



State of Wisconsin

## **Enterprise Leadership Academy**

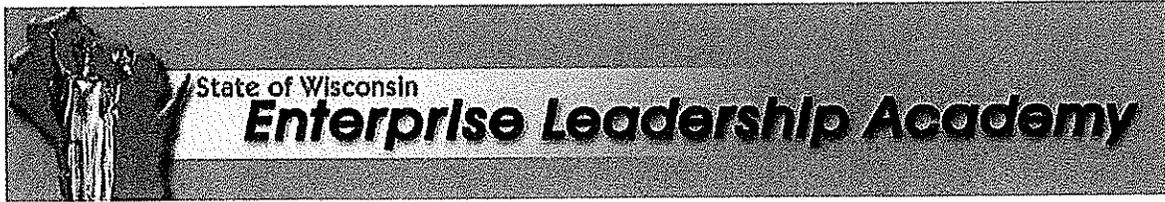
*ELA Mission: To develop visionary, service-oriented leaders dedicated to excellence in state government.*

*"ELA – Developing Quality Leadership with Vision"*

# **NETWORKING & RESOURCES TOOLKIT**

**2006 Enterprise Leadership Academy  
Team #3 Project**

**ELA Team #3  
Brian Kuhn, DATCP  
Joe Moreth, DWD  
Eli Soto, DHFS  
Pat Toutant, DOC  
Darcey Varese, OJA**



## OVERVIEW

*The Enterprise Leadership Academy (ELA) Program provided a series of monthly leadership classes for the development of leadership skills for state government managers.*

*Between March - December 2006 ELA Team #3 learned various management subjects and collected resources that will be useful in our management careers in state government. We also built relationships and shared experiences with team and class members.*

*Team #3 conducted a survey of class members to be combined with our classroom resources to build this "Networking & Resources Toolkit" that provides useful information in our leadership roles.*



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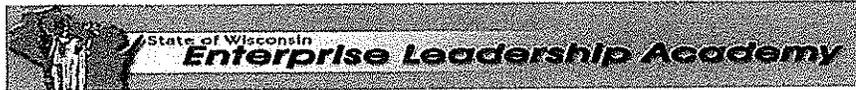


State of Wisconsin  
**Enterprise Leadership Academy**



**Legend**

★ ELA Participant



### ELA Participant Professional Information

Name	Dept.	Civil Service Classification	Program or Service Area	Areas of Expertise
Keith Beck	DOA	Architect Engineer Mgr.	Building Management	Proj. Mgmt, Supervision, IT, Budgeting
Suzanne Boeke	DOC	Correctional Services Mgr.	Corrections	Chapter 938, Juvenile Justice Code
James Bond	DWD	DWD Manager	Vocational Rehabilitation	Voc Rehab, Employment Barriers for Disabled
Brandon Duck	SWIB		Audit	Accounting/Finance/Investments
Sharon L. Gayan	DNR	Natural Resource Manager	Milwaukee River Basin	
Jennifer Gebert	OSER	Executive Human Resource Mgr.	Recruitment / Retention	Recruitment and Retention
Colleen Holtan	DVA	DVA Finance and Bond Officer	Finance	
Stephanie Hove	DOC	Correctional Services Manager	Public Safety/Offender Accountability	Program Design & Development, Training, Budgeting
Alfred C. Johnson	DHFS	HFS Management Supervisor	Quality Assurance	Ed. & Outreach Programs, Assisted Living Programs
Lora Klenke	DATCP	Administrative Manager	Ag product promotion	Proj Mgmt, Grant Impimentation, Time Mgmt.
Brian Kuhn	DATCP	Natural Resources Manager	Plant Protection/Pest Survey & Control	Proj Mgm, Conflict Resolution, Personnel
Christopher Matteson	DOT	23120 DOT Program Supervisor	Driver Licensing and Vehicle Registration	Proj Mgmt, Customer Service, Employee Dev.
Cori McFarlane	DHFS	Area Administrator	Human Services/State-County Relations	
Amy Mendel-Clemens	DHFS	HCF Supervisor	FoodShare and Medicaid	Technical Assistance Publication Development, Training
Creneear Mims	DHFS	Quality Assurance Manager	Health Surveys	
Keith Moreland	DOT	Program Supervisor II	Driver licensing/ID cards, Veh. title and registration	Multi-Tasking, Problem Resolution, HR
Joe Moreth	DWD	Section Chief	Self-insurance	Financial risk analysis.
Tammy Olson	DOA	Construction Coordinator - Sup.	Project Delivery Section- Construction	Project Management
Eileen Pierce	DNR	NR Manager	S C Wisconsin - air quality, environmental asst.	Management & supervision.
Greg Raube	DRL	Regulation & Licensing Program Mgr.	Investigations	Caseload/Proj Mgmt, Training, Supervision,
Eli Soto	DHFS	Health Care Financing Supervisor	Medicaid/FoodShare	HR, Fiscal, Admin Processes
Pat Toutant	DOC	Correctional Mgmt Services Dir.	Management Services	Mgmt & Supervision, Admin Operations
Paul Trombino	DOT	DOT Manager	Highway Improvements, Design, Construction	Proj Mgmt, HR, Civil Engineering
Darcey Varese	DOA	Fiscal Supervisor	Grants Management	Grants Mgmt, Fiscal Oversight
David Webb	DNR	Natural Resources Program Mgr.	Lab Cert, Water Research, Hygiene Liaison	Grant Writing, Mgmt, Environmental Chemistry
Lori Wersal	SWIB	Unclassified	Investments	Proj Mgmt, Corporate Investments, Research, Policy
Debi Whitley	DOT	DOT Program Supervisor	Title and Reg Processing/Parking Violations	
Jason L. Williams	DHFS	Food Service Manager	Disability	Nutrition, Budgeting, Gen. Mgmt.
David Woodland	DHFS	Nursing Supervisor	Nursing	Nursing, Scheduling, Timekeeping



### ELA Participant Directory/Contact Information

Name	Agency	Phone	Email	Address	Applied Project Team Number
Beck, Keith	DOA	608-266-2645	keith.beck@wisconsin.gov	101 E. Wilson, 7th Floor Madison, WI 53703	4
Boeke, Suzanne	DOC	608-288-3352	Suzanne.Boeke@wisconsin.gov	2909 Landmark Place Suite #104 Madison, WI 53713	6
Bond, James	DWD	608-261-0064	James.Bond@wisconsin.gov	201 East Washington Avenue, Room A-102, Madison, WI 53703	6
Duck, Brandon	SWIB	608.261.2417	brandon.duck@swib.state.wi.us	121 E. Wilson St., Madison, WI 53703	2
Gayan, Sharon	DNR	414-263-8707	sharon.gayan@wisconsin.gov	2300 Martin Luther King Jr. Drive, Milwaukee, WI 53212	4
Gebert, Jennifer	OSER	608-267-2155	jennifer.gebert@wisconsin.gov	101 E. Wilson St., 4th Floor, Madison, WI 53703	2
Holtan, Colleen	DVA	608-266-1843	colleen.holtan@wisconsin.gov	P.O. Box 7843, Madison, WI 53707 7843	5
Hove, Stephanie	DOC	608-521-5158	stephanie.hove@wisconsin.gov	3099 East Washington Ave., Madison, WI 53704	2
Johnson, Alfred	DHFS	920-448-5338	Alfred.Johnson@Wisconsin.gov *	200 N. Jefferson St., Suite 411, Green Bay WI 54301	4
Klenke, Lora	DATCP	608-224-5119	Lora.Klenke@Wisconsin.gov	P.O. Box 8911, Madison, WI 53708 8911	2
Kuhn, Brian	DATCP	608-224-4590	brian.kuhn@wisconsin.gov	2811 Agriculture Dr., P.O. Box 8911, Madison, WI 53708-8911	3
Lowery, Robbie	DOJ	608-266-1671	Robbie.Lowery@Wisconsin.gov	P.O. Box 7857, Madison, WI 53707 7857	6
Matteson, Christopher	DOT	Cell 262-723-2059 (W) 262-653-7117	christopher.matteson@wisconsin.gov	835 S. Lincoln, Elkhorn, WI 53121	1
McFarlane, Corinne	DHFS	920-448-5341 (Cell) 920-680-7411	Corinne.McFarlane@Wisconsin.gov	200 N. Jefferson St., Suite 411, Green Bay WI 54301	1
Mendel-Clemens, Amy	DHFS	608-266-8733	amy.mendel-clemens@wisconsin.gov	Rm. 1050, P.O. Box 7850, Madison, WI 53707-7850	6
Mims, Cremear	DHFS	414-227-4556 & 608-243-2028	cremear.mims@wisconsin.gov	4466 W. Leon Terrace, Milwaukee, WI 53216	5
Moreland, Keith	DOT	715-234-5102	keith.moreland@wisconsin.gov	735 West Ave, Rice Lake, WI 54868	4
Moreth, Joseph	DWD	608-266-8327	joseph.moreth@wisconsin.gov	201 E. Washington Ave. Madison, WI 53703	3
Olson, Tammy	DOA	608-264-9560	tammy.olson@wisconsin.gov	101 E. Wilson St., 7th Floor, Madison WI 53703	1
Pierce, Eileen	DNR	608-275-3296	eileen.pierce@wisconsin.gov	P.O. Box 7921, Madison, WI 53707 7921	5
Raube, Greg	DRL	608-261-4484	Gregory.Raube@wisconsin.gov	1400 East Washington Ave., P.O. Box 8935, Madison, WI 53708-8935	5
Soto, Elias	DHFS	608-266-0203	Elias.Soto@Wisconsin.gov	1 W. Wilson St., P.O. Box 309, Madison, WI 53701	3
Toutant, Patricia	DOC	920-324-6276	Patricia.Toutant@wisconsin.gov	1 W. Lincoln St., Waupun, WI 53963	3
Trombino III, Paul	DOT	608-264-6667	paul.trombino@wisconsin.gov	4802 Sheboygan Ave., Madison, WI 53705	5
Varese, Darcey	OJA	608-266-9653	Darcey.Varese@Wisconsin.gov	131 W. Wilson St., Suite 610, Madison, WI 53703	3
Webb, Davie	DNR	608-266-0245	David1.Webb@Wisconsin.gov	101 S. Webster St., Madison, WI 53703	1
Wersal, Lori	SWIB	608-266-2042	lori.wersal@swib.state.wi.us	121 E. Wilson St., Madison, WI 53703	6
Whitley, Debi	DOT	608 264-7261	debi.whitley@wisconsin.gov	4802 Sheboygan Ave., Madison, WI 53705	1
Williams, Jason	DHFS	608-301-1861 Cell 608-225-4961	Jason.Williams@wisconsin.gov	317 Knutson Dr. Madison, WI 53704	4
Woodland, David	DHFS	920-235-4910 x2426	David.Woodland@Wisconsin.gov	P.O. Box 9, Winnebago, WI 54985	2



## Enterprise Leadership Academy Resource Survey Results

Keith Beck	
Dept.	DOA
Division	State Facilities
Bureau	Facilities Management
Program or Service Area	Building Management
Civil Service Classification	Architect Engineer Manager
Work Location (City)	Madison
Phone Number	608.266.2645
E-mail Address	Keith.Beck@Wisconsin.gov
Program or Service Area Responsibilities	Manage 30 State office buildings, facilities management, construction projects for building remodeling or new buildings.
Areas of expertise/experience	Project Management Staff Management IT improvement projects
Participate on Panels	Yes
Department Strengths	Project Management Staff Management IT improvement projects

Suzanne Boeke	
Dept.	DOC
Division	DJC
Bureau	NWRO
Program or Service Area	Corrections
Civil Service Classification	Correctional Services Manager
Work Location (City)	Madison
Phone Number	608.288.3352
E-mail Address	suzanne.boeke@doc.state.wi.us
Program or Service Area Responsibilities	Provide parole supervision of juveniles.
Areas of expertise/experience	Chapter 938, Juvenile Justice Code
Participate on Panels	Yes
Department Strengths	

James Bond	
Dept.	DWD
Division	DVR
Bureau	BMS
Program or Service Area	Vocational Rehabilitation
Civil Service Classification	DWD Manager
Work Location (City)	Madison
Phone Number	608-261-0064
E-mail Address	james.bond@dwd.state.wi.us
Program or Service Area Responsibilities	Assist individuals with disabilities to obtain, maintain and improve employment opportunities.
Areas of expertise/experience	Vocational Rehabilitation. Barriers to employment for individuals with disabilities. Federal and State Rehabilitation laws and policies.
Participate on Panels	Yes
Department Strengths	We developed a Team based approach to providing services to our customers. Implemented a Statewide Scanning Unit to process consumer documents. Covered paper case records into an Electronic Case Management System.

<b>Brandon Duck</b>	
Dept.	SWIB
Division	
Bureau	
Program or Service Area	Audit
Civil Service Classification	
Work Location (City)	Madison
Phone Number	608-261-2417
E-mail Address	brandon.duck@swib.state.wi.us
Program or Service Area Responsibilities	Audit
Areas of expertise/experience	accounting/finance/investments
Participate on Panels	Yes
Department Strengths	Support from the Audit Committee. Established Quality Assurance Program. Risk based audit plans

<b>Sharon L. Gayan</b>	
Dept.	DNR
Division	Water Program
Bureau	Southeast Region - Milwaukee River
Program or Service Area	Milwaukee River Basin
Civil Service Classification	Natural Resource Manager
Work Location (City)	Milwaukee
Phone Number	414-263-8707
E-mail Address	sharon.gayan@dnr.state.wi.us
Program or Service Area Responsibilities	
Areas of expertise/experience	
Participate on Panels	Yes
Department Strengths	

<b>Jennifer Gebert</b>	
Dept.	OSER
Division	DMRS
Bureau	Outreach Services
Program or Service Area	Recruitment / Retention
Civil Service Classification	Executive Human Resource Manager
Work Location (City)	Madison
Phone Number	608-267-2155
E-mail Address	Jennifer.Gebert@wisconsin.gov
Program or Service Area Responsibilities	Outreach Services operates the Saturday State Exam Centers, promotes state employment through recruitment efforts such as marketing and attendance as job fairs, conducts training for agency staff on recruitment/retention, and career development 'How to Advance in State Government'. We also coordinate statewide workforce planning efforts, and offer human resource consulting services to local governments through the Wisconsin Personnel Partners program.
Areas of expertise/experience	Recruitment and Retention
Participate on Panels	Yes
Department Strengths	Recruitment/Retention Training Marketing

**Colleen Holtan**

Dept.	DVA
Division	Office of Policy, Planning and Budget
Bureau	Finance
Program or Service Area	DVA Finance and Bond Officer
Civil Service Classification	
Work Location (City)	Madison
Phone Number	266-1843
E-mail Address	colleen.holtan@dva.state.wi.us
Program or Service Area Responsibilities	
Areas of expertise/experience	
Participate on Panels	Yes
Department Strengths	

**Stephanie Hove**

Dept.	DOC
Division	Div of Community Corrections
Bureau	
Program or Service Area	Public Safety/Offender Accountability
Civil Service Classification	Correctional Services Manager
Work Location (City)	Waukesha
Phone Number	262-521-5158
E-mail Address	stephanie.hove@wisconsin.gov
Program or Service Area Responsibilities	Administer correctional program which is responsible for supervision and monitoring of adult offenders who are placed on probation or released on parole or extended supervision.
Areas of expertise/experience	program design and development correctional theory and processes budget development staff training
Participate on Panels	Yes
Department Strengths	policy and procedure manuals staff development training

**Alfred C. Johnson**

Dept.	DHFS
Division	Office of Quality Assurance
Bureau	Office of Quality Assurance
Program or Service Area	Quality Assurance
Civil Service Classification	HFS Management Supervisor
Work Location (City)	Green Bay/NERO
Phone Number	920-448-5338
E-mail Address	johnsac@dhfs.state.wi.us
Program or Service Area Responsibilities	The Office of Quality Assurance Assisted living Section regulates Community Based Residential Facilities (CBRFs), Residential Care Apartment Complex (RCACs), Adult Family Home (AFH) and Adult Day Care (ADC) in Wisconsin to ensure that to ensure that state licensure/certification standards are met.
Areas of expertise/experience	Area of expertise: public speaking, Extensive experience in developing programs for public education and information; developing training, educational and informational programs for state employees, industry, advocates and other stakeholders, project management, Developing/implementing/monitoring programs, thorough understanding of state regulations regarding Assisted Living Facilities, Working knowledge of standards of practice in the areas of resident care, resident rights, facility management, and program services
Participate on Panels	Yes
Department Strengths	New employee Orientation specific to Assisted Living surveyors, Developed a new survey process, Developed/implemented a Telework policy and procedure.

<b>Lora Klenke</b>	
Dept.	DATCP
Division	Ag Development
Bureau	Ag Market Development
Program or Service Area	Ag product promotion
Civil Service Classification	Administrative Manager
Work Location (City)	Madison
Phone Number	608-224-5119
E-mail Address	lora.klenke@datcp.state.wi.us
Program or Service Area Responsibilities	The Agricultural Market Development Bureau supports Wisconsin agribusiness in developing regional, national and international markets for Wisconsin agricultural products. Together with other division programs, we assist businesses in creating innovative methods to develop, fund and diversify Wisconsin's agricultural economy and to increase its market share in the U.S. and around the world.
Areas of expertise/experience	project management, grant implementation, time management
Participate on Panels	Yes
Department Strengths	Fostering innovation Developing partnerships with USDA and the University System Leveraging program dollars Performance measuring and tracking

<b>Brian Kuhn</b>	
Dept.	DATCP
Division	Agricultural Resource Management
Bureau	Plant Industry
Program or Service Area	Plant Protection/Pest Survey & Control
Civil Service Classification	Natural Resources Manager
Work Location (City)	Madison
Phone Number	608-224-4590
E-mail Address	brian.kuhn@datcp.state.wi.us
Program or Service Area Responsibilities	My bureau has 2 sections - The Plant Protection section focuses regulatory issues, including nursery inspections, export certification and quarantine enforcement. The Pest Survey and Control Section focuses on general agricultural pest surveys as well as specific pest control programs like the Gypsy Moth Program and the Emerald Ash Borer Program.
Areas of expertise/experience	Personal areas of expertise are in project management, and counseling staff on conflict management/personnel issues.
Participate on Panels	Yes
Department Strengths	1) Target & hire well qualified staff. 2) Get a very large workload completed with a shrinking workforce by creatively leveraging our permanent and temporary staff. 3) Being nimble and adjusting to dynamic changes in priorities and workload that come with working on pest issues that change annually (or more frequently).

<b>Christopher Matteson</b>	
Dept.	DOT
Division	Motor Vehicles
Bureau	Bureau of Field Services
Program or Service Area	Driver Licensing and Vehicle Registration
Civil Service Classification	23120 DOT Program Supervisor
Work Location (City)	Kenosha and Elkhorn
Phone Number	262-653-7117 or 262-723-2059
E-mail Address	christopher.matteson@dot.state.wi.us
Program or Service Area Responsibilities	Issuance of driver licenses, identification cards, vehicle titles and registration, skills testing of prospective licensees and retesting of license holders when required.
Areas of expertise/experience	Supervision, project management, communication, customer service, team and individual employee development, productivity enhancement.
Participate on Panels	Yes
Department Strengths	Team Harmony Efficiency and Productivity Fraud Investigation and Detection

**Cori McFarlane**

Dept.	DHFS
Division	OSF
Bureau	Area Administration
Program or Service Area	Human Services/State-County Relations
Civil Service Classification	Area Administrator
Work Location (City)	Green Bay
Phone Number	920-448-5341
E-mail Address	mcfarca@dhfs.state.wi.us
Program or Service Area Responsibilities	Administer the Annual State/County Contract and Family Care Contracts. Provide oversight and monitoring of local human service programs. Provide consultation and technical assistance to counties to maximize federal revenue and enhance program quality. Investigate and mediate consumer complaints. Identify issues or concerns from the local viewpoint, and help Department management to develop possible resolutions. Facilitates communication and coordination between counties and the Department. Participates in developing Department policy and program initiatives.
Areas of expertise/experience	
Participate on Panels	Yes
Department Strengths	Ability to facilitate collaboration between diverse partners. 'Big picture' view of the human service system. Workload management tools.

**Amy Mendel-Clemens**

Dept.	DHFS
Division	DHCF
Bureau	BEM
Program or Service Area	FoodShare and Medicaid
Civil Service Classification	HCF Supervisor
Work Location (City)	Madison
Phone Number	(608)266-8733
E-mail Address	mendeas@dhfs.state.wi.us
Program or Service Area Responsibilities	Our bureau administers Medicaid and FoodShare Programs through the local county/tribal agencies. We set the program policies and develop and implement the systems used to determine eligibility and issue benefits. My Section provides technical support to the local agencies for policy and systems questions, training on policy and systems and development of forms and publications regarding our programs.
Areas of expertise/experience	Provision of technical assistance, development of written materials for several different audiences and developing and presenting training and other information regarding Medicaid and FoodShare.
Participate on Panels	Yes
Department Strengths	Policy and Systems Communication (we have been touted by the Food Stamps feds as having one of the best systems of communication with local agencies) Writing and producing training materials (distance and stand up) Developing webpages and online handbooks.

<b>Crenear Mims</b>	
Dept.	DHFS
Division	Office of Quality Assurance
Bureau	Office of Quality Assurance
Program or Service Area	Health Surveys
Civil Service Classification	Quality Assurance Manager
Work Location (City)	Milwaukee and Madison
Phone Number	(414) 227-4556 & (608) 243-2028
E-mail Address	mimsch@dhfs.state.wi.us
Program or Service Area Responsibilities	We are responsible for Federal and State programs. Our program is responsible for surveying all non-long term care providers (home health, hospice, dialysis units, hospitals, ambulatory surgical centers, outpatient therapies). Another unit surveys, mental health and substance abuse providers. Caregiver background checks, nurse aide training and registry is part of our section. The CLIA program for laboratories is another unit.
Areas of expertise/experience	
Participate on Panels	Yes
Department Strengths	Our Office of Caregiver Quality was just awarded the AHFSA best practice award for sexual abuse training regarding vulnerable adults.
<b>Keith Moreland</b>	
Dept.	DOT
Division	DMV
Bureau	Field Services
Program or Service Area	Driver licensing/ID cards - Vehicle title and registration
Civil Service Classification	Program Supervisor II
Work Location (City)	Superior - Rice Lake - Ashland - Ladysmith
Phone Number	715 234 5102
E-mail Address	keith.moreland@Wisconsin.gov
Program or Service Area Responsibilities	Provide driver licensing and identification card services. Provide vehicle title and registration services. Disabled parking cards. Commercial Driving School licensing.
Areas of expertise/experience	I have gotten good at keeping my head above water, juggling multiple tasks, problem solving, interviewing, hiring, employee discipline processes, conflict resolution.
Participate on Panels	Yes
Department Strengths	Security - Employee, customer fraud detection Financial Accountability - secure handling of daily receipts Open door - everyone is comfortable with bringing problems up the ladder
<b>Joe Moreth</b>	
Dept.	DWD
Division	Worker's Compensation
Bureau	Insurance Programs
Program or Service Area	Self-insurance
Civil Service Classification	Section Chief
Work Location (City)	Madison
Phone Number	608 266-8327
E-mail Address	joseph.moreth@dwd.state.wi.us
Program or Service Area Responsibilities	My primary duties are administering the worker's compensation self-insurance program. Political subdivisions and large employers may pay their own claims rather than buy insurance with approval of DWD. Core oversight functions include financial analysis of capacity to pay, and proper claims administration by the self-insurers. Also, I administer the owner controlled insurance program, a method of providing concentrated safety efforts on large (>\$25 million) construction projects.
Areas of expertise/experience	Financial risk analysis.
Participate on Panels	Yes
Department Strengths	My bureau is strong in developing in-house software solutions to program needs. Examples include Access databases, merge Word documents.

**Tammy Olson**

Dept.	DOA
Division	DSF
Bureau	Architecture and Engineering
Program or Service Area	Project Delivery Section-Construction
Civil Service Classification	Construction Coordinator - Supervisor
Work Location (City)	Madison
Phone Number	608-264-9560
E-mail Address	tammy.olson@wisconsin.gov
Program or Service Area Responsibilities	UW Madison Construction Project Delivery Construction management and quality control services.
Areas of expertise/experience	Project Management
Participate on Panels	Yes
Department Strengths	Quality Control Project Management Engineering

**Eileen Pierce**

Dept.	DNR
Division	Air and Waste
Bureau	
Program or Service Area	south central wisconsin - air quality, waste & materials management, remediation & redevelopment, cooperative environmental assistance
Civil Service Classification	NR Manager
Work Location (City)	Fitchburg
Phone Number	608-275-3296
E-mail Address	eileen.pierce@wisconsin.gov
Program or Service Area Responsibilities	Administer the following environmental quality programs in South Central Wisconsin: air quality, waste & materials management, remediation & redevelopment, cooperative environmental assistance.
Areas of expertise/experience	Management & supervision.
Participate on Panels	Yes
Department Strengths	Performance Measurement & Reporting. Mentoring Initiative.

**Greg Raube**

Dept.	DRL
Division	Enforcement
Bureau	
Program or Service Area	Investigations
Civil Service Classification	Regulation & Licensing Program Manager
Work Location (City)	Madison
Phone Number	(608) 261-4484
E-mail Address	gregory.raube@drl.state.wi.us
Program or Service Area Responsibilities	The Department of Regulation & Licensing issues credentials/licenses/certificates to over 100 professions in the state. The Division of Enforcement is charged with receiving complaints from various sources, investigating those complaints, and prosecuting rule/statute violations that occur while these professionals are practicing. The health related professions include doctors, nurses, dentists, pharmacists, and mental health professionals. The business related professions include real estate agents and brokers, real estate appraisers, land surveyors, architects, engineers, private detectives, and security guards. The investigative staff also conduct inspections of pharmaceutical manufacturers and distributors, pharmacies, barbering and cosmetology establishments, and funeral homes.
Areas of expertise/experience	Working with different agencies at the municipal, county, state, and federal level Rule/statute/code enforcement Caseload management/project management Training Supervision Performance review
Participate on Panels	Yes
Department Strengths	Adaptability-the ability of staff to function as generalists by developing a working knowledge of many different professions. Dedicated, motivated, and experienced staff. Teamwork.

**Eli Soto**

Dept.	DHFS
Division	Health Care Financing
Bureau	Office of Management Services
Program or Service Area	Medicaid/FoodShare
Civil Service Classification	Health Care Financing Supervisor
Work Location (City)	Madison
Phone Number	608-266-0203
E-mail Address	sotoen@dhfs.state.wi.us
Program or Service Area Responsibilities	Medicaid, FoodShare, Disability Determination. Provide admin support in areas of IT, HR, budgeting and accounting.
Areas of expertise/experience	Human Resources (PD development, employee relations), fiscal (budgeting and accounting), space and telecommunications, and staffing.
Participate on Panels	Yes
Department Strengths	Employee Relations (discipline, performance issues, terminations etc.) IT Systems Procurement

**Pat Toutant**

Dept.	DOC
Division	Division of Adult Institutions
Bureau	Dodge Correctional Institution
Program or Service Area	Management Services
Civil Service Classification	Correctional Management Services Director
Work Location (City)	Waupun
Phone Number	920-324-6276
E-mail Address	patricia.toutant@wisconsin.gov
Program or Service Area Responsibilities	As Management Services Director, I am responsible for the business operations for a large complex correctional institution consisting of over 1500 inmates and 600 staff. Responsibilities include supervising staff and managing operations for service programs including budget development and administration, purchasing, accounting, food service, information technology, communications, housekeeping, laundry, vehicle maintenance, physical plant development projects, and buildings and grounds maintenance and repair.
Areas of expertise/experience	Knowledge in project management, policy development, information technology and communication systems, organization of staff training and development.
Participate on Panels	Yes
Department Strengths	Maintaining safe and secure environments. Best use of limited resources. Policy and program development.

<b>Paul Trombino</b>	
Dept.	DOT
Division	DTSD
Bureau	
Program or Service Area	Local and State Highway Improvements, Design, Construction, Enviromental, DBE, and Highway Operations Statewide Programs
Civil Service Classification	DOT Manager
Work Location (City)	Madison
Phone Number	608-264-6677
E-mail Address	paul.trombino@dot.state.wi.us
Program or Service Area Responsibilities	As Statewide Bureaus Operations Director, I am responsible to the Administrator of the Division of Transportation System Development (DTSD) for the administration, direction, planning, and coordination of the programs, policies, laws, rules and activities of the division. The mission of DTSD is to ensure the efficient delivery, maintenance, and operations of the State Trunk Highway (STH) system. The division will provide uniform direction in planning, design, and construction phases of project delivery as well as improving the safety and efficiency of the STH system and overseeing the Local system. The Statewide Bureaus portion of the division is comprised of approximately 300 employees headquartered in Madison and Milwaukee offices. The overall division delivers about \$600 million in highway improvement construction projects each year.
Areas of expertise/experience	Project Management. HR position management - pay rules, writing PD's, and flexibility of classifications. Civil Engineering principles for highway and local road improvements. Transportation rules, laws, and policy. Managerial principles and practices. Supervisory principles and practices. Effective communication techniques and processes.
Participate on Panels	Yes
Department Strengths	Policy development, documentation and implementation. Budget Management. Proejct Management.

<b>Darcey Varese</b>	
Dept.	DOA
Division	Office of Justice Assistance
Bureau	Grants Management Unit
Program or Service Area	Grants Management
Civil Service Classification	Fiscal Supervisor
Work Location (City)	Madison
Phone Number	608-266-9653
E-mail Address	Darcey.Varese@Wisconsin.gov
Program or Service Area Responsibilities	My agency administer programs relating to Criminal Justice and Homeland Security. We collect and publish the state's crime statistics, we promote and plan for Justice Information Sharing in Wisconsin. My unit is responsible for grants management of these programs to consist of reviewing applications for compliance, awarding contracts, making payments, maintaining fiscal balances, collecting reporting data from subrecipients and reporting to the federal government.
Areas of expertise/experience	My knowledge areas are: Grants Management Fiscal Oversight
Participate on Panels	Yes
Department Strengths	We have a Grants Management Administrative Guide that has been recognized as a best practice nationally. We have a Grants Management System also being recognized that can be available to any other agencies at no cost. It was developed with federal funds for the state of PA with the contingency that it would be made available to anyone who wants it at no cost. OJA's only costs were to modify tables for WI's acctg. structure.

<b>David Webb</b>	
Dept.	DNR
Division	Enforcement and Science
Bureau	Science Services
Program or Service Area	Laboratory Certification, Water Research, State Lab of Hygiene Liaison, Consolidated Billing
Civil Service Classification	Natural Resources Program Manager
Work Location (City)	Madison
Phone Number	608-266-0245
E-mail Address	david1.webb@wisconsin.gov
Program or Service Area Responsibilities	Certify Laboratories and operators of the State's waste management infrastructure. Liaison with the WI State Lab of Hygiene, perform water resources research. Manage a consolidated billing program for DNR.
Areas of expertise/experience	Environmental chemistry and contaminant monitoring. Managing large amounts of customer data (including some financial transactions). Some grant writing and managing.
Participate on Panels	Yes
Department Strengths	Database management. High volume customer communication. Scientific data management.

<b>Lori Wersal</b>	
Dept.	SWIB
Division	Executive & Management Services
Bureau	Investment Services
Program or Service Area	Investments
Civil Service Classification	Unclassified
Work Location (City)	Madison
Phone Number	608.266.2042
E-mail Address	lori.wersal@swib.state.wi.us
Program or Service Area Responsibilities	Administer corporate governance program, securities lending program, business resumption activities, cost management and reporting, budget, investment research & analysis, and agency administrative support.
Areas of expertise/experience	Corporate Governance Investment fundamentals, policy, research, strategy, and cost comparisons Business Resumption Project Management
Participate on Panels	Yes
Department Strengths	

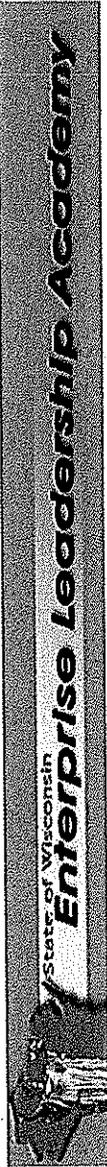
<b>Debi Whitley</b>	
Dept.	DOT
Division	DMV
Bureau	BVS
Program or Service Area	Title and Reg Processing/Parking Violations
Civil Service Classification	DOT Program Supervisor
Work Location (City)	Madison
Phone Number	608 264-7261
E-mail Address	debi.whitley@dot.state.wi.us
Program or Service Area Responsibilities	
Areas of expertise/experience	
Participate on Panels	
Department Strengths	

**Jason L. Williams**

Dept.	DHFS
Division	DDES
Bureau	
Program or Service Area	Disability
Civil Service Classification	Food Service Manager
Work Location (City)	Madison
Phone Number	(608) 301-1861
E-mail Address	willijl@dhfs.state.wi.us
Program or Service Area Responsibilities	We provide long-term and short-term health care to individuals with severe and profound developmental disabilities. We provide all levels of care to include: physical, mental, emotional, nutritional, etc.
Areas of expertise/experience	Areas of expertise include nutrition, budgeting and general management.
Participate on Panels	Yes
Department Strengths	Training - both development of programs, administering the training, monitoring employee development and feedback. Performance Evaluations - knowledgeable in development and application. Policy/Procedure manuals/guides

**David Woodland**

Dept.	DHFS
Division	DDES
Bureau	WMHI
Program or Service Area	Nursing
Civil Service Classification	Nursing Supervisor
Work Location (City)	Oshkosh
Phone Number	920-235-4910 x2426
E-mail Address	woodlds@dhfs.state.wi.us
Program or Service Area Responsibilities	Nursing Services to the mentally ill and those with substance abuse and addictions.
Areas of expertise/experience	Nursing, Scheduling, Timekeeping
Participate on Panels	Yes
Department Strengths	Nursing Processes Leadership Teambuilding



## Enterprise Leadership Academy Trainer Contacts and Internet Resources

DATE	TOPIC/TRAINERS	CONTACTS/RESOURCES	BOOKS/RESOURCES
March 21	<p><b>Being a strategic public sector leader environment</b>  <b>Introduction</b>            Patricia Almond, Administrator            Division of Merit Recruitment            and Selection, OSER            Susan Paddock, Professor of            Government Affairs, UW-            Madison  <b>Wisconsin Work Environment</b>            Karin Wells, Economist            DWD/OEA  <b>Wisconsin Government Structure Principles</b>            Linda Heisler, Training Director            DHFS            Terry Anderson, Director            Wisconsin Legislative Council            Ron Slansky, Senior Staff            Attorney Wisconsin Legislative            Council</p>	<p>* Enterprise Leadership Academy <a href="http://www.ela.wi.gov/">http://www.ela.wi.gov/</a>            * Office of State Employment Relations  <a href="http://oser.state.wi.us/">http://oser.state.wi.us/</a>            * UW-Madison Continuing Studies  <a href="http://www.dcs.wisc.edu/">http://www.dcs.wisc.edu/</a>            * Department of Workforce Development, Office of            Economic Advisors, 201 E. Washington Avenue,            Madison WI 53702 (608) 266-3131  <a href="http://dwd.wisconsin.gov/oea/">http://dwd.wisconsin.gov/oea/</a>            * State of Wisconsin, Government, Agency Web pages  <a href="http://www.wisconsin.gov/state/core/government.html">http://www.wisconsin.gov/state/core/government.html</a>            * State of Wisconsin Legislature  <a href="http://www.legis.state.wi.us/">http://www.legis.state.wi.us/</a>            * Legislative Reference Bureau, One East Main Street            Suite 200 Madison WI 53701-2037 608-266-3561  <a href="http://www.legis.state.wi.us/lrb/index.htm">http://www.legis.state.wi.us/lrb/index.htm</a>            * Revisor of Statutes Bureau, 131 West Wilson Street,            Madison, WI 53703 608-267-3536  <a href="http://www.legis.state.wi.us/rsb/stats.html">http://www.legis.state.wi.us/rsb/stats.html</a>            * Legislative Council, 1 East Main Street, Suite 401            Madison, WI 53701-2536 608-266-1304  <a href="http://www.legis.wi.us/lc">www.legis.wi.us/lc</a>            * DWD long term projections  <a href="http://dwd.wisconsin.gov/oea/longterm_projections.htm">http://dwd.wisconsin.gov/oea/longterm_projections.htm</a>            * Department of Administration Wisconsin Residents            Press Release  <a href="http://www.doa.state.wi.us/press_releases_detail.asp?prid=178&amp;divid=9">http://www.doa.state.wi.us/press_releases_detail.asp?prid=178&amp;divid=9</a></p>	<p>* Wisconsin Blue Book,  <a href="http://www.legis.state.wi.us/lrb/lb/05b/index.htm">http://www.legis.state.wi.us/lrb/lb/05b/index.htm</a>            * Wisconsin State Statutes  <a href="http://legis.state.wi.us/rsb/stats.html">http://legis.state.wi.us/rsb/stats.html</a>            * Netstate  <a href="http://www.netstate.com/states/links/wi_links.htm">http://www.netstate.com/states/links/wi_links.htm</a>            * World Almanac for Kids  <a href="http://www.worldalmanacforkids.com/explore/states/wisconsin.htm#fw_wi060900.a40">http://www.worldalmanacforkids.com/explore/states/wisconsin.htm#fw_wi060900.a40</a>            * U.S. Census Bureau  <a href="http://www.census.gov">http://www.census.gov</a>            * Wisconsin Legislative Briefs  <a href="http://www.legis.state.wi.us/lrb/pubs/wisbriefs.htm">http://www.legis.state.wi.us/lrb/pubs/wisbriefs.htm</a></p>
March 22	<p><b>Public Manager as a Strategic Leader</b>            Mordecai Lee, Professor of            Governmental Affairs, UW-            Milwaukee</p>	<p>* Mordecai Leemordecail@uwm.edu 414-227-3282            Home Page <a href="http://www.uwm.edu/~mordecail/">http://www.uwm.edu/~mordecail/</a>            * UW-Extension <a href="http://www.govtraining.org/">http://www.govtraining.org/</a></p>	

<p>April 18</p>	<p><u>Understanding Systems</u>  <u>The State Budget Process</u>          Bob Hanle, DOA, Budget Office          Bob Lang, Director LFB</p> <p><u>Legislative Relations</u>          Legislative Reference Bureau          Gordon Malaise, Senior Attorney LRB          Arden Rice, States Documents Librarian LRB          Dan Tirsche, Legislative Analyst LRB</p> <p>Carrie Templeton, Executive Assistant, Department of Financial Institutions          Amber Meyer Smith, Legislative Liaison, DNR          Bob Van Hoesen, Legislative Liaison, OSER</p>	<p>* Legislative Fiscal Bureau, 1 East Main Street, Suite 301 Madison, WI 53703 608-266-3847  <a href="http://www.legis.state.wi.us/ffb">www.legis.state.wi.us/ffb</a></p> <p>* Legislative Audit Bureau, 22 East Mifflin Street, Suite 500, Madison WI 53703 608-26-2818  <a href="http://www.legis.stat.wi.us/lab">www.legis.stat.wi.us/lab</a></p> <p>* Legislative Reference Bureau, One East Main Street Suite 200 Madison WI 53701-2037 608-266-3561</p> <p>* LRB Legal Services  <a href="http://www.legis.state.wi.us/lrb/Legal/index.htm">http://www.legis.state.wi.us/lrb/Legal/index.htm</a></p> <p>* LRB Research Services  <a href="http://www.legis.state.wi.us/lrb/Research/index.htm">http://www.legis.state.wi.us/lrb/Research/index.htm</a></p> <p>* LRB Library Services  <a href="http://www.legis.state.wi.us/lrb/library/">http://www.legis.state.wi.us/lrb/library/</a></p> <p>* Wisconsin Legislature Favorite Websites  <a href="http://www.legis.state.wi.us/lrb/pubs/ftp/ftp-6-2002.html">http://www.legis.state.wi.us/lrb/pubs/ftp/ftp-6-2002.html</a></p> <p>* BadgerLink WISCAT <a href="http://www.wiscat.lib.wi.us/">http://www.wiscat.lib.wi.us/</a></p> <p>* Book of States, Council of State Government, State Legislature, Laws, and Regulations  <a href="http://www.ilsdc.org/sourcebook/state-leg.htm">http://www.ilsdc.org/sourcebook/state-leg.htm</a></p>	<p>* WI Legislator Briefing Book  <a href="http://www.legis.state.wi.us/lc">http://www.legis.state.wi.us/lc</a></p>
<p>May 16</p>	<p><u>Building Relationships Inside and Outside Government</u>  <u>Working with Other Governments</u>          Chuck Law, Director, Local Government Center          Dan Thompson, Exec Director          League of Municipalities          Mark O'Connell, Exec Director          WI Counties Association          Rick Stadelman, Exec Director,          WI Towns Association</p>	<p>* Local Government Center, 229 Lowell Center, 610 Langdon Street, Madison, WI 53703 Phone: (608) 262-9960 <a href="http://www.uwex.edu/lgc/about.htm">http://www.uwex.edu/lgc/about.htm</a></p> <p>* League of Wisconsin Municipalities, 122 W Washington Ave, Suite 300, Madison, WI 53703-2718 608-267-2380 or 800-991-5502 <a href="http://www.lwm-info.org/">http://www.lwm-info.org/</a></p> <p>* Wisconsin Counties Association, 22 East Mifflin Street, Suite 900, Madison, Wisconsin 53703 866-404-2700 or 608-663-7188 <a href="http://www.wicoties.org/">http://www.wicoties.org/</a></p> <p>* Wisconsin Towns Association, W7686 County Road MMM   Shawano, WI 54166-6086 Phone: (715) 526-3157 <a href="http://www.wiscotwns.com/index.html">http://www.wiscotwns.com/index.html</a></p> <p>* Wisconsin Blue Book, Legislative Reference Bureau  <a href="http://www.legis.state.wi.us/lrb/bb/05bb/index.htm">http://www.legis.state.wi.us/lrb/bb/05bb/index.htm</a></p>	

<p>May 17</p>	<p><b>Working with Citizens/Clients</b> Mary Hamel, DNR and IAP2 Master Trainer</p> <p><b>Growing Wisconsin: Working with the Private Sector</b> Ron Buchholz, Deputy Administrator, Division of Safety &amp; Buildings, Department of Commerce</p> <p>Pam Christenson, Bureau of Entrepreneurship, Department of Commerce</p> <p><b>Working with the Media</b> David Giroux, Director of Public Information, University of Wisconsin-Extension</p>	<p>* International Association for Public Participation (IAP2) 11166 Huron Street, Suite 27, Denver CO 80234-3339 303-451-5945 or 800-644-4273 <a href="http://www.iap2.org/">http://www.iap2.org/</a></p> <p>* Department of Commerce, Division of Safety &amp; Buildings 201 West Washington Avenue Madison, Wisconsin 53703 Phone 608-266-1018 <a href="http://commerce.wi.gov/SB/SB-HomePage.html">http://commerce.wi.gov/SB/SB-HomePage.html</a></p> <p>* Department of Commerce, Bureau of Entrepreneurship Buildings 201 West Washington Avenue Madison, Wisconsin 53703 Phone 608-266-1018 <a href="http://commerce.wi.gov/BD/BD-FAX-0818.html">http://commerce.wi.gov/BD/BD-FAX-0818.html</a></p> <p>* University of Wisconsin-Extension headquarters 432 N. Lake Street Madison, WI 53706 (608) 262-3980 <a href="http://www.uwex.edu/topics/programs/">http://www.uwex.edu/topics/programs/</a></p>	
<p>June 20</p>	<p><b>Measuring Individual and Organizational Performance</b> <b>Measuring and Managing Individual Performance</b> Keith Krinke, Certified Public Manager Instructor, Labor Relations and Personnel</p> <p><b>Organizational Performance</b> Legislative Audit Bureau Janice Mueller, WI State Auditor, LAB Kate Wade, Program Evaluation Director, LAB Conor Smyth, Senior Legislative Analyst, LAB Shelby McCulley, Business Analyst, LAB</p>	<p>* Krinke Enterprises, LLC, 108 Kingston Way, Suite B, Waunakee, WI 53597</p> <p>* Legislative Audit Bureau, 22 East Mifflin Street, Suite 500, Madison WI 53703 608-26-2818 <a href="http://www.legis.stat.wi.us/lab">www.legis.stat.wi.us/lab</a></p> <p>* Bob Behn's Public Management Report, Harvard University <a href="http://www.ksg.harvard.edu/thebehnreport/">http://www.ksg.harvard.edu/thebehnreport/</a></p>	<p>* "Quick Step Appraisal" by Stephen Bruce</p> <p>* "The Performance Appraisal Question and Answer Book" by Dick Grote</p> <p>* "Employee Discipline, Policies and Practices" by James Redeker</p> <p>* "Discipline without Punishment" by Dick Grote</p> <p>* "Grievance Guide" by BNA Editorial Staff, Bureau of National Affairs</p> <p>* "Effective Performance Appraisals" by Rebecca Saunders</p>
<p>June 21</p>			

<p>July 18-19</p>	<p><u>Building Productive Capacity Project Management</u> George Watson</p> <p><u>Managing Yourself</u> Darin Harris, UW – Office of Quality Improvement</p>	<p>* University of Wisconsin, Office of Quality Improvement <a href="http://www.wisc.edu/improve/">http://www.wisc.edu/improve/</a></p> <p>* Action science/ Ladder of Inference <a href="http://www.actionscience.com/">http://www.actionscience.com/</a></p>	<p>* Project Charter Template <a href="http://www.ogi.wisc.edu/projectmanagers">http://www.ogi.wisc.edu/projectmanagers</a></p> <p>* Demo of Visio an Microsoft Project <a href="http://www.microsoft.com">http://www.microsoft.com</a></p> <p>* "Destructive Emotions" by Daniel Goleman</p> <p>* "Taming Your Gremlin" by Richard Carson</p> <p>* "Emotional Intelligence" by Daniel Goleman</p> <p>* "Fierce Conversations" by Susan Scott</p> <p>* "Action Science" by Chris Argyis</p> <p>* "The Different Drum" by M. Scot Peck</p> <p>* "Flow" by Mihaly Csikszentmihalyi</p>
<p>August 15</p>	<p><u>Understanding Self as an Advanced System Leader</u> <u>Leadership Philosophy</u> Susan Padcock, Professor of Government Affairs, UW-Madison</p> <p><u>Leadership Ethics</u> Patricia Almond, Administrator Division of Merit Recruitment and Selection, OSER</p> <p><u>Using the Resources and Support of the HR System</u> Jim Stratton, Consultant CPS-HR</p>	<p>* Leadership Practices Inventory Online <a href="http://www.lpionline.com/lpi/">http://www.lpionline.com/lpi/</a></p> <p>* Wisconsin Administrative Code ER-MRS Chapter 24 <a href="http://www.legis.state.wi.us/rsb/code/er-mrs/er-mrs.html">http://www.legis.state.wi.us/rsb/code/er-mrs/er-mrs.html</a></p> <p>* Better Business Bureau <a href="http://www.legis.state.wi.us/rsb/code/er-mrs/er-mrs.html">http://www.legis.state.wi.us/rsb/code/er-mrs/er-mrs.html</a></p> <p>* Office of State Employment Relations OSER <a href="http://www.ipma-hr.org/">http://www.ipma-hr.org/</a></p> <p>* International Public Manager Association <a href="http://www.ipma-hr.org/">http://www.ipma-hr.org/</a></p>	<p>* "Credibility: How Leaders Gain It and Lose It, Why People Demand It" by Jim Kouzes and Barry Posner</p>
<p>August 16</p>			

September  
19

**Acting Tactically  
Problem Solving and Decision  
Making**  
Jeff Russell, Co-Director Russell  
Consulting, Inc

\* Russell Consulting, Inc. 1134 Winston Drive, Madison,  
WI 53711-3161 608-274-4482  
<http://www.russellconsultinginc.com/>

- \* "The Memory Jogger II" by Michael & Diane Ritter Brassard
- \* "Sources of Power: How People Make Decisions" by Gary Klein
- \* "Blink: The Power of Thinking without Thinking" by Malcolm Gladwell
- \* "Thinkertoys: A Handbook of Business Creativity for the 90's" by Michael Michalko
- \* "Breakthrough Thinking" by Gerald Nadler and Shozo Hibino
- \* "Rapid Problem Solving with Post-It Notes" by David Straker
- \* "Strategic Planning Training" by Jeffrey and Linda Russell
- \* "Managing Change" by Jeffrey and Linda Russell
- \* "Managing the Problem Employee" by Jeffrey and Linda Russell

September  
20

**Using Technology Resources  
and Understanding the  
Technology Future**  
Kate Nolan, Project Director for  
Integrated Business Information  
Systems, DET  
Ron Last, DET Security  
Consultant,  
Matt Miszewski, DET Chief  
Information Officer  
Maryann Gorski, Certified  
Employee Assistance  
Professional, Crites and  
Associates

\* Division of Enterprise Technology, Department of  
Administration, 101 East Wilson Street, Madison, WI  
53702 <http://www.doa.state.wi.us/det/index.asp>

\* Crites & Associates, 2363 S. 102<sup>nd</sup> Street, Milwaukee,  
WI 53227 414-545-1160  
<http://www.critesap.com/ResourceLinks.htm>

<p>October 17</p>	<p><b><u>Managing Change and Innovation</u></b>  <b><u>Managing Organizational Change</u></b>          Jeff Russell, Co-Director Russell Consulting, Inc</p>	<p>* Russell Consulting, Inc. 1134 Winston Drive, Madison, WI 53711-3161 608-274-4482  <a href="http://www.russellconsultinginc.com/">http://www.russellconsultinginc.com/</a></p>	<ul style="list-style-type: none"> <li>* "Managing Transitions" by William Bridges</li> <li>* "Managing at the Speed of Change" by Daryl R. Conner</li> <li>* "Real Change Leaders" by Jon R. Katzenbach</li> <li>* "Deep Change: Discovering the Leader Within" by Robert E Quinn</li> <li>* "Change Basics" by Jeffrey and Linda Russell</li> <li>* "Managing Change" by Jeffrey and Linda Russell</li> <li>* "Leading Change Training" by Jeffrey and Linda Russell</li> </ul>
<p>October 18</p>	<p><b><i>Developing and Using Creativity to Improve Public Management</i></b>          Susan Paddock, Professor of Government Affairs, UW-Madison</p>		<ul style="list-style-type: none"> <li>* "Creativity in Business" by Michael Ray and Rochelle Myers</li> <li>* "What a Great Ideal The Key Steps Creative People Take" by Charles "Chic" Thompson</li> <li>* "Conceptual Blockbusting, A Pleasurable Guide to Better Problem Solving" by James L. Adams</li> <li>* "Academy of Management Journal" by Teresa M. Amabile</li> <li>* "Take the Road to Creativity and Get Off Your Dead End" by David Campbell</li> <li>* "Mental Jogging" by Reid J. Daitzman</li> <li>* "The Innovator's Handbook. Problem Solving, Communication and Teamwork" by Vincent Nolan</li> <li>* "Mindmapping, Your Personal Guide to Exploring Creativity and Problem-Solving" by Joyce Wycoff</li> </ul>

<p>November 14-15</p>	<p><u>Getting Work Done through Others</u> <i>Influence, Communication, Team Building, Conflict</i> Linda Heisler, Training Director, DHFS Dr. Michael Hammer, Psychologist/Trainer, DHFS Paul Peshek, Section Chief, Office of Quality Assurance, DHFS</p>	<p>* Linda Heisler, 608-266-0844 <a href="mailto:heislelk@dhsf.state.wi.us">heislelk@dhsf.state.wi.us</a> * Michael Hammer, 608-301-1590 <a href="mailto:hammeml@dhsf.state.wi.us">hammeml@dhsf.state.wi.us</a> * Paul Peshek, 608-243-2374 <a href="mailto:peshekph@dhsf.state.wi.us">peshekph@dhsf.state.wi.us</a> * Myers-Briggs Type Indicator® (MBTI), <a href="http://www.myersbriggs.org/my-mbti-personality-type/mbti-basics/index.asp">http://www.myersbriggs.org/my-mbti-personality-type/mbti-basics/index.asp</a> * MAQIN, Madison Area Quality Improvement Network <a href="http://www.maqin.org/">http://www.maqin.org/</a></p>	<p>* "The 360 Degree Leader" by John C. Maxwell * "Choice Theory" by Dr. Glasser * "Maximum Influence" by Kurt W. Mortenson * "The Servant Leader, Transforming Your Heart" by Ken Blanchard and Phil Hodges * "Team Building at It's Best" by ASTD editors * "A Manual for Group Facilitators" by Brian Auvine and Betsy Densmore * "Influencing and Collaborating for Results" by Michael Canning * "Resolving Conflict at Work: A Complete Guide for Everyone on the Job" by KJenneth Cloke and Joan Goldsmith * "The Seven Habits of Highly Effective People: Powerful Lessons in Personal Change." By Stephen Covey * "Was That Really Me" by Naomi Quenk</p>
<p>December 12</p>	<p><u>Thinking strategically</u> <i>Futures/Capstone/Experiential / Pulling it all together</i> Tom Mosgaller</p>	<p>* Enterprise Leadership Academy <a href="http://www.ela.wi.gov/">http://www.ela.wi.gov/</a> * University of Wisconsin Learn@UW <a href="https://learnuw.wisc.edu/">https://learnuw.wisc.edu/</a> * Certified Public Manager Program-UW <a href="http://www.dcs.wisc.edu/pda/cpm/">http://www.dcs.wisc.edu/pda/cpm/</a> * Leadership Practices Inventory (LPI) <a href="http://www.lpionline.com/lpi">http://www.lpionline.com/lpi</a></p>	<p>* State Assembly Chambers</p>
<p>December 13</p>	<p><i>Presentation of applied projects</i> Class members <i>Graduation/Recognition ceremony</i></p>		