MIKE PHILLIPS

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EDUCATION AND PROFESSIONAL DEVELOPMENT

Bachelor of Science, University of Tennessee

Leadership:	Managing Through Change, Being Prepared for Change, Overcoming the Challenges of Change, Managing Change, Managing Change and Innovation, Coaching: Bringing Out the Best in Others, Battelle Institute Leadership Program, Coaching for Optimal Performance.
Process Improvement:	Process Management, Waste Free Wachovia, Franklin Time Management, Continuous Improvement, Capability Maturity Model (CMMI), Six Sigma Overview.
Team Building:	Developing High Performance Teams Series, Five Dysfunctions of a Team Workshop, Developing Team Performance, Basic Principles of Teamwork, Clarifying Team Roles and Responsibilities, Resolving Team Conflicts.
Employee Development:	Starting Employee's Off Right, Managing Performance Challenges, Managing Compensation, Managing Individual Performance, Performance Planning and Appraisal, Dealing with Emotional Behavior, Establishing Performance Expectations, Giving Constructive Feedback, Recognizing Positive Results.
Communication:	Delivering Successful Presentations, Communicating as a Leader Series, Facilitating for Results, Clarifying Customer Expectations, Getting Good Information from Others, Getting Your Ideas Across, Meeting Management (Facilitation), Communication Types and Preferences, Dale Carnegie Course.
Consulting:	Professional Consultants Curriculum and Workshop, e-Business Testing, Remote Performance Testing, Performance Management, Server Consolidation, End to End Performance Monitoring.
Compliance:	IT Sarbanes-Oxley, Code of Ethics and Business Conduct, Diversity Awareness Curriculum, Enterprise Compliance and Ethics, IT Policies and Standards.
Governance and Security:	Labor Relations, Risk and Governance, IT Change Management, Managing Projects to Success, Privacy and Information Security Series.
Business:	IT Finance Series, Finance for Managers, Anti-Money Laundering and Terrorist Financing, ABA Bankcard School.
Technical:	SHARE Meetings, z/OS Technical Conferences, DB2 Technical Conference.