifying self-care behaviors of personal interest.
- Explore online integrative health resources, which facilitate self-care practices.

## 6. Presenting In A Virtual World

**Facilitator:** Michele Hunt

**Date:** February 10, 2022

**Description:** While we would like to think that in-person presentation skills translate perfectly to an online world, they don't. Presenting online provides us with a unique set of challenges and requires an enhanced skill set. In this session we will cover the skills that remain the same no matter the mode of delivery. We will also explore the unique challenges and the skill set needed to be effective in a virtual world. Our content will include holding successful virtual meetings, delivering effective virtual presentations and using visual aids in virtual presentations.

### **Learning Outcomes:**

Upon completion of this workshop participants will be able to:

- Identify the necessary skills to be an effective presenter
- Identify the skills need to be an effective virtual presenter
- Learn the key steps to holding successful virtual meetings
- Learn how to deliver effective virtual presentation

## 7. Becoming a Champion of Inclusion at All Levels of the Institution

**Facilitator:** (LaVern Chapman, TU University)

**Date:** March 10, 2022

**Description:** Creating inclusion requires the ongoing commitment of employees at all levels to drive a cultural shift at our institutions.

### **Objectives:**

Upon completion of this workshop participants will be able to:

- Define the difference between diversity and inclusion and understand the need for both in the workplace.
- Identify and reduce microaggressions and unconscious bias to create a more inclusive culture.
- Learn how to embed inclusion into meetings, behaviors, and values, ensuring personal accountability toward building an organizational culture of inclusion.

## 8. Graduation

**Date:** April 14, 2022