



NEWS FOR RELEASE  
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## **Management Skills Certificate Program Continues Jan. 26-27**

Madison, WI -- Dairy plant managers and supervisors will learn successful communication skills and strategies to resolve conflict January 26-27 in the third training module of the Management Skills Program for Dairy Professionals.

The sign-up deadline for this two-day training course is January 15.

The School of Business at the University of Wisconsin-Madison and Wisconsin Cheese Makers Association have partnered to offer this unique certificate program.

“The Management Skills Program moves into its third training module in January following two successful, energetic modules in 2009,” said John Umhoefer, executive director of the Wisconsin Cheese Makers Association. “Participants that complete all four modules will be awarded a management skills certificate from the University of Wisconsin during the International Cheese Technology Expo in April,” Umhoefer added.

Dairy processors can begin the series with any of the four modules. The modules are set for July, November, January and March. Enrollment is limited.

On January 26-27, management participants will learn communication skills from Tammy Thayer, president of the Center for Advanced Studies in Business in the Wisconsin School of Business, and an expert trainer with more than 25 years of experience. Topics include:

- Improving communication/interpersonal skills
- Understanding behavioral tendencies and how they affect others
- Learning to understand, respect, and value individual differences
- Enhancing use of verbal, vocal, and visual communication
- Increasing effectiveness in completing tasks by improving your relationships

The module continues with conflict resolution training from Tony Nagle, president of the A.G. Nagle Company, a training and development firm. Topics include:

- Resolving conflict from interests rather than positions
- Separating people from the problem and focusing on each parties’ real interests
- Building better relationships
- Creating a strategy for people who drive you crazy

For more information on this module and the Management Skills Program for Dairy Professionals, contact Keith Johnston, director, business development, in the University of Wisconsin’s Center for Advanced Studies in Business. Phone Keith Johnston at 608-441-7354 or e-mail: [kjohnston@exed.wisc.edu](mailto:kjohnston@exed.wisc.edu).

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