PROGRAM OVERVIEW:
Participants will attend the Westgate Center Management Certificate Program which consists of 16 evening sessions that cover essential leadership and management topics for today’s leaders. After completing the Management Certificate Program, Academy members will participate in a panel discussion on university leadership that will include Regents, Cabinet members and other experts in University leadership. In addition, Academy members will tour the three campuses to gain a better understanding of the opportunities, challenges, and resources that are available on each campus. Finally, participants will work together to identify and implement a project on one of the three campuses that will add value to the Pacific community.

WHO SHOULD ATTEND:
High potential, motivated faculty and/or staff members from all departments throughout all three campuses at Pacific. Participants need to have a desire and passion for making Pacific a better place through leadership.

WHAT HAPPENS WHEN YOU COMBINE?
16 Evenings of critical leadership topics with knowledgeable and dynamic instructors
11 New friends and colleagues from three Pacific campuses
7 Senior level leaders sharing their experience and knowledge on University Leadership
6 Coaches/Mentors
3 Pacific campuses explored and better understood
1 Project

= The NEW Pacific Leadership Academy
The 3 Parts of the Pacific Leadership Academy

1. MANAGEMENT CERTIFICATE PROGRAM: 8 topics over 16 weeks. Course outline listed below.

2. UNDERSTANDING UNIVERSITY LEADERSHIP: This session will be a series of speakers from the Board of Regents, the Cabinet, Senior leadership and experts in the area of university leadership. As the three campus model creates more opportunities for Pacific, it is important that participants tour all three sites and hear first-hand the challenges, opportunities and resources impacting each campus.

3. THE PROJECT: The project will consist of 3 or more participants identifying a need at one of the three campuses that will add value to students, employees, the community, reduce costs, or in some other way benefit the Pacific community. Participants will collaborate with each other, other departments and other campuses to evaluate and begin implementing their project.

COURSE OUTLINE
Classes run on Wednesdays from 6:00 P.M. - 9:00 P.M.

Part 1 - October 16 | Part 2 - October 23
EXCEEDING CUSTOMER EXPECTATIONS
- Key Elements of Customer Service
- Internal and External Customers
- Gaining a Competitive Advantage
- Applications for Industrial, Consumer Products, and Service Organizations

Part 1 - October 30 | Part 2 - November 6
CREATING A COMPETITIVE STRATEGY
- The Strategy Process
- Strategy and Competition
- Evaluating Strategy Success
- Class Exercise/Application

Part 1 - November 13 | Part 2 - November 20
FINANCIAL MANAGEMENT FOR NON FINANCIAL MANAGERS
- Key Finance Terms: Assets, Liabilities, Capital, Depreciation
- Analyzing the Income Statement to Assess Revenues and Expenditures
- Keeping Your Plan on Target With Budgetary Controls
- Using Profit-planning Tools, Break-even Analysis, Financial Forecasting

Part 1 - December 4 | Part 2 - December 11
EFFECTIVE COMMUNICATION SKILLS
- Organizational Communication Strategies
- Understanding Barriers to Communication
- Methods to Open Communication
- Identifying Your Communication & Listening Styles

Part 1 - January 8 | Part 2 - January 15
DESIGNING INNOVATIVE ORGANIZATIONS
- Why innovation is important and what stands in the way of successful innovation in organizations
- Knowledge of strategies, structures, processes and skills that characterize successful innovators
- Practical knowledge and tools to improve an organization's capacity to generate and successfully apply new ideas

Part 1 - January 22 | Part 2 - January 29
THE ART OF NEGOTIATION
- Learn to Control Range and Negotiations
- Preparing for the Negotiation
- Identify and Avoid Common Negotiating Errors
- Shortcuts to Better Negotiating Outcomes

Part 1 - February 5 | Part 2 - February 12
LEGAL ISSUES IN EMPLOYEE RELATIONS
- Federal and State Employment Law
- Employment Practices/ Fair Labor Standards Act
- Wrongful Discharge (At-Will vs. Just Cause)
- Legal Research Methods and Privacy Issues
- Americans with Disabilities Act

Part 1 - February 19 | Part 2 - February 26
BUILDING LEADERSHIP EFFECTIVENESS
- The 15 Rules for Effective Leadership
- Leadership Versus Management
- Creating and Implementing Teams
- Motivating Others by Creating a Mission, Vision and Goals
- Building Your Human Capital Through Coaching, and Mentoring

“This series helped me assess what type of leader I am and what I can do to help my team/department and company succeed.”

Irma Aceves  –Health Plan of San Joaquin
Very professional series of classes. Excellent environment and first-class instruction. Absolutely a positive experience and I would highly recommend it to all.”
Aaron Wanden – Lawrence Livermore National Labs

INSTRUCTOR BIOS

SACHA JOSEPH-MATHEWS
Exceeding Customer Expectations
Dr. Joseph-Mathews is an Assistant Professor of Marketing at the University of the Pacific. She teaches several marketing courses including international marketing, international business, advertising and promotions, as well as hospitality and services management. Professor Joseph-Mathews has also published articles in tourism, marketing and international business.

DANIEL WADHWANI
Creating a Competitive Strategy
Dr. Wadhwani is the Fletcher Jones Professor of Entrepreneurship at the University of the Pacific. He brings a foundation of practical industry experience to his teaching and research. Dr. Wadhwani was an associate at APM Inc., a leading management consulting firm. At APM, Dr. Wadhwani was engaged in both operations and strategic planning for organizations around the country.

ERIC TYPPO
Financial Management for Non-Financial Managers
Dr. Typpo has worked as an auditor at an international accounting firm as well as at a local firm before getting a Ph.D. from Florida State University in 1994. Prior to joining the faculty at the University of Pacific, he was a faculty member at the University of Houston. He teaches classes in financial accounting, managerial accounting and financial statement analysis. His research has primarily involved the effect of accounting information on capital markets.

LOIS LANG
Effective Communication Skills
Lois is a partner at Evolve Partner Group, LLC consulting firm focused on talent development. She has her doctorate in Industrial/Organizational Psychology and masters in Public Administration/Healthcare Services Administration from the University of San Francisco. She specializes in effective communication, executive coaching, management succession and organizational culture.

CYNTHIA WAGNER-WEICK
Designing Innovative Organizations
Dr. Wagner-Weick teaches courses in Strategic Management and Policy, Management of Technology Product Innovations, and Global Business. Her work has required travel to Asia, Europe, the Middle East, South America, and the former USSR. She has also been a technology consultant to the United Nations Development Program, and a research scientist at Battelle Columbus Laboratories.

KEVIN SEIBERT
The Art of Negotiation
Mr. Seibert is a partner in Sacramento’s largest law firm. He is a trial attorney specializing in business litigation, including contract, real estate, construction and employment disputes. In addition to his work as a trial lawyer, Mr. Seibert serves as a professional mediator helping parties and their attorneys resolve disputes.

THOMAS BRIERTON
Legal Issues in Employee Relations
Mr. Brierton is an Associate Professor of Business Law at the University of the Pacific. He specializes in Human Resource and Employment Law topics. Mr. Brierton has been involved in both the academic and legal environments for the past twenty years. As an attorney he has litigated a wide variety of cases in private practice and served as a consultant to many businesses in the employment and commercial law areas.

CHRIS SABLYNSKI
Building Leadership Effectiveness
Dr. Chris Sablynski received his Ph.D. in Organizational Behavior and Human Resource Management from the University of Washington in 2002. Prior to his academic career, Chris was employed by or contracted with such organizations as Microsoft, The Hay Group, Chase, and Dun & Bradstreet. Over the last several years, he has developed and facilitated a variety of supervisory, management and executive-level training programs for many public sector organizations such as the Franchise Tax Board and the Department of Correction and Rehabilitation.

Westgate Center for Leadership and Management Development

The Westgate Center for Leadership and Management Development is located within the Eberhardt School of Business. The Westgate Center was established to offer management and leadership training programs for individuals and organizations throughout the West Coast.

The Office of Assessment, Training and Technology offers valuable resources to promote, enhance, and support individuals and teams in achieving performance excellence. Their talented and dedicated professionals are committed to strengthening the University’s human capital to meet strategic and operational priorities by: consulting with partners to assess and understand institutional, employee, and team needs; designing, developing, and delivering a variety of learning and development opportunities; leveraging and managing technology; and evaluating the impact of their services to continuously improve their offerings.

Westgate Center for Leadership and Management Development

The Westgate Center would like to thank The Office of Assessment, Training and Technology for their collaboration and support of the new Pacific Leadership Academy.