May 2019 SEMINARS

Business Modeling & Data Analysis: Using Data to Make Better Decisions
May 1-2, 2019  8 a.m. – 3 p.m.  $279
Led by: Sue Abdnour, Ph.D.

May 6, 2019
Influencing without Authority
May 15-16, 2019
Project Management Essentials
May 21, 2019
Managing Time & Multiple Priorities
May 22, 2019
Powerful Business Writing Skills
May 24, 2019
Enhancing Your Customer Service Skills

Microsoft® Project® for Project Managers
May 7-8, 2019  8 a.m. – 3 p.m.  $899
Led by: Michael D. Green, D.R.S., PMP

Project Management Essentials
May 15-16, 2019  8 a.m. – 3 p.m.  $899
Led by: DeAnn Sullivan, PMP

Check out our on-line classes:
- The Digital Marketing Certificate
- Business Ethics in the 21st Century

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Business Modeling & Data Analysis: Using Data to Make Better Decisions
May 1-2, 2019  8 a.m. – 3 p.m.  $279
Led by: Sue Abdnour, Ph.D.

Today we have access to more information than ever before, but how do you use the information you have to make the best decision?

This course teaches you how to put information and data to work when making business decisions.

This class will change how you analyze your data, make your decisions and gauge your profitability.

on track to learn...
- Spreadsheet modeling
- Basic optimization modeling
- Advanced optimization modeling
- Network optimization modeling
- Decision tree modeling with specialized software

This is a hands-on class. Every participant will be assigned a CMD laptop to work on during the class. You need to have a basic understanding of Microsoft Excel to participate in this course. CMD offers "Excel Essentials - Basic to Advanced."

Influencing without Authority
May 6, 2019  8 a.m. – 3 p.m.  $279
Led by: Gerald Graham, Ph.D.

Identify techniques and strategies that you can use to influence others where you do not have direct line authority. You will also address the situation where you do have line authority, but prefer to influence the actions and decisions of subordinates rather than direct them.

on track to learn...
- Leadership without command and control
- How to build a collaborative work environment
- How to influence change without authority
- Exchange as a basis of influence
- Project your self-image as an influencer

"The program "Influencing without Authority" addresses a topic that we all face in both our work and personal lives, and provides real world application to which we can all relate. Dr. Graham does a great job of providing a significant amount of information without making the student feel overwhelmed. He relates the topic to real life situations, and his energy keeps everyone engaged. CMD courses do a great job of marrying real world scenarios with academic data. The courses are relevant and the instructors are extremely knowledgeable about their topics."

Adam Kice, Project Engineering Specialist, Bombardier Aerospace, Wichita, Kansas

Microsoft® Project® for Project Managers
May 7-8, 2019  8 a.m. – 3 p.m.  $899
Led by: Michael D. Green, D.R.S., PMP

The purpose of this class is to integrate Project Management best practices with the core functionality of Microsoft Project®.

This course is intended to provide you with hands-on practical exercises that will help you plan the work and work the plan using Microsoft Project®.

This course will improve your Project Management skills and increase your capability with core Project® 2010 functions. Together they provide the necessary and essential skills for you to:
- Create a project plan
- Manage tasks, costs, work and resources
- Track and manage your project during the execution
- Generate customized information
- Produce quality tracking and status information
- Respond quickly to customer requests/needs
- Customize your output
- Custo mize your output

on track to learn...
- Custo mize your output
- Produce quality tracking and status information
- Generate customized information
- Produce quality tracking and status information
- Respond quickly to customer requests/needs
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Project Management Essentials
May 15-16, 2019  8 a.m. – 3 p.m.  $899
Led by: DeAnn Sullivan, PMP

As a project manager you understand the need for tools to coordinate, plan, execute and complete projects on-time and on-budget. This program will give you experience and applications for many of the widely recognized project management methods including: work breakdown structure, network diagramming, critical path technique and Earned Value Management.

on track to learn...
- An overview of the knowledge areas and process groups in the PMBOK® Guide
- The importance of a change control process
- How to use the critical path technique to identify critical path and float
- The importance of a resource assignment matrix
- How to create and analyze a project schedule
- How to create a time-phased budget
- Earned Value Management terms and formulas
- Quality management tools related to project management
- Risk identification & analysis and contingency reserves
- Procurement processes and risks
- Project meeting guidelines
- Developing and managing the project team
Managing Time & Multiple Priorities
May 21, 2019 8 a.m. – 3 p.m. $279
Led by: Don Hackett, Ph.D.

You will learn practical techniques you can use to better plan your time, prioritize your decision-making and take control of common interruptions. You will also come away equipped with tools you can use to take control of your day.

This seminar is designed for people who have demanding schedules and seemingly have too many tasks on their plate. Employees from any level including supervisors, project managers, administrative staff, support personnel and team facilitators in both the public and private sectors will enjoy Dr. Hackett’s useful insights that help you take control of a world with too little time.

on track to learn...
• Time management philosophy
• Performing a meaningful time audit
• Skills for effective time management
• Three tools for managing multiple priorities

Powerful Business Writing Skills
May 22, 2019 8 a.m. – 3 p.m. $279
Led by: Lee Schmucker, MBA

Business correspondence influences judgments about competence and professionalism. However, effective business writing differs from other types of writing. Learn guidelines to increase positive results from every business letter, newsletter or report. Apply these techniques immediately to help you be more persuasive, clearer, more powerful and more professional each time you put words on paper.

on track to learn...
• Write to communicate
• Principles of powerful writing
• Organizational strategies
• Writing hints

Enhancing Your Customer Service Skills
May 24, 2019 8 a.m. – 3 p.m. $279
Led by: Don Hackett, Ph.D.

As an employee, you are the face of your organization. You represent your company to every customer you see, speak to or help. Taking time to refine your customer service skills helps you reap the benefits of stronger profits, satisfied customers and a happier workplace. This seminar will give you practical skills you can use immediately to improve your service to both external and internal customers and will assist you in improving customer relations while reducing consumer complaints.

on track to learn...
• What are quality service and customer relations?
• How to identify and satisfy internal customers
• The components of quality service: how your customers and internal clients perceive you
• Rating your area’s quality service: an application exercise
• How leaders influence positive customer relations and quality service: five specific behaviors
• Integrating quality service into your quality improvement process
• The Eight Step Method in preventing and reducing customer conflict
• Practical exercise on complaint handling

Digital Marketing Certificate

Digital marketing helps organizations promote and sell products and services through online marketing methods such as social media messaging, website ads, Facebook marketing campaigns, Google Adwords and more. Is increasing your marketing presence your goal? Get connected with your customers on digital media and make 2019 the year you achieve that goal.

Business Ethics in the 21st Century

Your employees face ethical dilemmas every day in the workplace. The key to fostering strong business ethics is to create an ethics policy that clearly spells out what is acceptable and unacceptable behavior. This on-line module helps you spell it out.

For more information about all CMD programs go to: cmd.wichita.edu

Barton School of Business

Where is the CMD?
Click on this QR code to find the video directions to the CMD classroom.