
POSITIVE ORGANIZATIONS CONSORTIUM MEETING

THEME: The Art of Positive Communication

This meeting will explore the art of positive communication. Positive communicative behaviors have been shown to help build high quality connections, spark positive emotions and energy, expand possible business solutions, and improve organizational performance. After this meeting, members will come away with tangible practices and strategies to improve your own effectiveness as a leader, manager, and team member by introducing you to frameworks for understanding how communication affects individual and group performance, and how to measure the impact of these practices.

DATE: Wednesday, May 8, 2019

TIME: 8:30 a.m. - 5:00 p.m. ET

LOCATION: Michigan Ross School of Business Blau Colloquium

AGENDA

8:30 - 9:00 a.m.	Registration and Breakfast
9:00 - 9:30 a.m.	Welcome and Updates
9:30 - 10:45 a.m.	Appreciative Interviewing Exercise Using the structure of appreciative interviewing, members will discuss conversations they have had at work that brought about a sense of happiness, joy, or positive emotion, and then will engage in thematic analysis of the responses as a group.
10:45 - 11:00 a.m.	Break
11:00 a.m. - 12 :00 p.m.	Panel Discussion: Communication in Organizations Individual decisions on how to communicate have tremendous impact on an individual and organizational level. Panel members will discuss their experience with communication in their organizations, and the connections between communication and performance. <ul style="list-style-type: none">• Moderator: Kim Cameron, Center for Positive Organizations Co-Founder and William Russell Kelly Professor Emeritus of Business Administration, Michigan Ross• Panelist: Rich Smalling, CEO, American Innovations• Panelist: Molly White, Administrative Director of Healthcare, Michigan Medicine Office of Patient Experience• Panelist: Laura Byars, Vice President, Human Performance, Blue Cross Blue Shield Michigan



12:00 - 1:00 p.m.

Lunch

1:00 - 2:45 p.m.

Julien C. Mirivel, PhD

Interim Dean of the College of Social Sciences and Communication and Professor of Applied Communication, University of Arkansas at Little Rock

This interactive session is an introduction to the art of positive communication. It is designed to inspire members to communicate more positively in their professional and personal lives. Through stories, exercises, and concrete examples, members will learn to enact communication behaviors that build high-quality relationships at work and foster a positive and effective business culture.

3:00 - 4:45 p.m.

Amy M. Young, PhD

Consortium Faculty Director, Center for Positive Organizations Core Faculty, and Business Communications Faculty, Michigan Ross

After being equipped with these new positive communication practices, the goal is to put them to use. But how do you know if a positive practice is actually making a difference? How do you demonstrate to naysayers that positive practices improve business outcomes? How do you convince leadership that the costs and time spent on these practices are worth the investment? During this session, members will discuss the logic and mechanics behind program evaluation and how it can be used to determine the impact of positive practices in your organization.

4:45 - 5:00 p.m.

Survey and Wrap-up