

# 2011 SC.GMIS LEADERSHIP SUMMIT

## REENERGIZING IT LEADERSHIP 360°

### SUMMIT AGENDA:

#### May 9, 2011 (Monday)

12 – 1 pm	Lunch / Opening Remarks
1 – 3 pm	Emotional Intelligence: What is it and what can it do for me? (Part I)
3 – 3:15 pm	Break
3:15 – 5 pm	Emotional Intelligence: What is it and what can it do for me? (Part II)
5 – 6 pm	Reception with Sponsors in Conference Facility
7 pm - Until	Hospitality Suite

#### May 10, 2011 (Tuesday)

7:30 – 8 am	Breakfast
8 – 10 am	Don't Trust 'Trusting Your Gut'
10 – 10:15 am	Break
10:15 am – 12 pm	Everything You Know is Wrong
12 – 1 pm	Lunch
1 – 3 pm	Change is Impossible Unless YOU Change YOUR Mind (Part I)
3 – 3:15 pm	Break
3:15 – 5 pm	Change is Impossible Unless YOU Change YOUR Mind (Part II)
7 pm – Until	Hospitality Event

#### May 11, 2011 (Wednesday)

7:30 – 8 am	Breakfast
8 – 10 am	Building and Re-building Collaborative Relationships
10 – 10:15 am	Break
10:15 – 10:30 am	The Good, the Bad and the Ugly
10:30 – 11 am	Business Meeting
11 am	Adjourn
12 – 2:00 pm	Board Meeting and Luncheon

*Note: Please refer to [Program Descriptions](#) below for information on all presentations and speakers. We have a fantastic line-up for you!*

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### PROGRAM DESCRIPTIONS:

#### **“Emotional Intelligence: What Is It And What Can It Do For Me?”**

Georgia Doran, Director of Career Education at USC’s Moore School of Business

Did you know that 85% of why you land a job, retain your job and/or are promoted within any organization is directly related to your level of Emotional Intelligence?

Emotional Intelligence is the capacity for recognizing our own feelings and the feelings of others. A high level of emotional intelligence can motivate you, influence how well you manage your own emotions and improve your overall communication skills. Both professional and personal relationships can be enhanced, or even totally dissolved, based strictly on the ways you communicate. Learning adaptive behavior, coupled with your willingness to use alternate behavior if it will enhance an interaction, are hallmarks of a person with a high level of emotional intelligence.

Learn how to both discover, and develop, your own individual level of emotional intelligence. Gain a full understanding of the theory of emotional intelligence and learn how to become more “emotionally competent.” Learn about the four pillars of emotional intelligence and how to improve your own individual level of self-awareness. Take an emotional intelligence self-assessment and work both individually and within small groups to enhance your relationship management skills. Finally, learn actual strategies that you can implement in your own life that can help you increase your level of self-awareness, thus directly increasing your level of success at work.

#### **Georgia Doran Biography**

Georgia Doran is the Director of Career Education at the University of South Carolina’s (USC) Moore School of Business in Columbia, South Carolina. Her background includes more than 20 years of recruitment and marketing experience.



Ms. Doran earned a Bachelor of Science in education from the University of Georgia and a Master of Education in student personnel services/higher education administration from the University of South Carolina. She continues to pursue additional educational experiences to more fully develop her passion for training students in the area of professional development. She is a certified expert in "business etiquette and international protocol" from the Protocol School of Washington. To date, she has worked with over 5,000 individuals in this area.

In 2004, Ms. Doran received her certificate of training in the Birkman Method, the premier “career assessment” tool. In addition to developing and facilitating all of the professional development workshops for over 500 graduate students and over 2,000 undergraduate students of the Moore School of Business, Ms. Doran enjoys teaching a freshman business course at USC. Her extensive 40 hour career management curriculum is considered one of the most cutting-edge professional development tools in the graduate business education arena to date. Also in 2004, she opened her own consulting business, Protocol Advantage. She is also certified to administer and interpret the EQ-i that measures ones “emotional intelligence. Ms. Doran is also sought after for her expertise in assisting corporations seeking to integrate a multi-generational workforce.

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### PROGRAM DESCRIPTIONS:

#### **“Don’t Trust ‘Trusting Your Gut’”**

Robert Lewis, President of IT Catalyts

A wide array of business and social forces – not just pop culture – encourage all of us to almost literally ignore our brains. “Don’t Trust ‘Trusting Your Gut’” explains why trusting your gut, and its close cousin "intellectual relativism," aren't merely futile ... they're actually dangerous. This presentation will provide, in their place, a number of solid techniques for encouraging the use of evidence-based decision making, and the culture of honest inquiry on which evidence-based decision-making depends.

#### **“Everything You Know is Wrong”**

Robert Lewis, President of IT Catalyts

Most Information Technology (IT) organizations are built on four underlying assumptions; that (1) it's about "information," (2) that IT's job is to deliver working software that meets requirements, to its (3) "internal customers," with whom it should (4) negotiate service level agreements. These assumptions are flawed under the best of circumstances, however, more often than not, they're just seriously bad ideas. This presentation explains why, and provides a number of alternatives that will set your IT organization on the path of “truth, justice, and the American way” – or at least put you on a more productive path.

#### **Robert Lewis Biography**

Robert Lewis is president of IT Catalyts, a consultancy specializing in business change, information technology (IT) organizational effectiveness, and IT/business integration.



Mr. Lewis is also an internationally recognized authority on the subjects of effectively leading information technology organizations, integrating them into the enterprise and the additional steps necessary for businesses to become more adept at designed and planned change.

The award-winning author of eight books and more than 750 columns on these and related subjects, Mr. Lewis is known for his unique blend of vision and pragmatism, the result of having been a practitioner – he held a wide variety of executive, staff and consulting positions in the field of information technology, as well as positions in manufacturing, product development, and business planning – before becoming an author and advisor.

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### PROGRAM DESCRIPTIONS:

#### **“Change Is Impossible Unless YOU Change YOUR Mind”**

Traci Duez, founder of Break Free Consulting

This presentation will focus on 21st century leadership principles – using neuroscience and axiology, including intrinsic validation and motivation – in order to analyze how these principles help leaders to obtain 40% more cooperation and productivity from those that they lead. Axiology and how this science of value and value judgments can help you make better decisions will also be discussed as will how to measure your thinking and valuing habits, and how to effectively and permanently change your mind.

#### **Traci Duez Biography**

Traci Duez is president and founder of Break Free Consulting. Her background includes more than 20 years of professional experience in a wide range of corporate fields.



After graduating from Case Western Reserve University in Cleveland, Ohio, with a Bachelor’s degree in chemistry and a minor concentration in Sports Medicine, Ms. Duez continued her education at The Ohio State University, where she entered the Master’s program in physical education specializing in athletic coaching and sports psychology.

Prior to founding Break Free Consulting, Ms. Duez worked for over 20 years in various roles ranging from medical technologist and laboratory informatics specialist to project manager and director of an IT consulting firm. During this time, she has achieved a number of personal and professional highlights including becoming certified by the American Society of Clinical Pathologists, successfully implementing a new state-of-the-art laboratory information management system, launching new employee development programs, leading diverse international project teams (from such areas as the United States, Puerto Rico, England, Italy and Australia) and collaborating in the fields of pharmaceutical manufacturing, biotechnology, chemical processing, food processing, insurance, oil and gas, utilities, sales, IT and management consulting.

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### PROGRAM DESCRIPTIONS:

#### **“Building and Rebuilding Collaborative Relationships”**

Sheri Callahan, owner of Horizon Consulting Group, LLC.

This presentation will address the necessity to rethink the collaborative outreach process in the current workplace environment. Participants will explore the actions, behaviors and attitudes that lead to constructive productivity and can change the state of old barriers in communication. The tools and strategies of successful “out-of-the-box” collaboration and building workplace relationships will be the foundation for your take-a-ways. If you are ready to raise the bar of quality outcomes and cultivate your resources, then you don’t want to miss this session!

As part of this session, participants will learn how to assess relationships that may be rebuilt or developed to enlarge workplace success, identify common roadblocks that can impede reaching out to others and apply the tools and strategies necessary to cultivate collaborative partnerships.

#### **Sheri Callahan Biography**

Sheri Callahan is a SC-based professional development consultant/speaker and owner of Horizon Consulting Group, LLC who brings over 17 years of experience in workplace performance, team dynamics, vital interpersonal training, group conflict mediation, leadership coaching and motivational keynotes. Ms. Callahan finds deep value in her work as she – together with her clients – finds “practical” solutions to the frustrating obstacles of the workplace.



Ms. Callahan, the immediate past President for the South Carolina Chapter of the Association for Conflict Resolution, holds a Bachelor of Arts in speech communication from the University of South Carolina as well as a Master of Arts in human behavior and conflict management from Columbia College. Horizon Consulting Group proudly maintains clients across all industry lines, both domestically and internationally.