

**The SHIELD Program**  
 Workshop 1: Recruitment and Retention  
 Wednesday, February 8, 2006

The information contained in this workshop was

Excellent	Very Good	Good	Fair	Needs Improvement
4	8			

The exercise(s) used to illustrate the concepts and theories being discussed was/were

Excellent	Very Good	Good	Fair	Needs Improvement
3	9			

The presenters were

Excellent	Very Good	Good	Fair	Needs Improvement
7	5			

Where were the two most valuable things you learned in this workshop?

- How to get new members; the importance of advertising
- The power of slogans and taglines for companies; how to get members.
- I liked the part about 8 steps to success; keeping members (retention)
- Retaining; slogan/tagline/image
- Attract people's attention; let people know you care about them.
- Give positive response to them/reward them; greeting them
- Nix part timers; ideas for recruiting new members and keeping them.
- Use incentives
- Images are important and memorable; positive incentives work
- Positive ways to retain membership; 5 steps to getting people to come out!
- How to retain membership; how to recruit successfully
- Roses and thorns; tag lines and images.
- The steps for recruiting people; the different processes to follow to run your organization on the best way.

What were the least valuable parts of this workshop?

- Band-aids-images weren't the favorite part (2)
- Nothing, everything held its place.
- I do not really think it pertained to my organization.

In what way does effective recruitment impact your ability to lead a group?

- You need people in the group to lead it; the more members the better
- Being able to bring in new members is critical to carrying on any organization. It shows dedication and commitment.
- To keep members in the group helps everyone work together.

- You can't lead without members of a group and the act of leadership can be shown in the process
- Attract people- ask them to join; motivate them- keep them
- If we don't have members, we will not have a strong organization.
- Our group needs to learn how to "bond". The closer the group the easier they will be to lead.
- If effects leading a group because you need to have members in order to have a group.
- Very much, as president I need to get membership up!
- It gave me some good ideas on how to recruit to new members, and retain them.
- Must be able to spark interests of all that apply.
- Because your ability and your excellence to lead a group depend on the relationship you built with the members you recruited.

Would you include this workshop in future SHIELD programs?

- Yes 12
- No

Additional Comments

- Great! Needed much information/ I chose it because my organization needs more members.
- Very easy to follow, I learned a lot and will use many of the ideas.
- Olivia was very enthusiastic which made her easy/fun to listen to.
- Enjoyable, lots of energy; power points are good.
- Great program! It was very helpful and gave me many recruiting ideas.
- I liked the "audience" participation.
- I had fun. Very positive person with infectious smile and attitude.

**The SHIELD Program**  
*Required* Workshop 1: Doing the Right Thing  
 Monday, February 13, 2006

The information contained in this workshop was

Excellent	Very Good	Good	Fair	Needs Improvement
10	8	4		

The exercise(s) used to illustrate the concepts and theories being discussed was/were

Excellent	Very Good	Good	Fair	Needs Improvement
9	8	3	2	

The presenters were

Excellent	Very Good	Good	Fair	Needs Improvement
15	5	2		

Where were the two most valuable things you learned in this workshop?

- Discussing everything about right decisions
- Not always a right and wrong
- Be open to others opinions and your actions make a statement
- Making better group decisions and valuing other people's opinions
- Making the right or wrong choice
- Have to figure in the consequences for the people surrounding you dealing with your decisions
- Choosing right or wrong action; compromise
- Everything is not always right or wrong
- Your morals make a statement; you have to consider everyone's opinion
- Understand the opinions of people in your organization and every decision you makes shows something about your values.
- Different things about how to do the right thing such as: how you know and how you figure it out
- Ways of thinking about what is "right" challenge every action makes a statement
- Your decisions reflect your values; as a leader you have to reflect how your decisions affect those within your organization
- How to make a decision and what to do as a leader
- Before I make decision, I'd better make opposite statement
- How to look at both sides; every action makes a statement
- How to make decisions and who's effected by your decisions
- No right answer; morals/values big part
- How to do the right thing

What were the least valuable parts of this workshop?

- N/A (8)
- Talking about Africa/terrorism we ran out of time and it didn't really apply to shield.
- Excessive discussion- didn't have time to get to the point.
- It give people some very new ideas and opinions
- What are the results of your decisions

In what way do your values impact the effectiveness of your leadership?

- I make decisions based on what my values are

- How I can figure out how to do the right thing
- In every way, not compromising my values
- To know who you are effecting as a leader
- A lot but not as much as those of the other people in the group
- Look at the outcomes
- Way look at planning
- Shows who you are as a person
- Impact actions
- My decision affect more than myself
- Heavily- my values have everything to do with my decisions
- (in many ways) my values really effect my decisions
- They guides your decisions process and what you think

What would you do to improve this program?

- More time (5)
- N/A (6)
- More examples- I think Dave was awesome, but got off track
- Needed to be more organized
- Have more organized notes
- More hands on activities

Would you include this workshop in future SHIELD programs?

- Yes 20
- No

**The SHIELD Program**  
***Personal Leadership Workshop: Critical Thinking and Problem Solving.***  
 Tuesday, February 21, 2006

The information contained in this workshop was

Excellent	Very Good	Good	Fair	Needs Improvement
2	10	2		

The exercise(s) used to illustrate the concepts and theories being discussed was/were

Excellent	Very Good	Good	Fair	Needs Improvement
2	7	5		

The presenters were

Excellent	Very Good	Good	Fair	Needs Improvement
9	4	1		

What were the two most valuable things you learned in this workshop?

- Learning the truth about critical thinking, steps for critical thinking.
- Critical thinking is hard to do, we jump fast to conclusions.
- How to successfully be a critical thinker, qualities of critical thinkers.
- How to start and think of alternatives and assumptions.
- How to think critically; working with others.
- Group work
- How difficult critical thinking can be and how much time it takes.
- Thinking critically was hard alone better with a team
- Exploring alternatives and identifying assumptions
- Challenge your assumptions and understand what they are. Making decisions are not easy.
- Challenge my assumptions; explore alternatives.
- Assumptions are important
- Qualities of critical thinking and how to critically think

What were the least valuable parts of this workshop?

- N/A (7)
- Not much time
- Everything was important

How does critical thinking contribute to your decision making as a leader?

- To be able to understand all the points.
- Critical thinking and evaluating the problem will help me make an appropriate decision.
- Helps you to make effective decisions for the group.
- Greatly
- How to figure out different ends as solutions to problems.
- Always going to others for ideas always works best.
- It teaches me how I can solve any kind of problem and come up with different solutions
- Looking at all aspects and past assumptions
- You have to work through a lot of problems to figure out what is going on
- I can't assume I'm right about everything.
- A leader needs to be able to think outside the box to solve problems and view multiple perspectives
- Helps us find the best solution after challenging our assumptions

What would you do to improve this program?

- N/A (3)
- More time
- Not holding meeting in the ballroom (2)
- I think the explanation needs to be done before the groups.
- Where it was held it was very distracting; time was very light(?)

- None except location
- Give more time.
- Lengthen the allotted time.

Would you include this workshop in future SHIELD programs?

- Yes (14)

**The SHIELD Program**  
*Organizational Leadership Workshop II: Event Planning*  
 Wednesday, March 1, 2006

The information contained in this workshop was

Excellent	Very Good	Good	Fair	Needs Improvement
10	7	2		

The exercise(s) used to illustrate the concepts and theories being discussed was/were

Excellent	Very Good	Good	Fair	Needs Improvement
7	7	4		

The presenters were

Excellent	Very Good	Good	Fair	Needs Improvement
10	8	1		

What were the two most valuable things you learned in this workshop?

- Event planning- make great posters- be colorful

- Start planning 3-4 months in advance, requirements for programs
- What you need to do to plan for an event and who you contact
- The packet had very valuable info.
- Going over good things to do when planning an event
- Who you need to contact and deadlines
- Publicity is important for big events, have a budget and plan in advance.
- The steps to follow to plan an event. How to advertise an event effectively.
- Plan things/events ahead. Make sure everyone knows what he is doing.
- Before you start work, organized well and plan ahead is very important. Before planning, try to ask about all the information to make sure which is best for you.
- The process of advertising/publicizing.
- Different publicity tips, who to contact for different things.
- Planning ahead is important, how to contact important people on campus.
- The SU is available to help with any event. Plan WAY in advance for big events.
- Publicity; plan early... real early.
- I learned about how to plan activities and how to make good flyers with essential information.
- The packet, check list
- SU available for any/all help. Planning for hotels, transportation.
- The hotel discount

What were the least valuable parts of this workshop?

- Food- make things unusual and interesting
- None (7)
- Good if had an exercise of something
- The whole workshop was a lecture with no activities and so I felt it was a little dry.
- It was kind of short.

How does effective event planning enhance one's leadership?

- By adding more people to your event if you plan it right
- It gets your event publicized and gets it off the ground and accomplished efficiently
- It makes the event successful which shows good leadership. If you don't plan good, the event will not be as good.
- To help you take charge and not just sit on the sideline
- Better event planning allows an organization to up its membership and create more leaders.
- In order to be a great leader you have to be able to plan events for your group.
- A leader needs to plan events to capture students' attention.
- If you effectively plan an event, it will attract a lot of people and then you'll feel rewarded- enhance your confidence in yourself to carry out things.
- If you plan a good event, it enhances your confidence, ability, and ?.
- This lecture provide the cookies, pencils, paper ahead, it shows the well planning and organization.
- Conveying information and communication and organization.
- It helps one to delegate and focus on the tasks that need to be completed.
- You are organized and able to take care of anything you need for your event.
- Will help with the organizations popularity.
- By planning ahead, everyone will know what they are doing which makes the event successful.

- It teaches you how to prepare for an event which is important if you need to schedule a meeting.
- Effective communication
- To get people at your event!
- Planning and organizing an event shows that you are a dedicated and committed leader. Seeing your ideas/programs through shows that you are a strong leader.

Would you include this workshop in future SHIELD programs?

- Yes (16)

Additional comments

- Love it! Short and sweet, it was nice.
- Could be longer and more interactive
- Yay for cookies and candy
- ☺
- I liked the packets, more workshops should use packets or handouts in general.

**The SHIELD Program**  
 Personal Leadership Workshop II: Managing Stress  
 Tuesday, March 7, 2006

The information contained in this workshop was

Excellent	Very Good	Good	Fair	Needs Improvement
4	4			

The exercise(s) used to illustrate the concepts and theories being discussed was/were

Excellent	Very Good	Good	Fair	Needs Improvement
3	3	2		

The presenters were

Excellent	Very Good	Good	Fair	Needs Improvement
5	2	1		

Where were the two most valuable things you learned in this workshop?

- The checklist was great
- Learning how to manage stress better and how to apply those techniques.
- Advice on how to manage stress and new ways to manage stress
- How to manage stress and signs of stress
- What my stress level is and how to deal with it.
- Made me look at my stress life and how stress effects people and how to handle it.
- How to recognize signs of stress and how to deal with them.
- How to identify and manage stress.

What were the least valuable parts of this workshop?

- N/A (4)
- Stress card- but it was still cool

How does effective stress management enhance one's leadership?

- A lot!
- It enhances it because you can be more able to help others in the organization that might be stressed.
- Knowing how to effectively and positively control and take care of oneself
- How to stay clam when things get ruin
- Could help others with stressful situations and no stress means better attitude, more time, more helpful, ect.
- Get more done without stress and people want to be around you more
- Calm, have control of things, good example
- It teaches you to handle tough situations when you are stressed out.

Would you include this workshop in future SHIELD programs?

- Yes (8)

Additional Comments

- Great
- Good session, she gave good advice
- Very informative and helpful
- Great job. Helped a lot.
- Very good!

**The SHIELD Program**  
Personal Leadership Workshop III: What's your Bias?  
Tuesday, March 21, 2006

The information contained in this workshop was

Excellent	Very Good	Good	Fair	Needs Improvement
7	2	1		

The exercise(s) used to illustrate the concepts and theories being discussed was/were

Excellent	Very Good	Good	Fair	Needs Improvement
7	1	2		

The presenters were

Excellent	Very Good	Good	Fair	Needs Improvement
8		1		

Where were the two most valuable things you learned in this workshop?

- Learning about biases and attitudes
- Everything- very good.
- Control biases and how people view different things
- I learned about prejudice and discrimination and why they are bad.
- How biases affect us everywhere
- Bias what they and how realize them
- Everyone has a bias and leaders need to be considerate to everyone's bias
- My biases and societies common biases recognizing that people use bias everyday.
- How we develop our bias and how they affect the way we act, think, etc.

What were the least valuable parts of this workshop?

- N/A (4)
- All information was valuable. (2)

What is the value of a leader understanding one's personal bias and the basis for that bias?

- Makes them (leader) seem more aware of his/her surroundings with or without and opinion/bias
- Leaders again must be considerate of everyone's bias even leaders have a bias.
- More effective and productive leader
- To be a better leader and to have a better view of things
- Think about everything you say and think
- To not make false assumptions so you make good, unbiased decisions.
- Extremely valuable
- How smart a person may be
- Bias easily leads to judgments and discrimination actions against others.
- Understanding you own bias helps you to accept people, think from different perspectives and accommodate others

Would include this workshop in future SHIELD programs?

- Yes (10)

Additional Comments

- Absolutely great. Use different area from ballroom; its very distracting.
- Best program yet!
- Made me think about my personal bias and how I developed them, as well as how I can change and challenge them.
- This was the best one so far, I really enjoyed it.
- Dr. Tracy is great speaker

**The SHIELD Program**  
 Organizational Leadership Workshop III: Developing a Team  
 Wednesday, March 29, 2006

The information contained in this workshop was

Excellent	Very Good	Good	Fair	Needs Improvement
8	8	2		

The exercise(s) used to illustrate the concepts and theories being discussed was/were

Excellent	Very Good	Good	Fair	Needs Improvement
11	5	2		

The presenters were

Excellent	Very Good	Good	Fair	Needs Improvement
10	6	2		

Where were the two most valuable things you learned in this workshop?

- Learning more ice breakers and the stages of group development
- Five stages forming, storming, norming, performing, adjourning.
- Tuckman's 5 stages of group development
- The 5 stages and how to apply them to my organization
- Tuckman's 5 stages of group development. Examples of activities to use in group.
- The 5 stages of group development; ways to work together.
- Activities, stages
- Solid foundation is key and communication
- The 5 stages of group development
- 5 stages (Tuckman's)
- Various stages of a team/organization and knowing that you want each all of them.
- Tuckman's 5 stages of group development
- How groups initially form and the processes that take place as the group grows.
- The stages that groups go through
- The stages of development and how to apply those stages
- The Tuckman's 5 stages and gaining understanding of these stages
- How to work in groups, how to make the groups work
- Associating these steps with real life situations

What were the least valuable parts of this workshop?

- N/A (7)

- Actually doing multiple “ice breakers” (just do one or talk about them/explain it)
- Introducing ourselves twice
- Some other activities

How does effective team development enhance one’s leadership?

- Getting things accomplished in an orderly fashion
- Communication to each other and relationship within a team.
- This helps me because I know that there are actual stages that could be followed in forming a good committee.
- If your team functions well, your organization will be more successful.
- It will make your team like you better.
- You can be better prepared for group compromise
- It will help ease tensions, smooth the working atmosphere
- It helps you learn how to be a leader with the team you’re forming.
- It will enhance the performance of the organization
- Ease of getting things done
- Must be able to know where you are and how to progress on to the next level.
- I really like the team building activities
- There is no leadership without an audience or team. As a leader I should realize that without an effective team of help there is no group.
- Yes, the team makes the leaders
- Makes the organization teams run smoother
- Getting the goals done.
- Makes the leaders job easier- so group will work
- Learning these steps of group development

Would you include this workshop in future SHIELD programs?

- Yes (17)
- No (1)- needs to change a little

Additional Comments

- Great activities fun
- This was my favorite workshop
- Sully and Matt are the best! (my favorite workshop)
- Enjoyable
- I like the activities used to show team building.
- M&M activity should be done in groups
- The information was good but material needs to be enhanced and less “basic”. Example: we know how a group forms but emphasize and relate this to a real life situation! Have us discuss and assimilate this to our lives/future.

Monday, April 10, 2006

The information contained in this workshop was

Excellent	Very Good	Good	Fair	Needs Improvement
12	9	3		

The exercise(s) used to illustrate the concepts and theories being discussed was/were

Excellent	Very Good	Good	Fair	Needs Improvement
13	7	2	1	1

The presenters were

Excellent	Very Good	Good	Fair	Needs Improvement
17	5	2		

What were the two most valuable things you learned in this workshop?

- Learned that I am a collaboration and that I would not get along with competition people.
- Not always bad to be competitive, better to be able to work in all five places
- What type of personality I have.
- How I handle conflicts. Ways to address conflicts.
- The different ways to manage a conflict and the best way to manage conflicts.
- How to manage between conflict groups and knowing where I stand.
- To be flexible with how you handle conflict. It's best to have a diverse group in handling conflict.
- Learning to balance other people's conflict styles and using that to your advantage in working out problems.
- Learning about the A Model for Resolving conflict and which one I fell into
- That being in control isn't always a good or bad thing and that everyone can change depending on situation.
- What kind of personality traits I exhibit and when it comes to conflict.
- Different types of people/ways they deal with conflict, how to communicate effectively by them
- Reconfirming that I have compromising attitude in conflict and other types of personalities you have to deal with in conflict.
- The different types of conflict styles as well as how to handle them
- Why it is important to be flexible. Where I fit in accordance to the topic.
- The five aspects for resolving conflict (competition, collaboration, compromise, avoidance, and accommodation)
- Where I stand in conflict and what my strengths are.
- How to recognize the conflict managing styles of others. How I manage conflict.
- I liked the aggressive/non-aggressive etc. examples the idea of all the types of personalities with conflict.
- How I handle conflict and how to resolve

- Types of conflict styles and their distinctions.
- I am the accommodator in the group. I am not very assertive but I do try to be
- The chart, step thing

What were the least valuable parts of this workshop?

- None (4)
- Overstating/repeating the personality/type of people who have particular conflict personality.
- Realizing the cons of each subtopic. Having the program late.
- A lot of taking
- All parts were important

How does one's ability to manage conflict enhance their leadership?

- Depending on the situation, but it is important to get the task done and maintain a friendship.
- It helps one be able to take the necessary steps to get the group on task and continuing as a unified group.
- If you can deal with it then you have a better chance of being a great leader.
- Give thing following
- It makes it so conflicts are resolved and there are less problems.
- As a leader you have to be able to deal with all styles and know when to change your own for the good of the group.
- Ability to be flexible in ways of handling stress will allow you to grow as a person.
- Very much so because you can flex to the others in your group.
- Be able to understand how different types of how people deal with conflict.
- By having knowledge of the different styles, the situation/conflict can be solved quicker.
- Although conflict is sometimes unavoidable if left alone it can create more problems.
- Knowing that someone can effectively communicate and deal with conflict.
- If you are able to manage conflict in a healthy, conductive way, your organization and you will benefit in a healthy way.
- They are better suited to handle a variety of different situations and people. This will make them a new versatile leader.
- To know how to manage and work with other types of people and situations
- Negotiation skills, approaches setting, set a plan
- Knowing when to give in take with their conflict management technique.
- You have to be able to resolve conflict and accommodate other people.
- Allows them to better solve the conflict in everyone interest
- I may need to be more assertive when it comes to things I may need.
- Allows them to understand how things my lay out.
- Yes, by knowing the different kinds of peoples and the way they are going to present conflict.

What would you do to improve this program?

- None (4)
- Using more time for discussion so people can communicate and say their opinion and what they think.
- Maybe a little more discussion
- Hand outs given at the time spreading so we can follow more.
- Less talking of presenter/ more discussion.
- Lengthen time maybe

- More interaction/activities, less repetition

Would you include this workshop in future SHIELD programs?

- Yes (24)
- Activity really helped.
- Very important topic
- Needs changes
- With improvement