



FRONT-LINE LEADERSHIP

CREDENTIALING PROGRAM GUIDEBOOK

SPRING 2024

In Partnership with **HACC, Central PA's Community College**
and
Shippensburg University of Pennsylvania



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General Information

Welcome to the Front-Line Leadership Credentialing program. This professional development opportunity is a collaboration of HACC, Central PA's Community College, and Shippensburg University of Pennsylvania. Completion of this program leads to a collaborative non-credit certificate from these two institutions.

The program includes 32 hours of synchronous online instruction and four+ hours of asynchronous self-paced modules.

Dates

All times are *Eastern Time*. There are two “make-up” sessions scheduled in case a session is canceled due to instructor illness. If needed, they will be on May 15th and May 22nd.

March 13th Student Orientation from 10:00 – 11:00 a.m.

March 20th - May 8th Wednesday Online Classes
Session One from 10 a.m. – 12 noon
Session Two from 1:00 – 3:00 p.m.

May 15th Make-Up Session One (if needed)

May 22nd Make-Up Session Two (if needed)

Attendance

To earn the Certificate of Completion students must attend 13 of the 16 of the sessions; attendance will be taken each week at the beginning and end of each session.

If you need to miss a session, you must contact your supervisor and Mary Angela Baker (mabaker@ship.edu) before the session.

There are two “make-up” sessions scheduled in case a session is canceled due to instructor illness. If needed, they will be on May 15th and May 22nd.

Zoom Links

Orientation

March 13th 10:00 am - 11:00 am

<https://ship.zoom.us/j/92639768158>

Meeting ID: 926 3976 8158

Full Group Session and Program Celebration Ceremony

May 8th from 2:15 – 3:00 p.m.

<https://ship.zoom.us/j/92639768158>

Meeting ID: 926 3976 8158

Full-Group Sessions

March 20th - May 8th

10:00 a.m. - 12 noon and 1:00 – 3:00 p.m.

<https://ship.zoom.us/j/92639768158>

Meeting ID: 926 3976 8158

Issues with Connecting

Contact Mary Angela Baker ASAP via email at mabaker@ship.edu with any connection issues.

Program Learning Objectives

1. Learners will obtain and improve multiple industry-wide foundational skills including interpersonal skills, communication, integrity, math and technology, writing, teamwork, problem solving and critical thinking, and customer focus.
2. Learners will develop an inclusive leadership style and approach that fits their personal abilities and workplace context.
3. Learners will understand a leader's role in equity and inclusion and sustainable business practices.

Calendar

Front-Line Leadership Topics and Instructors Spring 2024

Date	Session Topic	Session Time	Instructor
March 13	Student Orientation	10:00 – 11:00 am	
March 20	Leadership and Influence	10:00 am – 12 pm	Malaika Turner
March 20	Emotional Intelligence	1:00 – 3:00 pm	Matthew Shupp
March 27	Communication and Collaboration	10:00 am – 12 pm	Tammy Manko
March 27	Diversity, Equity, Inclusion and Access	1:00 – 3:00 pm	Manuel Ruiz
April 3	Enhancing Negotiation Skills with DISC and Effective Communication	10:00 am – 12 pm	Nicole McCartan
April 3	Conflict Resolution	1:00 - 3:00 pm	Kara Laskowski
April 10	Leading a Team	10:00 am – 12 pm	Tammy Manko
April 10	Change Management	1:00 – 3:00 pm	Wendy Kubasko
April 17	Fostering a Healthy, Effective, and Positive Workplace Culture	10:00 am – 12 pm	Estevanny Turns
April 17	Time Management	1:00 – 3:00 pm.	Melissa Knouse
April 24	Six Hats: Increasing Creativity in the Workplace	10:00 am - 12 noon	Tracy Montoro
April 24	Cultural Competencies in the Workplace	1:00 – 3:00 pm	Melinda Fraker de Fonte
May 1	Dealing with Difficult People and Toxicity in the Workplace	10:00 am – 12 pm	Matthew Shupp
May 1	Confidence is Key!	1:00 - 3:00 pm	Malaika Turner
May 8	Personal Branding: How to Brand Yourself Beyond the Resume	10:00 am – 12 pm	Victoria Kerr
May 8	Leadership Foundations Wrap-Up	1:00 – 2:10 pm	Una Martone
May 8	Graduation Ceremony	2:15 – 3:00 pm	
May 15	Make Up Session One		
May 22	Make Up Session Two		

Session Topic Description, Discussion Questions, and Success Indicators

March 20

Leadership and Influence

Leadership and influence have a critical impact on the workplace environment. Becoming more aware of leadership styles and learning strategies to strengthen them, can make or break workplace relationships and successes. In this interactive session, participants will engage in discussion about leadership styles and how they utilize them in the workplace. Participants will also learn about imposter syndrome and tools to help combat the question “should I be in this role?”

Discussion Questions

1. What kind of leader would you like to be?
2. What does leadership look like for you, in your work environment?
3. What are some benefits you anticipate as you adopt new leadership techniques?
4. What are some specific examples of how you can better lead for your team?
5. Share an example of your most memorable experience where you were on the receiving end of good leadership.

Success Indicators: Learners will be able to identify their leadership style after the completion of the session.

Emotional Intelligence

This session will cover aspects of emotional intelligence to help leaders manage their emotions and relationships with others. Emotional intelligence has been cited as the top predictor of career performance and is an invaluable skill.

Discussion Questions

1. Which of the areas of emotional intelligence do you think you are strongest in?
2. Which area would you prioritize developing?
3. How do you plan to incorporate emotional intelligence tactics into your work relationships?
4. How will you introduce this essential skill to your team and 1:1 staff development sessions?

Success Indicators - Students will observe an increase in emotional awareness as well as increased collaboration and work performance.

Communication and Collaboration

This session will cover verbal and nonverbal communication, professional communication, and inclusive collaboration. The session will also discuss communication tips related to providing productive feedback and overall effective communication.

Communication is essential to our success in life and work. It is one of the highest in-demand skills for leadership positions at all levels.

Discussion Questions

1. What would you identify as a strength in communication and what are some of the key factors for communicating effectively?
2. What factors might be a barrier in your communication and collaboration with others?
3. What are some tips for communicating properly in person and virtually?
4. What are the ways to provide effective feedback?
5. From whom can you get honest feedback regarding your communication style and potential growth areas?
6. Sharing your communication needs and expectations with others in your work orbit is essential for success. With whom will you share first and how?

Success Indicators - Learners will be able influence themselves and others positively through intentional use and reading of body language, thus communicating more effectively. Learners will write more effective emails/messages, engage successfully in providing feedback, and collaborate with their team members to reach identified organizational goals. Through reflection, they will be able to share examples of what they will and have improved in terms of communication and collaboration.

Diversity, Equity, Inclusion and Access

This session will cover Diversity, Equity, Inclusion and Access in the workplace. Students will understand terminology and discuss practical application in their roles as leaders.

Discussion Questions

1. What questions do you still have that you would like to explore further?
2. How can you leverage the information learned today to enhance the productivity of your team?

Success Indicators: Students will understand the terminology as it relates to Diversity, Equity, Inclusion, and Access. Students will understand why DEIA is important and their role in promoting DEIA in the workplace.

Enhancing Negotiation Skills with DISC and Effective Communication

In this session, we focus on empowering individuals to excel in negotiations by understanding the personal preferences and communication style of the person sitting across the table. By gaining this valuable insight, participants gain a significant advantage in their negotiation endeavors.

Participants will learn how to identify the behavioral traits of others and adapt their own communication strategies accordingly. By leveraging this understanding, negotiators can establish rapport, build trust, and foster productive dialogue, ultimately increasing their chances of achieving favorable outcomes. The session provides practical tools and strategies that participants can apply immediately in negotiation scenarios. By honing their ability to communicate effectively and tailor their approach to suit different individuals, participants will be well-prepared to navigate negotiations successfully across a range of subjects.

Discussion Questions

1. How do effective communication skills influence negotiations?
2. What can you do to build trust and positive relationships with your organization's colleagues and leaders?

Success Indicator: Students will understand the art of negotiation and strategies in negotiations through communication style

Conflict Resolution

This session will cover how to avoid employee conflicts through ongoing continuous feedback and how to diffuse tense situations when they may arise. Participants will learn how to reduce conflict through having honest, and sometimes difficult conversations, and creating an inclusive work environment.

Questions to Ask Before Engaging

1. Is this conflict "real" or perceived?
2. What conflict response styles are available?
3. Which conflict style is best to reach a resolution?

Success Indicators - Learners select example communications over the next week and reflect on how they have improved communication skills.

Leading a Team

Leadership is one of the most important skills in any organization and is integral to professional success no matter the position we hold within an organization. Regardless of what you believe about how leaders evolve – they are born, or they learn to be leaders, or some combination of these – we all have the capacity to lead. In this session, we will explore how to use tips and tools to lead a team effectively, including developing an understanding of leadership styles, characteristics of effective team leaders and high-performing teams, barriers to effective teamwork, and the stages of team development. You will also learn tactics for standing out as a respected leader in your organization and in life.

Discussion Questions

1. How do you define leadership? What is your primary leadership style?
2. What does leadership or executive presence look like?
3. What are the stages of team development and why are they important?
4. How do you build a high-performing team?
5. What makes you most effective in your role as a leader?
6. What tips and/or tools will you immediately employ to improve your leadership and ability to lead your team?

Success Indicators - Learners will be able to identify ways they are improving their leadership presence at work and in life. They will understand the stages of team development and why they are important as well as the characteristics of high-performing teams, thus allowing them to build the best and most productive teams. Learners will also be able to provide examples of their behaviors that make them more effective leaders.

Change Management

This session will explain the basics of change management theory, why change can be needed, and how to ensure growth through change. As front-line leaders, learners will see how they fit in the change process and their role in successful system-wide changes.

Discussion Questions

1. What aspects of change are difficult for you or your organization?
2. How can you support your team in positively moving through the change process?

Success Indicator: Students will craft a commitment statement about how they will use change management in their workplace.

Fostering a Healthy, Effective, and Positive Workplace Culture

A leader sets the tone for the team and influences their ability to achieve goals and impact the customer experience. In this session, participants will learn practical skills and strategies to foster a positive workplace culture and address performance and behavior issues when they arise.

Discussion Questions

1. What are the attributes in your organization that contribute to a healthy workplace culture?
2. How does your professional behavior impact the workplace culture? What can you do to increase a positive environment?

Success Indicator: Students will practice leveraging professional presence when interacting with team members and customers.

Time Management

This session will cover goal setting and time management as it relates to the workplace. Through active participation, learners will understand the importance of prioritizing tasks and meeting management expectations.

Discussion Questions

1. What are your time management strengths?
2. What did you learn today that you can take with you to the workplace?
3. What are the biggest barriers to getting your work completed during a shift?

Success Indicator: Learners understand the process of managing their time and prioritizing competing demands.

Six Thinking Hats: Increasing Creativity in the Workplace

In today's fast-paced world, effective problem-solving skills are highly valued. However, navigating complex challenges and making sound decisions can be daunting. To tackle this, Dr. Edward de Bono, a renowned psychologist, introduced the Six Thinking Hats framework. The process can help you and your teams: become more productive, improve the overall quality of decision-making, create innovative solutions that leverage different perspectives for optimal solutions, and reduce meeting times

Discussion Questions

1. Explain what the Six Thinking Hats is and what each hat means.
2. How will you use this process in your functions at work?
3. How does using this thinking tool help a team to function more efficiently and creatively?
4. Where can our team put this method into practice?

Success Indicators: Learners will understand the Six Thinking Hats method and how to use each hat. Learners will begin to identify when to use specific hats for more productive and creative thinking.

Cultural Competencies in the Workplace

This session covers a broad overview of various cultural dimensions and how they are reflected in the workplace, team interactions and decision-making. We will review the importance of understanding cultures around the world.

Discussion Questions

1. How many different countries are represented in your workplace?
2. What is the difference between nationality and culture?

Success Indicator: Learners understand the importance of cultural dimensions, unravel cultural myths, rejoice in diverse identities and manage differences and expectations.

Dealing with Difficult People and Toxicity in the Workplace

There are individuals in today's workforce who deliberately create a toxic work environment. Bullies, saboteurs, intentionally low-performers, and malicious gossips all conspire to negatively impact performance and workplace milieu. This session will cover effective strategies when interacting with toxic individuals in the workplace, highlighting specific actions on how not to have them impact your work or attitude. This session will also provide strategies for leaders to sustain positive team morale in spite of the toxic individual. A difficult employee can be a supervisor, colleague, or subordinate.

Discussion Questions

1. What characteristics and attributes do you believe "toxic" people exhibit?
2. What factors might be a barrier to you working with "toxic" colleagues?
3. What are some tips for successfully working with "toxic" colleagues?

Success Indicators: Learners will be able to explicitly describe their operational definition of a "toxic colleague." Learners will identify strategies to effectively work with these individuals in order to meet operational goals. Learners will also be able to create healthy workplace boundaries, identify workplace supports (i.e. Human Resources), and understand the importance of documentation, all in an attempt to not let toxic individuals impact a team's performance and morale.

Confidence is Key!

Some of the essential skills needed for front-line leaders have one thing in common, they require confidence. In this training, participants will engage in a discussion on the importance of exhibiting confidence in their role as a leader. We'll delve into the topic of self-efficacy and learn skills to help increase confidence in a leadership capacity. In this session we'll move away from the mindset - fake it till we make it; we want the tools to see it and be it!

Discussion Questions

1. What strategy will you use to exhibit confidence in your position.
2. How do you define self-efficacy?

Success Indicators: Learners will be able to define self-efficacy. Learners will also be able to identify three strategies to build confidence. Finally, learners will be able to define the M.R.A. Impact (new concept)

Personal Branding: How to Brand Yourself Beyond the Resume

Let's discuss the essentials of how to set yourself apart, clarify your unique professional identity, and build your brand in today's rapidly changing world-of-work.

Learners will identify their strengths and how they relate to career success, identify their personal brand, and ways to build it through networking and social media. Learners will discover and learn how to market themselves on resumes, LinkedIn, Handshake Profiles and interviews. Learners will embrace their uniqueness, maximize their strengths, and manage choices to create future career opportunities.

Discussion Questions

1. What are the benefits of personal branding and how it can help me in my career?
2. What are my strengths, career-wise, and how can you leverage them a) online, b) via networking, c) on your resume, and d) in an interview?
3. How can you leverage the information learned today to enhance your personal branding?

Success Indicators - Students will observe an increase in what it means to brand themselves professionally as well as increased understanding in building a resume and networking.

Leadership Foundations Wrap Up

This session focuses on the essentials of servant leadership – a viable model of leadership rooted in relationship building, being accountable, and strong communication skills. The cohort will explore the basics of both EQ and PQ and how they are relevant in organizational leadership. At the conclusion of the program, participants will be able to articulate why self-awareness, humility, and empathy are essential to their growth as leaders.

Discussion Questions

1. What is the role of empathy at work?
2. Why is it important to remain positive in a difficult situation?
3. Are the leaders around me self-aware?
4. Is humility a valued trait where I work and, if so, how is it demonstrated?

Success Indicators - Demonstration of skill attainment through learning activities.

Self-Paced Modules

Each student is required to complete four hours of asynchronous self-paced modules. Asynchronous means the learning takes place at a time that is convenient to you - it's not on a specific schedule. Students must indicate within the first week which self-paced modules they will be taking.

At the completion of the module, you will need to print a Certificate of Completion, which verifies that you successfully finished the module. Please email Certificates to mabaker@ship.edu.

Introduction to Project Management

6 - 8 Hours

This course is an introduction to the concepts of project management. We will approach project management in a general format, that is without any focus towards a particular profession, industry, or specialization. The concepts you learn will apply equally whether you are in information technology, engineering, healthcare, construction, or nearly any other type of profession. From time to time, we will provide examples and scenarios that may draw from a certain professional area, but these are general in nature and you will not need any specialized knowledge.

To register, please contact Mary Angela Baker (mabaker@ship.edu) and she will have the access link sent to you.

Understanding Conflict Resolution in the Workplace

3 Hours

Conflict is all around us, but it isn't something to be feared! In business and personal relationships, there is bound to be conflict between individuals. This self-paced, virtual coursework provides an introductory overview of how the learner can understand conflict in the workplace. Specific content focuses on understanding causes of conflict, conflict resolution techniques and a general base of information designed to increase insight and awareness of how conflict can be a healthy factor in any workplace if managed effectively.

To register, please contact Mary Angela Baker (mabaker@ship.edu) and she will have the access link sent to you.

Self-Paced Modules (con't)

Introduction to Data Analytics

3 Hours

This data analytics for beginners is designed to offer a solid foundation for working with various types of data, data visualization for decision making, and data analytics in different sectors. This program is ideal for anyone looking to become a data analyst or analytics manager. Learn data analytics and data science methodologies through this program and drive better business decisions.

<https://www.simplilearn.com/learn-data-analytics-for-beginners-skillup>

Professional Employable Skills

30 - 60 minutes each

Choose from 14 Professional Skills course options and take up to four hours covering a variety of topics such as team building, customer service, listening skills, and communication in the workplace. Create an account and get started today!

<https://learningacademy.prologis.com/learn/signin>

Overall Program Success Indicators

Learners will be able to describe their leadership style and approach, communicate effectively in multiple forms and situations, show an increased aptitude for common business functions, and a commitment to eliminating biases and actively encouraging equity in the workplace.

Upon completion Front-Line leaders will be more confident with greater abilities to solve problems on their own and teach and train others.

Through the various sessions, learners will be able to demonstrate greater understanding of their role in the business. They should also demonstrate a desire for further learning and training, as the program will foster a commitment to lifelong learning and a pathway to further education.

Program Resource Page

All documents from the sessions, including PowerPoint slide decks, pre-readings and additional resources, are available at the following website: www.ship.edu/flp

Session Evaluations

After each session learners will be asked to complete an evaluation. The questions each time will be:

Open-Ended Questions

- What is the most valuable thing you learned in this session?
- What did you learn today that will help you in pursuing a promotion or enhancing your current position?
- What is one action you will take because of this session?
- What is one suggestion for improving this session?
- Please feel free to share any additional feedback

On a scale of 1-5, with 5 being Very Much Agree, and 1 being Very Much Disagree:

- The instructor is well prepared and understands the subject matter.
- The instructor is engaging and encouraged student participation during the session.
- I feel I now have a better understanding of this session's subject.
- I am confident I can apply what I learned in this session in the workplace during the next three weeks.

On a scale of 1-5, with 5 being Very Valuable, and 1 being Not at All Valuable:

- Overall, rate how valuable the content of this session is to your career success.

Zoom

We will be using Zoom for all our online meetings. Zoom is a web conferencing platform that is used for audio and/or video conferencing. There are many different resources available to learn how to use the Zoom features, both in YouTube videos and websites. You can find them by Google searching: How to Use Zoom.

Zoom is updated frequently; be sure to check the posting date of any resources to ensure you have recent information. We will be using the Chat feature during our sessions. The saved script will be posted on the Program Resource Page.

Zoom Meeting Etiquette for Students

Join the Meeting Early

You should join early so you can test your technology and be ready when the session begins.

Check your Camera and Microphone

Turn your camera and mic on. Meeting virtually is no different from meeting face-to-face. People want to see and hear you while at work.

Remember You are Always on Camera

Use a work appropriate background which can include a virtual background. Ensure you have adequate lighting and your face is well lit and not in shadows.

Look at the Camera when Speaking

Just like you would look people in the eye during a face-to-face meeting, look at the camera when you are speaking.

Find Your Strongest Internet Connection

If possible, connect to your hardwired internet. Try to have the most reliable internet connection.

Eliminate Distractions

Turn off email notifications, put your cell phone on silent, put a sign on the door, and, if at home, put pets in another safe place.

Stay on Mute if You're Not Talking

Background noise can be distracting. If you aren't sharing anything at the moment, you should remain on mute until talking or presenting. Before you speak, make sure your mic is unmuted.

Be Respectful – Raise Your Hand

If you want to speak, physically raise your hand or use the “raise hand” feature that is available in the participant panel.

Use Chat

Chat can be used for questions and comments about the presentation and as a way to share other resources. Note that the chat will be saved each session.

Don't Eat During the Meeting

It can be distracting to watch other people eat. Try to hold off on eating if you can, or if not, consider briefly turning off the video and audio until you are done eating.

Dress Appropriately

It is crucial to remain professional and dress appropriately. Wear something similar to what you would typically wear to work.

Diversity, Equity, Inclusion, and Access Statement

If you need to talk with someone regarding issues related to diversity, equity, inclusion, and access please contact the following individual:

Shippensburg University

Dr. Manuel Ruiz,
Assistant Vice President for Inclusion and Belonging and Director of Social Equity
Shippensburg University
Email: MRuiz@ship.edu
Phone: 717-477-1161

Diversity, equity, inclusion, and access is a priority of Pennsylvania's State System of Higher Education, as well as each partner participating in this pilot program.

Shippensburg University and HACC, Central PA's Community College make every effort to provide educational opportunities to all persons regardless of race, religion, sex, national origin, ancestry, age, sexual orientation, gender identity, gender expression, marital status, disability, or veteran status. This applies to all members of the community, all applicants for admission or employment and all participants in college-sponsored activities.

All partners view DEIA as integral to the collaborative educational success and continued professional growth of every student, employer, and employee. The institutions/organizations make intentional efforts to provide opportunities to all persons regardless of race, religion, sex, national origin, ancestry, age, sexual orientation, gender identity, gender expression, marital status, disability, or veteran status. Decision making processes consider diverse identities and perspectives as essential elements to all aspects of relationship with and connection to the institution/organization.

Statement of Compliance

The Office of Inclusion, Belonging, and Social Equity at Shippensburg University coordinates the university's compliance with laws and regulations relating to equal opportunity, sexual harassment, and disabled accommodation. A full description of the Statements can be found on the University website:

https://www.ship.edu/About/Statements_of_Compliance/

Instructor Bios

Ms. Melinda Fraker de Fonte

Director

Office of Academic
Affairs and Workforce
Development

HACC, Central
Pennsylvania's Community
College

Ms. Melinda Fraker de Fonte has worked in the field of adult basic education, English and Spanish as a second language instruction, and higher education program administration for over 20 years. She is currently a Director within the Office of Academic Affairs and Workforce Development at HACC, Central Pennsylvania's Community College. Also an experienced curriculum designer and corporate trainer, Melinda customizes and delivers vocation-specific language and cultural competency courses for business and industry. Her rich teaching experience first began with the Lincoln Intermediate Unit, where she taught ESL and GED in both the community and corrections settings for several year

She earned her bachelor's degree in English and Spanish from Messiah University and has also completed master's degree coursework in Curriculum and Instruction with an emphasis in teaching English as a second language from McDaniel College in Westminster, MD and is currently pursuing a Masters in Higher Education Administration from Southern New Hampshire University.

Ms. Victoria M. Kerr

Senior Director - Career
Center

Shippensburg University

VMBuchbauer@ship.edu

Victoria is the Senior Director of the Career Center at Shippensburg University. Since starting at Shippensburg University in 2013, Victoria loves developing new and innovative programs designed to assist students in reaching their academic and career goals. She is passionate about connecting students to their purpose and developing those interests, skills, and abilities into a successful career path.

Previous to Shippensburg University, she served as the Director of the Career Center/Undeclared Students at Shepherd University and held roles within Human Resources for over 8 years at the American Bar Association, American Woodmark, and ATPCO. Victoria holds a Master of Arts in College Student Development from Shepherd University and a Bachelor of Arts in Law and Society from American University.

Ms. Melissa Knouse

Adjunct Faculty, Academic
Engagement and
Exploratory Studies

Shippensburg University

MAKnouse@ship.edu

Professor Knouse earned her Bachelor of Science in Psychology from Millersville University and earned a Master of Science in Counseling and College Student Personnel from Shippensburg University.

Currently, Melissa is a faculty member in the Department of Academic Engagement and Exploratory Studies, where she teaches the First Year Seminar and advises first and second year students. Her favorite activities include spending time with her 7-year-old twins and husband boating on Deep Creek Lake, and spoiling her rescue dog, Callie.

Instructor Bios

Dr. Wendy Kubasko

Program Chair and
Associate Professor,
Educational Leadership
Department

Shippensburg University

WLKubasko@ship.edu

Dr. Wendy Kubasko brings over twenty-five years of experience in public education. She earned her undergraduate degree from Shippensburg University of Pennsylvania. Beginning her career outside of Washington, D.C., Dr. Kubasko chose to work with underserved populations. She moved to Phoenix, Arizona teaching middle and elementary schools in Title I school districts. She earned her Master's in Curriculum and Instruction in Mathematics at Arizona State University.

After years in the classroom, Dr. Kubasko moved into district support roles, first as a professional development coordinator, then as a Director of Curriculum and Instruction, Administrator for Academic Services, and finally, the Assistant Superintendent for Avondale Elementary School District.

In 2015, Dr. Kubasko received her Ed.D. in Educational Leadership and Innovation from the Mary Lou Fulton Teachers College at Arizona State University. Dr. Kubasko's research centers on the use of collaborative learning for school and district leaders around common problems of practice. Currently, Dr. Kubasko is an associate professor at Shippensburg University of Pennsylvania in the Educational Leadership and Special Education Department.

Dr. Kara Laskowski

Professor and Chair,
Department of
Communication Studies

Shippensburg University

KALask@ship.edu

Kara Laskowski (Ph.D., The Pennsylvania State University) is a Professor of Communication Studies at Shippensburg University. Prior to coming to Shippensburg, she taught at Juniata College and was a teaching assistant at Penn State, University Park. Dr. Laskowski has published on topics including naming and identity, communication competence and abuse, and workplace conflict resolution. She has studied and taught Conflict Resolution for thirty years, with an emphasis on interpersonal relationships and nonviolent resolution strategies applied to personal and professional contexts.

Dr. Laskowski is the chair of the Department of Communication Studies and serves as Statewide Meet and Discuss Chair for the Association of Pennsylvania State Colleges and Universities – positions which provide ample opportunities to practice conflict resolution communication skills. A Pennsylvania native, she enjoys gardening, her adult children, and the world class outdoor recreation the area affords for kayaking and hiking with her three rescue dogs.

Instructor Bios

Ms. Una Martone

President and CEO

Leadership Harrisburg
Area

umartone@
leadershipharrisburg.org

Una Martone has articulated that her purpose in life is “to help people see their best so that they can be their best!” She considers herself fortunate to fulfill this purpose through Leadership Harrisburg Area where she has served as President & CEO since 2007.

Leadership Harrisburg Area (LHA) is a 35 year old non profit organization with a vision to improve the quality of life throughout Central Pennsylvania through effective community service and servant leadership. Highlights of Una’s tenure with LHA include the creation of Beyond Leadership, a curriculum on servant leadership that she conceived, created, and has delivered to over a thousand people since 2015.

Una is also responsible for the addition of the Alumni Circle Enrichment Series, Board Strong, The Color Code, and an original Diversity, Equity & Inclusion training program that has reached over 5,000 people since 2020. Her love of curriculum development is accompanied by a focus on community partnerships, fund & resource development, and the creation of strategic alliances. Una’s work has been recognized throughout Central Pennsylvania and beyond. She has received numerous awards and distinctions, most recently she was presented with a Doctor of Humane Letters Degree from Central Penn College.

Dr. Tammy Manko

Speaker & Trainer,
MeaningfulLife, LLC

University Career and
Professional Development
Professional

Instagram & Twitter/X:
@TPManko

meaningfullifetpm@gmail.
com

As the owner and founder of MeaningfulLife, LLC, and the director of a university career center, Tammy Manko is an award-winning higher education professional with experience and expertise in the areas of body language/communication, professional networking, relationship building, leadership, career readiness, etiquette, positivity, change management, customer service, and various professional development topics.

She holds a doctoral degree in Educational Leadership, a master’s degree in Higher Education Administration, and a bachelor’s degree in English, is a lifelong learner, and enjoys reading and sharing knowledge. She has three sons and loves spending time with family/friends, traveling when she can, and interacting with others.

Instructor Bios

Ms. Nicole McCartan

nicolelmccartan@gmail.com

Nicole McCartan is a highly motivated and ambitious professional with a diverse background in Project Management, Marketing, Direct Sales/Sales, and Education. Her educational achievements include being ABD (All But Dissertation) in Psychology, with a concentration in Sociology holding a Master of Business Administration degree with a concentration in Marketing and a Bachelor of Science degree in Public Relations and Marketing. Nicole has been in an array of industries and worked in several markets.

With her extensive knowledge and expertise, Nicole seeks to make a difference by equipping others with the tools and guidance they need to thrive. Her passion lies in enabling individuals to tap into their innate abilities and unleash their full potential. Through her leadership and motivational skills, she aims to inspire and uplift others, helping them chart their own path to success

Ms. Tracy Montoro

Director of Workforce
Development

Shippensburg University

TLMontoro@ship.edu

Tracy Montoro is the Director of Workforce Development at Shippensburg University of Pennsylvania. Tracy works closely with regional employers and university faculty to provide quality professional development opportunities to the regional workforce. She has 25 years of experience in both the classroom and administrative sides of education. Prior to her role in workforce development, she served as Associate Director of the Career Center at both Shippensburg and Dickinson Universities where she directly supported students and alumni in their career readiness goals. Tracy has earned both her bachelor's degree in Elementary Education and her master's degree in counseling at Shippensburg University. Tracy is a certified 6 Thinking Hats training provider.

Dr. Manuel Ruiz

Assistant Vice President for
Inclusion, Belonging, and
Director of Social Equity

Shippensburg University

Mruiz@ship.edu

Dr. Manuel Ruiz currently serves as Assistant Vice President for Inclusion, Belonging, and Social Equity at Shippensburg University. He has worked in higher education for 22 years in a variety of roles and is a proud first-generation college graduate. Dr. Ruiz is actively involved within the PA State System of Higher Education (currently serving on PASSHE's DEI Summit Planning Team Committee and SLG Co-Lead for the state systems Chief Diversity Officers) and the American College Personnel Student Association. Dr. Ruiz has also taught at the undergraduate and graduate level.

Instructor Bios

Dr. Matthew Shupp

Professor - Department of
Counselor Education

Shippensburg University

MRShupp@ship.edu

Dr. Matthew R. Shupp is a Professor in the Department of Counselor Education at Shippensburg University where he developed and teaches a course on Emotionally Intelligent Leadership. Prior to his role as faculty, Dr. Shupp was a student affairs professional in a variety of institutional settings.

He is both a National Certified Counselor (NCC) through the National Board for Certified Counselors (NBCC) as well as a Board Certified Tele-Mental Health Provider (BC-TMH). He is an Approved Clinical Supervisor (ACS) and licensed as a professional counselor (LPC) in the state of Pennsylvania. Most recently, Dr. Shupp was selected for addition to the Fulbright roster as a Fulbright Specialist (2021-2025).

Dr. Malaika Turner

Founder and CEO

The Speakher LLC,

www.thespeakher.com

drmalaika@thespeakher.
com

Dr. Malaika Turner is the owner and founder of The Speakher, LLC, which offers customized motivational workshops to clients who desire to increase their impact in the world. Dr. Turner is also the creator of the Go Be Great and Nothing Less Motivation-Wear. She's the host of Pivot with Dr. Malaika and believes it is her life's mission to motivate others to live a purpose-driven life eyes wide open! You can find her website at: www.thespeakher.com.

Ms. Estevanny Jiménez Turns

Consultant

ejturns@gmail.com

Estevanny Jiménez Turns helps organizations create people centered cultures that deliver results. As a former Chief Human Resources Officer and now consultant, she has led Human Resources teams as well as diversity, equity, inclusion, and access functions in different organizations. She also works with leaders to help them build thriving workplace cultures. Ms. Jiménez Turns holds a Masters in Business Administration (MBA) and is certified as a senior Human Resources professional through the Society of Human Resources Management (SHRM) and the Human Resources Standards Institute (HRCI).

Shippensburg University Career Services

Shippensburg University offers assistance for students in the Front-Line Leadership Certificate program. These services include a resume review, assistance developing a LinkedIn profile, and professional dress assistance. The SU Career Center has professional dress clothing for any students who may need assistance with acquiring clothing. With hundreds of donated clothing items organized to make selection easy, the closet is a helpful resource. Students are welcome to browse the closet for one free outfit per semester.

To take advantage of this program, contact the Shippensburg University Career Center at 717-477-1484 or career@ship.edu. When contacting the center, please indicate that you are part of the Front-Line Leadership Certificate program.