CELEBRATING
10 YEARS
of making Idaho a great place to live, work and do business
TEN YEARS AGO the Center for Professional Development (CPD) started with the goal of being your local partner for education and training. We collaborated with Boise State departments for expert instructional resources to extend CPD’s internal resources. A wide range of on-campus programs were designed to meet the needs of organizations looking to augment their internal development resources.

SINCE THEN, organizations have downsized, merged and expanded and the economy has risen, fallen and risen again. As the needs have changed from training to performance and talent development, CPD has adapted its programs and expanded its services to meet your goals. You asked and we delivered! New services have been added for delivery on-site at your location and online 24/7 whenever and wherever you have access to a computer.

Those looking for excellent skill development for a limited number of individuals have found resources in the regularly scheduled on-campus courses in leadership, project management, business communication, human resource management, and K-12 Teacher Professional Development. Partner organizations have selected CPD to design and facilitate custom on-site activities including strategic planning, leadership and employee development, and executive coaching. We are thankful to our clients who have chosen the Center for their professional development needs over the years and look forward to our continued partnerships with them in the future.

WHAT LIES AHEAD? CPD is here for the long term bringing individuals and organizations relevant development programs, in a responsive manner (adapting to varied times and locations), with dedicated delivery which you can count on for quality and effectiveness.

CPD is preparing for the future by updating core programs in leadership and project management to bring you the most current best practices. Discount programs for Alumni and Boise State employees have been launched. Staff skills are being augmented with new instructional design and management expertise. West Valley delivery locations are being added.

We are committed to making Idaho and the Northwest Region a great place to live, work and do business. Contact us today if we can support your employee and leadership development priorities!

Best regards,

BAE EMILSON, MA, SPHR
DIRECTOR, CENTER FOR PROFESSIONAL DEVELOPMENT
**DEAN’S MESSAGE**

**CHANGE.** It’s everywhere, but nowhere more than in today’s workplace. It can be scary. But for those looking to excel, to stand apart in a crowded field, change is something to be leveraged. It’s an opportunity to assume the lead.

Boise State University’s Center for Professional Development is your home base as you and your organization seek to be ahead of the field. Whether you are looking to harness the power of communication or to get in front of personnel issues that are common in today’s workplace, the Center for Professional Development provides the training needed to achieve your goals. The Center’s Leadership Development Program is a must for up-and-comers who are expected to lead organizations in these challenging, complex times.

Boise State University sees the increasing need to keep the skills of employees sharp. The University is utilizing the Center’s programs more than ever to increase the effectiveness of its own employees, who need to be able to serve today’s diverse groups of students and to maneuver the complex, changing landscape of higher education. By extending the Center’s professional development resources to all of us in Idaho, the University promotes a well-trained workforce essential to a vibrant, local economy. It’s with pride that we celebrate our 10th anniversary of the Center for Professional Development fulfilling this important mission.

We don’t need to fear change. But we all could use an ally to address the challenges and to seize the opportunities brought about by current events. Boise State University’s Center for Professional Development is that ally.

Sincerely,

**MARK WHEELER**
**DEAN OF EXTENDED STUDIES**
The Boise State Center for Professional Development’s expert team provides short-term education and training programs for all business, engineering, public administration, healthcare and K-12 professionals. We are your partner for continuing education delivered on campus, on-site and online.

**On Campus:** Our comprehensive schedule of public courses are convenient, relevant and timely. With Leadership Development, Business Communication, Project Management and Human Resource Management as our mainframe, we provide professional development to hundreds of continuing education participants each year.

**On-Site:** The Center partners with organizations to design and develop programs tailored especially for their industry, and arranges delivery at the partner’s location. Our qualified industry experts design and deliver services that are focused on our client’s organizational priorities and challenges. Every year we are able to expand our impact in the community and this past year we helped train over 1,600 people right on their own turf.

**OUR SERVICES INCLUDE:**

- Specialized Needs Assessment
- Leadership Development
- Business Communication
- Succession Planning
- Executive Coaching
- Team Building

**Online:** Our partnership with ed2go allows us to provide a wide variety of low cost, high quality online courses in a six-week, instructor-led format that can be accessed anytime and anywhere. Our online Career Training Programs assist those who are interested in making a career change with longer duration courses that can lead to new careers and certifications in healthcare, business, technology, media and design, and more. Our online enrollments doubled from FY 2013 to FY 2014 and the registrations just keep coming.
“Boise State University Center for Professional Development’s Leadership Development Program is engaging, interactive, and immediately applicable. Ashley Manor’s leadership team now has concrete tools and a common language to improve performance and communication, identify and solve problems, manage change, understand personal styles and preferences, and ultimately lead staff to a rewarding and productive work experience. As repeat participants, this is our sincerest way to compliment the value of this program.”

CORY SANFORD, PHR
DIRECTOR OF HUMAN RESOURCES
ASHLEY MANOR LLC AND AFFILIATES

“We have thoroughly enjoyed working with the Boise State Center for Professional Development. We consistently receive excellent feedback from our employees who attend their courses on their campus as well as from our employees who enjoy the convenience of attending the supervisor development courses offered on-site at Ada County. My staff appreciates the service provided by the support staff handling the important coordination details for events such as this.”

BETHANY CALLEY
HUMAN RESOURCE MANAGER
ADA COUNTY ADMINISTRATION SERVICES
Paul Bentley is the Lead Instructional Specialist for the Boise State University Center for Professional Development (CPD). With over twenty years of leadership and management experience, Paul understands the challenges faced by leaders in private industry, government agencies, and non-profit organizations.

He was the Corporate Training Manager for Micron Custom Manufacturing Services (MCMS). While at MCMS, he managed the production training, corporate training, continuing education, and technical communications departments for corporate headquarters. He also taught all leadership courses for senior management as well as giving oversight to the training needs of MCMS’s Malaysia, Belgium, and North Carolina sites.

Previously Paul started The Leadership Program for Montana State University, providing leadership training for government agencies and businesses throughout the state of Montana.

Before coming back to Boise State, Paul was the Leadership Development Specialist for Yellowstone National Park Lodges, where he was responsible for the leadership development of seasonal and year-round managers and leaders, and the development of other Park trainers.

As a part of the CPD team at Boise State, Paul designs and facilitates on campus and on-site customized courses for private business, non-profit organizations, and government agencies.

Paul’s doctoral dissertation targeted life-management skills for people with multiple careers.

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"Paul is an enthusiastic presenter who engages class participants with personal testimonials and group activities. I learned techniques that will enhance my productivity.

Carol Nickel"
I enjoy working with people who take ownership of their jobs. They invest their talents, make improvements, show pride in their work... and the list goes on.

However, not every employee has the mindset of an owner nor does every work culture engender ownership.

I recently read a social profile in which the person identified their job as: “I go to hell eight hours a day.” My guess is that, regardless of the enthusiasm and potential the person may have brought to the job, at some point they began to develop a “renter’s” mindset; they show up, keep their heads down, and try not to draw attention to themselves. They avoid taking on responsibility and fear accountability.

While there are multiple reasons why a person chooses to rent vs. own, we, as leaders, need to take responsibility for our role in their decision.

There are two leadership factors that I believe determine the type of culture where people either rent or own their jobs:

**FACTOR 1. How the leader views their role – Am I a Statesman or Steward?**

The Statesman-leader views job-ownership as a threat to their power. Each day they “spend” the employee’s energy and potential (eight hours work for eight hours pay) and then send them home, the gym or wherever they go to try to reenergize... so that they can come back the next day and repeat the process. The employee soon realizes that if they are going to have any energy for their personal life, they are going to have to preserve their efforts while at work.

The Steward-leader knows that they have been given responsibility for the success of the people who have been entrusted to them. They invest in people for the long term - helping them become the best that they can be at what they do. They measure their success by the success of the employees.

**FACTOR 2. How a leader views authority – Am I Protecting or Projecting?**

You might remember learning about two types of skeletons in biology class. Exoskeletons have protective shells on the outside and no bones (think “crab”). Endoskeletons have an internal bone structure. Some leaders are Protectors (Exoskeletons). Like a crab or mollusk, they create a shell of rigid policies and rules, (written or unwritten) to safeguard against any perceived threat. Employee initiative bounces off their shell like a rubber ball off of a sidewalk. Employees eventually learn the futility of being innovative.

Some leaders are Projectors (Endoskeletons). They project and model the behaviors they want to see in others. These behaviors are built on an internal framework of principles that support their actions. Their approachability and transparency provide a safe place for employee innovation. Their principle-driven behaviors set a standard for employees to emulate.

Take a minute and ask yourself this question: “As a leader, what am I doing to enable my team to move toward job ownership?”
BRYAN YAGER
STATEGIC PLANNING AND EXECUTIVE COACH

An affiliate of the Center, Bryan Yager has been an effective leader, meeting facilitator, executive coach and energizing speaker for almost 30 years. Bryan’s professional passion is helping individuals and organizations expand their capacity for success. Serving both as an internal and external consultant, he has designed and facilitated workshops and processes covering a wide range of topics including team building, leadership, change management, strategy implementation, culture transformation, customer service, continuous improvement, mentoring, performance management, time management and personal success.

As the principal at Bryan Yager Group, LLC, he has focused on helping people and organizations navigate changes including process improvements and cultural transformations. He designed over 100 different leadership development programs for first-line supervisors through senior executives. Bryan has designed and facilitated programs for the Center for Professional Development’s clients including JR Simplot, Idaho Department of Correction, City of Meridian, and Idaho Department of Lands.

Bryan holds an MBA from Lake Forest Graduate School of Management. As an Adjunct Professor, Bryan received “Teaching Excellence Award” in 1991 and 1995 for graduate level courses in Group Dynamics and Teamwork.

Bryan has a unique ability to engage and inspire his audiences… his Navigating Change presentation helped so many people through a very challenging period in our company’s history. With renewed hope and energy, people were able to focus on the business at hand and yet look ahead to the future with confidence.

DEBI ANDERSON
SENIOR VICE PRESIDENT
NOVELL CORPORATION
How many times have you heard someone say those words in the last week? How many times have you thought those words in the last two days? I’m not sure I’ve ever met anyone who has enough time to do all of the things they should do, let alone include the things they would like to do. Nor have I ever met anyone who claimed to have too much time. And the reality is each of us has all the time there is... exactly 168 hours a week, no more no less. So then, why is it that some people find a way to get so much more done than others in the same amount of time? Or, why is it that some people are so terribly busy, they’re running here and running there but rarely get anything of significance accomplished? I have a theory and I would love to share it with you.

I’ve come to the conclusion, that for most of us, time management is not the problem. There is little doubt that each of us couldn’t get better in some aspect of time management. I’ve taught time management classes for more than 20 years. And while far from perfect, time management is not my biggest challenge either. So what is the biggest challenge to getting more done and creating more value where it matters most? I believe the answer is a lack of well thought out and clearly defined “strategic targets” which will have a significant impact on your future. Let me explain.

A “strategic target” represents an innovative, strategic idea or initiative you want to pursue. It describes where you want to be or what you want to accomplish at some point in the future. These targets could be personal or professional; they could be linked to your family life or relationships, your career or some aspect of your current job. A target could be as simple as “What are the expected outcomes of a meeting you’re facilitating this afternoon?”, or as complex as “What will the organization look like after the merger?”

Without specific targets to focus our limited time and energy, we spend a lot of time spinning our wheels on things of little strategic value, things that keep us running in frantic, meaningless circles. We’re very busy trying to do everything for everyone, and in the process, getting very little done that really matters or adds value to our lives or the lives of others. It is ironic that very few of us would get in our cars and drive frantically in circles without a clear destination in mind. And yet, most of us have a tendency to go through our projects, jobs, careers and lives in just such a fashion... no clear destination or target in mind. No wonder we find ourselves so tired and so stressed out and yet no farther down our desired path.

Time management is not the problem... a lack of strategic targets is. What targets, if obtained, would make a difference in your life? Where are you going today? Do you know?
Heidi Reeder, Ph.D., is an internationally recognized expert on human communication. She is the author of the recently released book, “Commit To Win: How to Harness the Four Elements of Commitment To Reach Your Goals” (Hudson Street Press/Penguin) and an associate professor in the Department of Communication at Boise State University.

Dr. Reeder facilitates on-campus courses for the Center for Professional Development, as well as on-site for Plexus and Ada County Highway District.

She is an expert blogger for “Psychology Today”, and has been featured on “Life and Style” and “The Today Show”, and her research on cultivating positive relationships has been published in leading social psychology and communication journals such as Communication Monographs, Sex Roles, and The Journal of Social and Personal Relationships.

As the owner of SuccessTracks, LLC and a Carnegie Foundation Idaho Professor of the Year, Dr. Reeder’s mission is to help teams and individuals communicate with confidence and authenticity and maximize their personal and professional effectiveness.

Heidi is an excellent instructor, engaging, genuine, a great example of what we can achieve by using these principles.

CHERI OHLHAUSER
We often consider charisma to be a rare quality, bestowed on only a few lucky souls, special individuals who end up in highly-visible, highly-rewarding positions as politicians, CEOs, actors, and talk show hosts.

But that’s a myth, according to Olivia Fox Cabane, author of *The Charisma Myth*. Cabane contends that charisma is not an innate trait, reserved for A-listers. Instead, it’s a characteristic anyone can develop. Charisma can be learned because it has everything to do with a personal mindset, and the nonverbal behaviors associated with it.

Following are key ideas from Cabane’s work that I find helpful when talking with clients who desire to become more engaged public speakers.

1. **PRESENCE**
   There’s something magnetic about anyone who’s giving 100 percent of their attention and effort to what’s happening here and now. We can quickly tell when someone is in the moment, and when they’re thinking about other things. Adults are frequently in a state of *continuous partial attention*. To master the first part of charisma, then, you have to practice being present, and there are exercises to help you do this. One is to focus on your breathing. Before a speaking engagement, feel the air entering through your nose and filtering into your lungs. Now attend to the feeling as you exhale. As the last bit of air leaves your lungs, note the sensation of your muscles relaxing all the way down to your fingers and toes.

2. **POWER**
   Power is defined in many ways but when it comes to charisma, it refers to the perception by others that you have agency and influence—that you can make things happen.

   In public speaking, agency and influence are determined in large part by body language and other nonverbal cues, like posture, dress, and voice. Here are a few simple cues that can help communicate personal power:
   - **Widen your stance** a bit, open your arms, and own your space—not like a superhero, but like you are comfortable with who you are.
   - **Nod your head selectively** when something important is brought to light, rather than nodding constantly at every idea.
   - **Drop the pitch of your voice** at the end of a sentence rather than increasing it, which makes your comment sound like a question rather than a statement.

3. **WARMTH**
   If power is the perception that you can make things happen, warmth is the perception that you will use that power for the good of others. Warmth, like presence, is hard to fake, so we must remove the barriers to feeling genuine warmth for others. The biggest barrier may be a lack of warmth toward ourselves. A quick and helpful practice to develop warmth, according to Cabane, is to close your eyes and envision someone who would have great affection for you. This might be a historical figure like Jesus or Gandhi, or someone closer to home, like a grandparent or even a loving pet. Feeling their warmth and total acceptance can help you share those feelings with your audience.
Gundars (Gundy) is Department Chair and Professor of Management at Boise State University. He has a Ph.D. in Human Resource Management from the University of Iowa and is certified as a Senior Professional in Human Resources (SPHR). At Boise State, he teaches human resource management, employee and labor relations, compensation and benefits, and management internships.

He has taught the Human Resource (HR) Certification Review and Essentials of Human Resource Management courses for the Center for Professional Development for many years. His HR Certification Review classes received several SHRM honors for a 100% pass rate for students who have taken PHR and SPHR exams.

Gundy has published 70 refereed journal articles, three books, four book chapters, and over 200 other publications. Refereed journal articles on human resource ethics, experiential training, creativity and humor, job evaluation, recruiting, selection, and Baltic studies have been published in journals such as the Academy of Management Perspectives, International Journal of Technology and Human Interaction and the Journal of Education for Business. His books include “Business Aha! Tips on Ethics for Managers”, “Business Aha! Tips on Creativity” and “Human Resource Management Study Games: Certification Prep and Refresher.”

Professional experience includes being a human resource specialist for Norand Corporation, supervising about 750 internships, and writing about 500 employee handbooks with his Boise State students.

He has been a certification exam writer for the Society for HR Management (SHRM) Assurance of Learning, Professional in Human Resources (PHR) and Senior Professional in Human Resources (SPHR).

Gundy was very engaging and reinforced thinking strategically and active listening.

DONNA DANA
What happens when your corporate culture focuses on speed and efficiency but customers really want quality and caring? The cultural mismatch could hurt the bottom line.

FIT
For years, your company was proud of its speed in making children’s toys in time for the Christmas season. The new strategy of focusing on product quality runs counter to the dominant corporate culture of speed. With a continued inferior product, your company gets fined and faces a recall.

In the 1970s, IBM recognized the need to develop new computer products beyond its mainframe business, but the corporate culture stuck with satisfying big customers with high level marketing and conservative attire. Big Blue became old blue.

Corporate culture is like a tsunami that can overwhelm sound strategy. Top management and all other employees have to buy in to the new strategy.

AT THE TOP
Your corporate strategy centers on producing quality products. High production rates are no longer in. Though the production manager designed a new program to focus on quality, she is not certain that top management will commit.

Top management commitment is often the main factor influencing the success of the new program or culture. If top management doesn’t buy in to the change, the rest of the company probably will not follow.

In the production manager’s case, a top management not committed to quality could derail quality-oriented programs by promoting the old culture’s emphasis on high production rates. The production manager might give up with a top management that is not committed to quality.

Like the old Ford commercials, “quality is job one”. But quality should be commitment number one for everyone, especially for top management.

ODD PERSON OUT
Total Quality Management — believe it, live it, do it. If you are not with us, you’re against us. John seemed to be the odd person out. He felt that total quality management focused on too much paperwork without results. Those who believe that religion got promoted and those that don’t got ignored. What should happen to the odd person out?

This person could offer another point of view. Such a person can help the company ensure that its strategy is sound by hearing dissenting opinions and researching practical alternatives that might be more productive. However, returning to the old ways just for the sake of the old ways is no good reason to leave the new strategy.

HIRING
John, the plant manager job candidate, has an incredible resume. John knows quality management and has successfully implemented quality management programs in similar companies. Quality management is the new corporate strategy. Should he be hired?

Sometimes change requires new blood that can shake things up. It takes courage for the company to violate a pay system to get someone who is highly qualified. Hiring John would clearly show a commitment to the new strategy.

SUMMARY
The corporate culture, inspired by top management, must commit to innovation that moves employees in the strategic direction. Ensure that employees are onboard to help achieve the strategy.
Dr. Anson is a Professor of Information Technology Management, working with Boise State University as well as with businesses, government agencies and non-profits in the Treasure Valley for over twenty years. He teaches undergraduate and Executive MBA courses in the areas of Systems Analysis and Design, Project Management, Database Management, IS Strategy, Business Intelligence, and Senior Project.

Rob consults in various areas that can be generally described as “socio-technical”—where information technology meets people and organizations. He regularly teaches Project Management for the Boise community and facilitates Intro to Project Management and Fundamentals of Microsoft Project 2013 courses for the Center for Professional Development. He has served as a meeting facilitator for hundreds of businesses, educational and nonprofit organizations, and regularly serves as a technical consultant or advisor on various state government and university projects.

Rob earned his MBA and Ph.D. from Indiana University with a major in Management Information Systems and minor in Organizational Behavior.

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Rob Anson is a great instructor! His courses are very informative and he goes above and beyond to obtain and communicate additional information when needed. His depth of knowledge, patience and amazing listening skills keep me coming back for more.

DENISE TOWNSEND
What if someone offered to nearly double your project’s chance of success (from 39% to 70%), halve the chance of being late or over budget, and cut the chances of a cancelled project by a factor of ten? Interested?

Those were some recent findings by the Standish Group from 18 years of studying why some 90,000 IT projects succeeded or failed. In the “Chaos Manifesto 2013: Think Big, Act Small”, they found that smaller projects (under one million dollars) were far and away more successful than larger ones.

Regardless of a project’s size, it is common sense that defining projects with the smallest coherent scope possible is more likely to be successful. Most would admit that it is also very difficult to start excluding features that still add value but endanger the project. I would argue to push that line even earlier: the minimal scope goal should exclude most or all features designed to make the product more efficient and effective to use, at least in the first phase of a new product deliverable.

WHY SHRINK SCOPE?

The reasons to shrink the scope are manifold, but I will focus here on just a few with important multiplier effects. First, reducing the scope is a low cost means of shortening the time to delivery, and hence, to producing the intended value even if there is more efficiency to be gained. In the marketplace, Patrick and Warchalowski (2013) focus on the competitive advantage gain, “delivering more projects with the same resources lowers the overall labor cost per project. Lower labor costs lead to either higher net profit or greater price competitiveness. Either way – a competitive advantage.”

Another reason to shrink scope is people have a terribly difficult time describing what they can’t see or touch, let alone being able to foresee its secondary impacts on other people and processes. That challenge leads to another scope issue from the Standish Group: only about 20% of project-built features are frequently used; 50% are rarely or never used. What seemed important or efficient initially, turns out not to be.

THREE WAYS TO SHRINK SCOPE—BEFORE YOU START

First, prioritize the list of project features and functions. A technique from agile is for the sponsor to assign value weights to each functional item forming the prioritized list. The project team separately estimates the relative size/time to create each item.

Second, “time box” the prioritized list. Start with the sponsor’s due date or “like to have” date to set up the project time box. Fit the list of items, from top priority down, into the time box until the time estimates have filled it; set the remaining list aside. Then, work with the sponsor to finalize the size of the time box size and list of items in it. The project should undertake the work in roughly this order, working with the sponsor on adjustments as work moves ahead or behind the estimates.

Third, break up the one big project into many smaller projects. The first may cover the bare essentials, but once it is in use, you will quickly learn what next is needed to optimize its efficiency and effectiveness. Up to that point, as they say, it is all “academic”.

ROB ANSON
Mark Anderson, Director of Human Resources at Commercial Tire, a family owned and operated business since 1968, is in his 25th year with the company and is charged with promoting and implementing HR values by planning and managing HR programs.

With over 500 employees and 45 locations spread over three states, Anderson explains “One of the largest challenges we were facing as a company was creating a professional training program that educated and trained our top management staff on coaching and leadership.”

To address the challenge Commercial Tire looked at several companies and programs before ultimately selecting the Center for Professional Development (CPD). “We chose CPD based on the fact that they were a local program with a strong foundation and stability.” They are also known for their capacity to partner with businesses for long term development, a deciding factor for Anderson.

Anderson and his staff were delighted with the results of their training, which took place over several months and encompassed 50 of their top managers. “Our entire experience from beginning to end was exactly what we were looking for. Every employee that completed the course came out of it with new ideas, and a greater understanding of the difference between management and leadership.”

Anderson is thrilled to report “Our management is now looking at the people they are responsible for first as a person, and second as an employee.”
The Idaho Department of Correction is responsible for managing 8,200 inmates and 14,000 offenders on felony probation and parole. The agency employs 1,960 professionals to carry out its mission of promoting a safer Idaho by reducing recidivism. In an agency with that many responsibilities, people, and moving parts, there is always opportunity for promotion and an intense need for training. Director Brent D. Reinke has worked to enhance in-service training since he became director in 2007. His most intense focus was on changing culture by enhancing leadership. “We had an intentional need to develop leaders and managers from the center up versus the top down. We felt like we didn’t have a strong succession plan and needed to invest in providing a path to progress through.”

The Department’s Training Manager Gary Charland adds, “We were good at reacting to crises and needed to take action on the vision in order to attract and retain better people.”

The Department of Correction surveyed all internal managers and built a comprehensive training plan. They then looked for a partner who could provide instruction based on current best practice. That partner was Boise State’s Center for Professional Development. Reinke explains, “A key element of the success we have enjoyed with Boise State is the consistency in the instruction. The facilitator, Kathy Drury-Bogle knows us, our buzz phrases and culture. Our investment in Leadership 100, 200, and 300 impacts assignments today and future leaders.” Reinke cites better communication as one of the changes he’s observed since the training. “How managers relate to employees is different. People feel cared about. Cross department learning is very favorable, and tools that are provided are used. Those we have selected for the leadership training can see the value as they sharpen their skills and are given valuable tools.” “After three years of training programs, people in the organization are “begging” to get into current sessions. Those who’ve participated say it is some of the best training they’ve had. We anticipate great dividends to Department and the State.”
Professional development for K-12 educators is much more than simple training. Providing teachers and administrators the opportunity to connect, share ideas, and collaborate to grow innovative opportunities for students is of highest importance to maintaining a healthy, robust education system.

Boise State University’s K-12 Teacher Professional Development program goal is to improve student learning through quality professional development. We want to see the bar raised for professional development and are working hard to achieve that goal by teaming up with districts, educational organizations, and above all else, Idaho’s teachers.

Ensuring quality means a rigorous review process for all credits awarded. We strive to guarantee that participation in professional development, from registration to the request of a free transcript, is as simple and streamlined as possible. Idaho’s teachers’ focus should be on enhancing their practice and assisting students, not on tedious administrative processes. Our staff recognizes that and is here to assist our teachers with any questions that they may have as they earn credits. We always aim to make our processes as simple as possible because we realize that everyone’s time is valuable!

THINGS YOU SHOULD KNOW:

- Credits are offered at a standard rate of $60
- In-person, phone, and email support from 7:30 a.m. - 6 p.m., Monday through Thursday, 8 a.m. - 5 p.m. Friday
- Receive assistance from our coordinator in setting up and promoting courses
- Free transcripts for professional development participants

The K-12 Professional Development Program in Extended Studies has diligently worked this year to improve the navigation & user friendliness of the K-12 website. The K-12 site is a visual feast, with discerning photographs for visually inclined learners to easily find the tabbed information needed. The summaries are succinct and quick to read. Information regarding classes, whether one is an instructor or a student, is easy to find. It has been a pleasure to work with Boise State’s K-12 Professional Development Program on many related educational issues over the 2013-14 school year!

KAREN ELLIS-VANT
BOISE SCHOOL DISTRICT
The Boise State CENTER FOR PROFESSIONAL DEVELOPMENT partners with the following local and national associations to provide our clients and students access to the brightest minds and the latest tools.

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CELEBRATING 10 YEARS

of making Idaho a great place to live, work and do business

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