



**2022**

**CAREER DEVELOPMENT  
& INTERNSHIP**

**EXPERIENCE**



**SHIPPENSBURG  
UNIVERSITY**

Career, Mentoring, and Professional  
Development Center

Provided by the Career,  
Mentoring, and Professional  
Development Center of  
Shippensburg University

**GUIDEBOOK**

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# GENERAL INFORMATION

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## **General Information**

Welcome to The PA Banker's Association Career Development & Internship Experience. This professional development opportunity is a collaboration of Centric Bank, Orrstown Bank, Traditions Bank, and Shippensburg University of Pennsylvania. Completion of this program leads to a collaborative non-credit certificate from these four institutions. The program includes 15 hours of synchronous online instruction.

## **Attendance**

To earn the Certificate of Completion students must attend 8 of the 10 of the sessions; attendance will be taken each week at the beginning and end of each session. If you need to miss a session, you must contact your supervisor and Mary Angela Baker ([MaryAngelaBaker4@gmail.com](mailto:MaryAngelaBaker4@gmail.com)) before the session.

## **Issues with Connecting**

Contact Mary Angela Baker ASAP via email at [MaryAngelaBaker4@gmail.com](mailto:MaryAngelaBaker4@gmail.com) with any connection issues.

## **Program Learning Objectives:**

- Learners will obtain and gain insight on critical career and professional development foundational skills including DEI, interpersonal skills, communication, leadership, teamwork, problem-solving, critical thinking, and emotional intelligence.
- Learners will develop an inclusive leadership style and approach that fits their personal abilities and workplace context.
- Learners will understand a Banking leader's role in equity and inclusion and sustainable business practices.

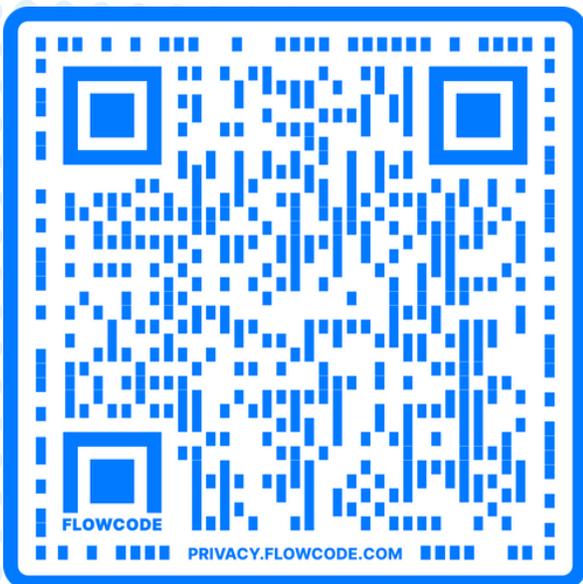
# ACCESS TO COURSE MATERIALS

2

Use this login information for  
every Zoom class!

Meeting ID: 975 2410 4055

Passcode: 449667



Access resource  
webpage here!



<https://www.ship.edu/life/career/paba/>

# SCHEDULE AT A GLANCE

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**Meeting ID: 975 2410 4055**  
**Passcode: 449667**

Diversity, Equity, & Inclusion in the Workplace	June 2	Dr. Lesli Somerset Talley
Emotional Intelligence	June 9	Dr. Matthew Shupp
Communication & Intentional Listening	June 16	Dr. Wendy Kubasko
Leadership Styles	June 23	Debby Magnuson, M.A., CPCC
Time & Stress Management	June 30	Dr. Toru Sato
Networking	July 7	Mary Oliveira & Alix Rouby
Group & Team Dynamics	July 14	Dr. Tammy Manko
Financial Literacy	July 21	Duncan Campbell
Problem Solving & Decision Making	July 28	Jocelyn Clippinger
Career Readiness	August 4	Victoria M. Kerr

GRADUATION

**NOTE: Every session takes place from 1:30PM - 3PM**

# ZOOM ETIQUETTE

We will be using Zoom for all our online meetings. Zoom is a web conferencing platform that is used for audio and/or video conferencing. There are many different resources available to learn how to use the Zoom features, both in YouTube videos and websites. You can find them by googling: How to Use Zoom. Zoom is updated frequently; be sure to check the posting date of any resources to ensure you have recent information. We will be using the Chat feature during our sessions.

## Join the Meeting Early

You should join early so you can test your technology and to be ready when the session begins.

## Check your Camera and Microphone

Turn your camera and mic on. Meeting virtually is no different from meeting face-to-face. People want to see and hear you while at work.

## Remember You are Always on Camera

Prioritize a work appropriate background and consider your background and lighting.

## Look at the Camera when Speaking

Just like you would look people in the eye during a face-to-face meeting, look at the camera when you are speaking.

## Find Your Strongest Internet Connection

If possible, connect to your hardwired internet. Try to have the most reliable internet connection.

## Eliminate Distractions

Turn off email notifications, put your cell phone on silent, put a sign on the door, and, if at home, put pets in another safe place.

## Stay on Mute if You're Not Talking

Background noise can be distracting. If you aren't sharing anything at the moment, you should remain on mute until talking or presenting. Before you speak, make sure your mic is unmuted.

## Be Respectful – Raise Your Hand

If you want to speak, physically raise your hand or use the "raise hand" feature that is available in the participant panel.

## Use Chat

Chat can be used for questions, comments about the presentation, and to share other resources. Note that the chat will be saved each session.

## Don't Eat During the Meeting

It can be distracting to watch other people eat. Try to hold off on eating if you can, or if not, consider briefly turning off the video and audio until you are done eating.

## Dress Appropriately

It is crucial to remain professional and dress appropriately. Wear something similar to what you would typically wear to work.

## Having trouble connecting?

Contact Mary Angela Baker at [MaryAngelaBaker4@gmail.com](mailto:MaryAngelaBaker4@gmail.com)

# DIVERSITY, EQUITY & INCLUSION IN THE WORKPLACE

5

June 2, 2022 | 1:30PM - 3PM



## Dr. Lesli Somerset Talley

Associate Director, Office of Career Development  
Chatham University

**This session will cover diversity, equity, and inclusion in the workplace. Students will understand terminology and discuss practical application in their roles as leaders.**

### Learning Outcomes

Students will be able to ...

- Describe the impact of stereotypes, insensitive language, and bias behaviors
- Recognize actions, language, and behavior that excludes/intimidates others
- Demonstrate skills and competencies to promote and manage a diverse workplace community

### Discussion Questions

- What questions do you still have that you would like to explore further?
- How can you leverage the information learned today to enhance your role as well as productivity within a team?

## NOTES:

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# EMOTIONAL INTELLIGENCE | 6

June 9, 2022 | 1:30PM - 3PM

## Dr. Matthew Shupp

Associate Professor, Department of Counseling & College Student Personnel  
Shippensburg University

**This session will cover the aspects of emotional intelligence to help leaders manage their emotions and relationships with others. Emotional intelligence has been cited as the top predictor of career performance and is an invaluable skill.**

### Learning Outcomes

Students will be able to ...

- Define emotional intelligence and recognize how it is exhibited
- Reflect on emotional intelligence's importance in the workplace
- Assess who has influences on them and in what areas of their life

### Discussion Questions

- Which aspects of emotional intelligence do you think you are strongest?
- Which would you prioritize to develop? How?
- How do you plan to incorporate emotional intelligence tactics into your work relationships?

## NOTES:

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# COMMUNICATION & INTENTIONAL LISTENING | 7

June 16, 2022 | 1:30PM - 3PM

## Dr. Wendy Kubasko

Assistant Professor  
Educational Leadership and Special Education,  
Educational Leadership Program Coordinator  
Shippensburg University

**This session will provide participants strategies for interpersonal communication and professional communication using social emotional learning. Communication is typically the highest in-demand skill for leadership positions at all levels.**

### Learning Outcomes

Students will be able to ...

- Identify and apply principles of effective verbal communication
- Practice active empathetic listening skills
- Reflect on the impact of digital devices on interpersonal communication

### Discussion Questions

- What are the characteristics of empathetic listening?
- What factors might be a barrier in your communication with others?
- How can improving your communication enhance your customer service and collaborative interactions?

## NOTES:

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# LEADERSHIP STYLES

June 23, 2022 | 1:30PM - 3PM



**Debby Magnuson, M.A., CCCC**  
Leadership Consultant & Executive Coach

**This session will discuss what leadership is and different examples of what good inclusive leadership looks like. Learners will discover their personal leadership style and learn the importance of communicating a shared vision.**

## Learning Outcomes

Students will be able to ...

- Compare unique styles of leadership
- Understand your “self” in leading a group
- Recognize different decision-making styles
- Identify strategies to lead a group when they see things differently

## Discussion Questions

- What are your leadership strengths?
- What are areas that you would like to develop?
- What resources can you utilize to improve your comfort with authentic leadership and influence?
- What do you think your team expects of you as a leader?

## NOTES:

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# TIME & STRESS MANAGEMENT

June 30, 2022 | 1:30PM - 3PM



**Dr. Toru Sato**  
Department of Psychology  
Shippensburg University

**This session will review key skills of managing both stress and time management within your personal and professional lives. Participants will learn techniques that will help them feel more in control of their lives and give them greater satisfaction at work and at home.**

### Learning Outcomes

Students will be able to ...

- Recognize procrastination and apply relevant techniques to achieve their goals
- Identify the basic principles of stress management and recognize their stress triggers and how to manage them effectively

### Discussion Questions

- What are low-stress and time-efficient techniques you can utilize to reduce tension in your life?
- What are the impacts of stress and poor time management in your performance in the workplace?
- What are practical techniques for identifying key time wasters, setting boundaries, handling interruptions, and maximizing productivity?

## NOTES:

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# NETWORKING | 10

July 7, 2022 | 1:30PM - 3PM



## Mary Oliveira

Vice President Member Growth and Strategy  
Chief Experience Officer  
Pennsylvania Chamber of Business and Industry



## Alix Rouby

Director of Internships and Experiential Learning  
Shippensburg University

**This session will explain the importance of networking for career-building. Participants will learn methods to initiate conversations, tips and tricks for networking effectively on and offline and understand how certain behaviors might come across positively or negatively.**

### Learning Outcomes

Students will be able to ...

- Recognize the messages professional dress and presentation send
- Demonstrate networking techniques with employers effectively on and offline
- Practice techniques for engaging and maintaining conversations

### Discussion Questions

- What are the steps to take towards building your own strong network?
- What are different strategies for professional communication in the modern workplace?
- How can skills like listening, empathy, and emotional intelligence relate to relationship-building?

## NOTES:

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# GROUP & TEAM DYNAMICS | 11

July 14, 2022 | 1:30PM - 3PM



## Dr. Tammy Manko

Director

Career and Professional Development Center,  
Indiana University of Pennsylvania

**This session will review collaboration, teamwork, and group dynamics essential to effective functioning within organizations. Participants will learn the stages of team development, how to build a cohesive group, development of group norms, barriers to effective teamwork and group decision-making dynamics.**

### Learning Outcomes

Students will be able to ...

- Understand team development stages and develop strategies for building high-performance teams
- Discuss how team characteristics, strengths/weaknesses, and composition influence team effectiveness

### Discussion Questions

- What are the various stages of team dynamics and/ or its functionality?
- What are characteristics of high performing teams?
- How can you support teambuilding and grow team cohesion within a group?

## NOTES:

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**Duncan Campbell**  
President & CEO  
Pennsylvania Bankers Association

# FINANCIAL LITERACY

12

July 21, 2022 | 1:30PM - 3PM

**This session will discuss how money management is a key skill leading to financial literacy success. Learners will focus on identifying how financial aspirations, personal values, and cash flow influence the development of personal and professional spending plans or/ and budgets. This topic will also explore how other financial literacy units, such as buying a car, personal credit, etc. can impact personal growth and well-being.**

## Learning Goals

- Identify money management techniques and tools as well as describe the components of a realistic spending plan (budget) to meet future goals. Includes understanding the fundamentals of a budget, including income, expenses, and savings.
- Recognize the importance of one's financial situation and how it impacts one's future (i.e. post-graduation).

## Discussion Questions

- What are my current money management techniques and tools?
- How can money management improve my ability within college, buying a car, or reaching other financial goals?
- How can I be sure that I am on the right track with my spending and saving?

## NOTES:

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# DECISION MAKING & PROBLEM SOLVING

13

July 28, 2022 | 1:30PM - 3PM



## Jocelyn Clippinger

Director of Student Success  
Messiah University

**This session will discuss how leadership is about taking control of situations that arise and being able to problem-solve, review situations, and make decisions as a leader and/or team member. Participants will learn how to reduce conflict through having honest, and sometimes difficult conversations, learn how to diffuse tense situations, and create an inclusive work environment.**

### Learning Outcomes

Students will be able to ...

- Recognize ability to work with others in groups, develop communication and problem-solving skills as well as conflict resolution
- Understand the impact of self-understanding, particularly in group contexts in growing human relations

### Discussion Questions

- How can I analyze situations and solve problems more systematically and logically?
- What can I do as a leader and/ or team member to support others while making decisions or providing solutions?
- What communication techniques can I use to respond to problems and/ or decision-making situations?

## NOTES:

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# CAREER READINESS

14

August 4, 2022 | 1:30PM - 3PM



## Victoria M. Kerr

Director

Career, Mentoring, & Professional Development Center  
Shippensburg University

**This session will discuss and develop the career readiness competencies necessary to find, acquire, and maintain a rewarding career. Learners will focus on how critical the development of soft skills such as leadership, teamwork, communication, problem solving, and more are in transitioning into the workplace post-graduation.**

### Learning Outcomes

Students will be able to ...

- Identify personal qualities as well as career information to help inform career goals
- Articulate and apply career readiness skills gained through the summer internship program

### Discussion Questions

- How can the NACE career readiness competencies improve my ability to build personally and professionally?
- How can I explore my potential, leveraging the career readiness competencies, as an undergraduate student? What are the ways I can demonstrate career readiness in my role?
- What can I do to prepare for a successful transition into the workplace?

## NOTES:

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# PRESENTERS



## **Duncan Campbell**

### **President & CEO - Pennsylvania Bankers Association**

Duncan Campbell, a Camp Hill native, has been serving as the President, CEO, and Treasurer of the Pennsylvania Bankers Association since 2012. Previously, he served as Managing Director for Ridge Global, and as deputy chief of staff in the US Department of Homeland Security under former Governor Tom Ridge. He holds a Bachelor of Arts in Government and History from Cornell University. In his free time, Duncan enjoys being involved with his sons' sports teams, supporting his church's youth group, and going on long walks with his wife and dog.



## **Jocelyn Clippinger**

### **Director of Student Success - Messiah University**

Jocelyn Clippinger currently serves as the Director of Student Success at Messiah University located in Mechanicsburg, PA. In 2017, she received a dual Bachelor of Arts degree from Messiah University (formerly Messiah College) in Sociology and Anthropology and Communication. She then obtained her Master of Science in Counseling from Shippensburg University with a specialization in College Counseling in 2019. In addition to working in higher education, she is a Nationally Certified Counselor and presently conducts clinical counseling part-time in Lancaster, PA. She currently lives in Carlisle, PA with her husband, cat, dog, and three chickens.



## **Victoria M. Kerr**

### **Director - Career, Mentoring, & Professional Development Center Shippensburg University**

Victoria is the Director of the Career, Mentoring, and Professional Development Center at Shippensburg University. Since Starting at Shippensburg University in 2013, Victoria loves developing new and innovative programs designed to assist students in reaching their academic and career goals. She is passionate about connecting students to their purpose and developing those interests, skills, and abilities into a successful career path. Previous to Shippensburg University, she served as the Director of the Career Development Center/Undeclared Students at Shepherd University and held roles within Human Resources for over 8 years at the American Bar Association, American Woodmark, and ATPCO. Victoria holds a Master of Arts in College Student Development from Shepherd University and a Bachelor of Arts in Law and Society from American University.



### **Dr. Wendy Kubasko**

**Assistant Professor - Educational Leadership and Special Education,  
Educational Leadership Program Coordinator - Shippensburg University**

Dr. Wendy Kubasko brings over twenty-five years of experience in public education. She earned her undergraduate degree from Shippensburg University of Pennsylvania. Beginning her career outside of Washington, D.C., Dr. Kubasko chose to work with underserved populations. She moved to Phoenix, Arizona teaching middle and elementary schools in Title I school districts. She earned her Master's in Curriculum and Instruction in Mathematics at Arizona State University. After years in the classroom, Dr. Kubasko moved into district support roles, first as a professional development coordinator, then as a Director of Curriculum and Instruction, Administrator for Academic Services, and finally, the Assistant Superintendent for Avondale Elementary School District. In 2015, Dr. Kubasko received her Ed.D. in Educational Leadership and Innovation from the Mary Lou Fulton Teachers College at Arizona State University. Dr. Kubasko's research centers on the use of collaborative learning for school and district leaders around common problems of practice. Currently, Dr. Kubasko is an assistant professor at Shippensburg University of Pennsylvania in the Educational Leadership and Special Education Department.



### **Debby Magnuson, M.A., CPCC**

**Leadership Consultant & Executive Coach**

Debby Magnuson is an executive coach and leadership consultant. Her focus areas include career transition, leadership skills development, career strategy and planning, relationship effectiveness, public speaking, and executive presence. She is co-author of the book, *Work With Me: A New Lens on the Multigenerational Workforce* and is a frequent speaker on leading today's complex workforce. Debby's business experience includes Vice President of Talent Management at Career Partners International Twin Cities and Executive Coach/Senior Consultant with Personnel Decisions International where she worked with global executive teams. She has taught graduate level business and professional ethics and strategic communications at St. Catherine University in St. Paul, MN and was a key member of St. Catherine's Leadership Institute where she served as faculty and on the Council of Advisors. Debby holds a Master's Degree in Counseling Psychology from the University of St. Thomas and is an ICF-accredited Certified Professional Coach.



### **Dr. Tammy Manko**

**Speaker & Trainer, MeaningfulLife, LLC**

**University Career and Professional Development Professional  
Instagram & Twitter: @TPManko**

As the owner and founder of MeaningfulLife, LLC, and the director of a university career center, Tammy Manko is an award-winning higher education professional with experience and expertise in the areas of body language/communication, professional networking, relationship building, leadership, career readiness, etiquette, positivity, change management, customer service, and various professional development topics. She holds a doctoral degree in Educational Leadership, a master's degree in Higher Education Administration, and a bachelor's degree in English, is a lifelong learner, and enjoys reading and sharing knowledge. She has three sons and loves spending time with family/friends, traveling when she can, and interacting with others.



### **Mary Oliveira**

**VP Member Growth and Strategy & Chief Experience Officer  
Pennsylvania Chamber of Business and Industry**

Mary Oliveira serves as the VP Member Growth & Strategy for the Pennsylvania Chamber. In this capacity, she leads the membership team's member-centric approach to deepening and broadening relationships and is a thought leader and key point person for assessing, identifying and guiding strategic initiatives at all levels while contributing impactful strategies to achieve the Chamber's goals. Mary joined the PA Chamber in 2018 after spending more than a decade in Membership and Marketing leadership roles within the financial industry. Mary earned a bachelor's degree in International Relations from American University in Washington, D.C., and a master's degree in Organization Development and Leadership from Shippensburg University. In 2021, Mary was one of forty inaugural honorees on City & State Pennsylvania's "Above & Beyond" list of groundbreaking women in Pennsylvania working to make a better future for the Commonwealth.



**Alix Rouby**

**Director of Internships & Experiential Learning, Shippensburg University**

Alix Rouby is the Director of Internships for Shippensburg University. Upon receiving her Master of Business Administration from Indiana University of Pennsylvania, she held multiple positions in the private sector before joining Shippensburg University in 2016. After spending three years in the John L. Grove College of Business, Alix joined the Career, Mentoring, and Professional Development Center team in June 2019 to assist all Shippensburg University students with their internship-related questions and needs, from resume reviews, internship search, interview preparation, to internship registration. Alix also oversees the Raider Ready Professional Dress Closet which provides interview outfits to all Shippensburg University students at no cost. Alix also holds a Master of Science in Counseling with a concentration in College Student Personnel from Shippensburg University.



**Dr. Toru Sato**

**Department of Psychology, Shippensburg University**

Toru Sato received his Ph.D. in Psychology at York University in Canada and currently serves as a Professor in the Department of Psychology at Shippensburg University. He is passionate about studying emotions, human relationships, and consciousness. He is the author of "Two, One, None: Conversations on Meditations" and "The Ever-Transcending Spirit: The Psychology of Human Relationships, Consciousness, and Development" as well as numerous essays, book chapters, and research articles. He has had the privilege to work with numerous individuals on their personal development mainly in the areas of time management, stress management, relationship issues, and mindfulness skills.



**Dr. Matthew Shupp**

**Associate Professor - Department of Counseling & College Student Personnel, Shippensburg University**

Dr. Matthew R. Shupp is an Associate Professor in the Department of Counselor Education at Shippensburg University where he developed and teaches a course on Emotionally Intelligent Leadership. Prior to his role as faculty, Dr. Shupp was a student affairs professional in a variety of institutional settings. He is both a National Certified Counselor (NCC) through the National Board for Certified Counselors (NBCC) as well as a Board Certified Tele-Mental Health Provider (BC-TMH). He is an Approved Clinical Supervisor (ACS) and licensed as a professional counselor (LPC) in the state of Pennsylvania. Most recently, Dr. Shupp was selected for addition to the Fulbright roster as a Fulbright Specialist (2021-2025).



**Dr. Lesli Somerset Talley**

**Associate Director, Office of Career Development, Chatham University**

Dr. Lesli Somerset Talley has always had a passion for helping people feel confident in their abilities by using an equity-minded lens. She holds a B.S. in psychology, an M.A. in student affairs in higher education, and Ph.D. in instructional management and leadership where she focused on career development, intersectionality, and workplace inclusion. For the last seven years, she has worked in higher education where she provides career and professional development to college students and alumni. Lesli founded Salty Career to help her clients achieve their next steps by using an inclusive and collaborative approach.



# SHIPPENSBURG UNIVERSITY

Career, Mentoring, and Professional  
Development Center

Shippensburg University offers assistance for students in the PA Bankers Association's Career Development & Internship Experience. These services include a resume review, guidance in developing a LinkedIn profile, and professional dress resources. *The SU Career, Mentoring and Professional Development Center has professional dress clothing for any students who may need access to acquiring clothing. With hundreds of donated clothing items organized to make selection easy, the closet is a helpful resource. Students are welcome to browse the closet for one free outfit per semester. To take advantage of this program, contact the Shippensburg University Career, Mentoring and Professional Development Center.* When contacting the Center, please indicate that you are part of The PA Bankers Association's Career Development & Internship Experience.



Shippensburg University offers help for your professional dress needs. The SU Career, Mentoring and Professional Center has professional dress clothing for any students who may need assistance with acquiring clothing. With hundreds of donated clothing items organized to make selection easy, the closet is a helpful resource. Students are welcome to browse the closet for one free outfit per semester. To take advantage of this program, contact the Shippensburg University Career, Mentoring and Professional Development Center.

**SHIPPENSBURG UNIVERSITY  
CAREER, MENTORING, AND  
PROFESSIONAL DEVELOPMENT  
CENTER**

(717) 477-1484  
career@ship.edu  
www.career.ship.edu