

2026



The Learning Leader Series



Primex³
NH Public Risk Management Exchange



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The Learning Leader Series Dates and Locations

This comprehensive leadership series provides a wide range of topics and skill-building opportunities for leaders at all levels.

Note: All sessions locations are listed below. Lunch will be provided onsite for full day programs. Register for the session or sessions that you want to attend.

- **Wednesday, March 25** - 9:00 am – 3:00 pm - **Nick Manolis**
Linking Leadership, Confidence, and Mindset
Primex³ Training Facility, Concord, NH
- **Wednesday, April 22** - 9:00 am – 12:00 pm - **Dr. Amy Wood**
Dealing with Difficult People
Primex³ Training Facility, Concord, NH
- **Tuesday, May 12** 9:00 am – 12:00 pm - **Rick Alpers**
What Drives You? Unlocking Motivation for Peak Performance
Primex³ Training Facility, Concord, NH
- **Wednesday & Thursday, June 3-4**
Primex³ Risk Management Summit, Omni Mount Washington, Bretton Woods, NH
- **Thursday, July 16** - 9:00 am – 12:00 pm - **Doug Babcock**
Who Are You As a Leader?
Primex³ Training Facility, Concord, NH
- **Thursday, August 6** - 9:00 am – 3:00 pm - **Deb Kaplan**
Team Problem-Solving and Decision-Making
Primex³ Training Facility, Concord, NH
- **Thursday, September 3** - 9:00 am – 3:00 pm - **John Regetin, Jeff Ton, and Sean Murray**
The Lewis & Clark Experience- A New Way Forward
The Common Man, Claremont, NH
- **Thursday, October 8** - 9:00 am – 3:00 pm - **Jared Oates**
From Stuck to Breakthrough - Harnessing Paradox for Lasting Leadership Progress
Primex³ Training Facility, Concord, NH
- **Thursday, November 19** - 9:00 am – 3:00 pm - **David Liddell**
Leading Change in the Public Sector
Primex³ Training Facility, Concord, NH
- **Wednesday, December 2** - 9:00 am – 3:00 pm - **Carol Kilmister and Carrie James**
Succession Planning in the Public Sector and the 9-Box Grid
Primex³ Training Facility, Concord, NH

Primex³ awards contact hours for completion of each session.

Session Descriptions



Linking Leadership, Confidence, and Mindset

Presenter: Nick Manolis

Location: Primex³ Training Facility, 46 Donovan Street, Concord, NH

This program provides a thoughtful look at how leadership is profoundly shaped by confidence and mindset. It will be augmented by exercises, readings, and discussion. Attendees will gain insight on the interplay of leadership, confidence, and mindset and will take with them information and encouragement to make this valuable connection.

9:00 am-3:00 pm

*5 Contact Hours
awarded upon
successful
completion of
this program*

By the end of the session, participants will be able to:

- Apply practical strategies to strengthen confidence and overcome common confidence blockers in leadership roles.
- Identify and articulate their personal leadership story to enhance authenticity and purpose.
- Shift perspectives using a growth mindset framework to improve decision-making and team influence.



Dealing with Difficult People

Presenter: Dr. Amy Wood

Location: Primex³ Training Facility, 46 Donovan Street, Concord, NH

Many work and life situations involve interacting with clients, colleagues, community members, and other individuals who can really test patience and push your buttons. Led by a psychologist with thirty years of experience in understanding diverse personalities and helping people get along despite their differences, this session teaches practical strategies for handling tricky personalities with greater command—without losing your cool.

Learning Objectives:

- Engage scared and upset people who become increasingly overwhelmed as you try to explain something to them.
- Encourage others to be more forthcoming and respectful.
- Have more rational, productive conversations with anyone in your personal or professional life who you may be having trouble getting through to, collaborating with, or gaining cooperation from.
- Feel calm and in control in the face of difficult behavior.

9:00 am-12:00 pm

*3 Contact Hours
awarded upon
successful
completion of
this program*

May
12

3

9:00 am-12:00 pm

*3 Contact Hours
awarded upon
successful
completion of
this program*

What Drives You? Unlocking Motivation for Peak Performance

Presenter: Rick Alpers

Location: Primex³ Training Facility, 46 Donovan Street, Concord, NH

What truly drives you at work—and as a leader? Is it achievement, service, innovation, or something else entirely? In this engaging and interactive session, participants will explore their personal Motivators Assessment results to uncover the core drivers that influence their choices, engagement, and performance.

Through guided reflection, group discussion, and practical exercises, you will analyze your unique motivational profile, evaluate how it aligns (or clashes) with your current role, and develop strategies to better connect with others who are wired differently. The session also examines how a leader's understanding of motivation can elevate team performance, foster trust, and create an environment where diverse motivators thrive. By linking personal insight to organizational impact, you will strengthen your capacity to inspire, influence, and sustain high performance in those you lead.

By the end of the session, participants will be able to:

- **Identify** the five key motivator dimensions.
- **Differentiate** and **prioritize** your 23 individual motivators.
- **Analyze** how motivators influence behavior, communication, and leadership style.
- **Apply** strategies to align daily tasks and team objectives with intrinsic motivators.
- **Facilitate** more effective collaboration with colleagues and team members who have different motivators.

June
3-4

4

Primex³ Risk Management Summit

Location: Mount Washington
Resort, Bretton Woods

Two days of keynotes, sessions,
and networking.

*Registration will be open in
early March.*



Session Descriptions (continued)



9:00 am-12:00 pm

*3 Contact Hours
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this program*

Who Are You as a Leader?

Presenter: Doug Babcock

Location: Primex³ Training Facility, 46 Donovan Street, Concord, NH

This thought-provoking presentation uses the power of inquiry to allow participants to consider their own leadership styles, needs and strengths. Through group dialogue and interaction, and self-reflection, participants will learn to assess their motivations, systems and beliefs and develop actionable steps to grow as leaders. During this reflective process participants will be introduced to different models and concepts of leadership and change including effective inquiry, the outward mindset and types of motivation, and how they connect to a leader's development and success.

This presentation is designed for leadership at all levels, including those preparing to step into formal leadership roles.

Learning Objectives:

- Analyze personal leadership styles, motivations, and belief systems by engaging in guided inquiry and group dialogue.
- Evaluate various leadership and change models—including effective inquiry, the outward mindset, and types of motivation—to determine their relevance to one's own leadership growth.
- Create an actionable personal development plan that integrates selected leadership concepts and strategies to enhance future leadership effectiveness.



9:00 am-3:00 pm

*5 Contact Hours
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Team Problem-Solving and Decision-Making

Presenter: Deb Kaplan

Location: Primex³ Training Facility, 46 Donovan Street, Concord, NH

Great decisions don't happen by chance—they happen by design. When teams come together with the right tools and mindset, they transform challenges into opportunities and ideas into results. Yet without structure, even the smartest groups can spin their wheels, get stuck on hunches, or settle for less-than-great solutions.

This high-impact module equips participants with a powerful, repeatable framework for solving problems and making decisions that actually stick. Through proven methods, hands-on tools, and dynamic exercises, teams learn to cut through complexity, uncover root issues, and turn insights into action. The payoff? Stronger performance, smarter choices, and the confidence to tackle tough challenges head on.

Learning Objectives:

- **Facilitate** dynamic “Meetings of the Minds” that unlock the full power of diverse perspectives while minimizing bias
- **Pinpoint** root causes with precision using the Interrelationship Graph—stopping wasted effort on surface-level fixes
- **Drive** confident decisions that earn buy-in, spark momentum, and deliver measurable business impact
- **Champion** bold ideas with clarity and influence, inspiring action from teams, committees, and boards



Sept.
3

6

9:00 am-3:00 pm

*5 Contact Hours
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The Lewis & Clark Experience — A New Way Forward

Presenter: John Regetin, Jeff Ton, and Sean Murray

Location: The Common Man, Claremont, NH

Just like Lewis and Clark, 21st century leaders must go beyond the bounds of comfort and certainty in order to discover a better future for the people they serve. As leaders, we often have no idea what obstacles await us and find ourselves leading into an unknown future.

This program will examine a variety of leadership styles, particularly within the team dynamic during a perilous journey into uncertainty and important contexts that occurred along the expedition. This will be viewed both strategically and tactically, through a consistent lens to highlight how Lewis and Clark led a group of diverse individuals through unknown challenges and instilled resiliency for the sake of unparalleled opportunity and success.

As a result of participating in this experience, you will:

- **Analyze** how Lewis and Clark's leadership decisions fostered a compelling vision and united a diverse team to overcome unforeseen challenges and **compare** these practices to modern leadership models.
- **Evaluate** the strategic and tactical methods used to adapt to uncertainty and **justify** approaches for sustaining team motivation and resilience during disruption.
- **Design** a recruitment and team-building strategy that **applies** lessons from the expedition to assemble a complementary, high-performing group aligned with a shared vision.
- **Develop** a resilience framework leaders can **implement** to maintain organizational fortitude and inspire perseverance when facing obstacles or major transitions.
- **Create** a personal "Proceeding On" plan that **integrates** insights from the expedition to support long-term growth, well-being, and continued contribution after significant projects or milestones.

Session Descriptions (continued)



Oct.
8

9:00 am-3:00 pm

5 Contact Hours
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successful
completion of
this program

From Stuck to Breakthrough: Harnessing Paradox for Lasting Leadership Progress

Presenter: Jared Oates

Location: Primex³ Training Facility, 46 Donovan Street, Concord, NH

When leaders feel stuck, it's often not from lack of effort but from neglecting something essential. The real obstacle is usually competing commitments that create hidden tension. This full-day program helps leaders recognize those tensions, understand paradox as the key to progress, and design practical solutions that work. Through a blend of reflection, peer dialogue, and interactive exercises, participants will learn how to pinpoint the source of their "stuckness" and build a clear plan to move forward. By the end, they'll see paradox not as a problem to avoid, but as the power source for innovation, resilience, and breakthrough results.

As a result of this training, you will be able to:

- Identify common harmful patterns of polarized leadership
- Recognize helpful and counterproductive patterns in their own leadership
- Use a simple model for solving leadership problems and creating breakthroughs



Nov.
19

9:00 am-3:00 pm

5 Contact Hours
awarded upon
successful
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this program

Leading Change in the Public Sector

Presenter: David Liddell

Location: Primex³ Training Facility, 46 Donovan Street, Concord, NH

Participants will explore how to lead and influence change effectively in mission-driven, resource-constrained public organizations. The session emphasizes handling both forced (external/mandated) and self-imposed (initiated) change, leveraging influence, managing resistance, and equipping rising leaders to drive positive transformation.

Learning Objectives:

- Apply core change management principles relevant to public sector dynamics.
- Explore how influence, not just authority, drives successful change.
- Examine the impact of forced change (e.g., policy, legislation, public crises) vs. self-imposed change (e.g., leadership initiatives, efficiency efforts).
- Learn practical methods to manage change (e.g., Kotter's Model, ADKAR, stakeholder engagement).
- Build strategies to support emerging leaders taking initiative for positive change.



9:00 am-3:00 pm

*5 Contact Hours
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Succession Planning in the Public Sector and the 9-Box Grid

Presenter: Carol Kilmister and Carrie James

Location: Primex³ Training Facility, 46 Donovan Street, Concord, NH

As we work to address employee retention and engagement in this challenging labor market, the topic of succession planning is back on the front burner. As public sector employers face continued pressure and competition, leaders should become more comfortable regularly engaging in the strategic process of identifying high-potential employees, evaluating and honing their skills and abilities, and preparing them for advancement into positions that are key to the success of business operations and objectives.

In this session, we will discuss the business case for succession planning, introduce several useful tools, share characteristics of great succession programs and begin to apply these key concepts using a variety of tools.

By participating in this session you will be able to:

- Explain the business case for succession planning in the public sector and describe the essential elements of an effective succession program.
- Use provided tools and frameworks to identify high-potential employees and outline development steps that prepare them for critical roles.
- Assess a succession plan to determine its strengths, gaps, and alignment with organizational objectives.

**“Leadership is not a position or title,
it is an action and example. ”**

— Donald McGannon



Rick Alpers, Member Services Manager, is a graduate of Plymouth State University with a bachelor's degree in public management and a minor in history. Prior to joining the Primex3 team, he was a former Town Administrator and is a former member of the Board of Selectmen in Bristol, NH. In his current role, Rick is responsible for providing exceptional customer service to Primex³ members. In that capacity, he regularly engages with members to ensure Primex is meeting the needs of the membership, plus assists the member services team with their day-to-day responsibilities. He also assists members in team building, goal setting, mission and vision crafting, and behavioral assessments.



Doug Babcock is a lifelong public safety servant and leader with both broad experience and deep expertise in policing, EMS, fire service, emergency management, leadership, physical security, public safety, campus safety, business continuity and more. He also taught thousands of responders over more than 30 years. He has spent his career focused on the connection of real-world management and program integration with progressive change management for individual and institutional success. Doug uses a calm, systems-oriented and inclusive approach to problem solving. He now leads Counterparts Coaching and Consulting, a company dedicated to advancing the paradigm of public safety leadership.



Carrie James is a Human Resource Consultant in the Legal and HR Services Department at Primex³ where she provides training, guidance, and support to Property & Liability members. Prior to coming to Primex³, she worked for many years as the Director of HR for single and multi-district SAU's in NH. She is a graduate of Rivier University with a Master of Science degree in Human Resource Management and holds a Bachelor of Arts degree in Psychology from the University of New Hampshire.



Deb Kaplan is an organizational development strategist and leadership team coach with 40 years of experience guiding and equipping organizations to grow through providing transformational growth experiences for their people. Known for blending results-driven solutions with a deep commitment to values-driven leadership, Deb trains teams to develop elevated human skills such as, problem-solving, critical thinking, and resilience to keep pace with rapid change and the rise in this AI era.

As Founder of Kaplan Performance Partners, LLC and a full-suite Dale Carnegie trainer, Deb designs and delivers programs to amplify the above noted skills with a focus on leadership, high-stakes

presentation, storytelling, communication, presence, influence, front-line management, sales, service, teaming, and collaboration. Her foundation in Broadcast Journalism at Boston University sparked her belief in the power of storytelling and clear communication, while her Master's in Organizational Development and Management from Antioch New England deepened her systems-thinking approach and dedication to cultivating leaders who create lasting impact. After eight years in senior roles with global organizations, Deb refocused her efforts in 2022 on serving New Hampshire's business, public, and nonprofit landscape. She now co-facilitates the NH Tech Alliance's Ascending Leaders in Tech program, serves as an Executive in Residence for the Advanced Regenerative Manufacturing Institute's Startup Lab, and sits on the NH Theatre Project board. She is also active with Plan NH, the Portsmouth Rotary Club, and recently joined the roster of Professional Partners to support incubator participants at GoodWork Seacoast.

Deb lives in Portsmouth with her husband and dog and enjoys long-distance cycling, learning golf, singing jazz, and gardening.



Carol Kilmister, SPHR, SHRM-SCP, is a Senior Human Resource Consultant in the Legal and HR Services Department at Primex³ where she provides training, guidance, and support to Property & Liability members. Prior to coming to Primex³, she worked for many years as the Director of HR for a multi-district SAU in NH. She is a graduate of Rivier University with a Master of Science degree in Human Resource Administration and holds a Bachelor of Science degree in Business Administration from Plymouth State University. In addition, she holds national certification as a senior HR professional from both HRCI and SHRM. She serves on the board of directors of the Greater Concord HR Association of SHRM (HRAGC) as well as the Association of NH Public Employer HR Administrators (ANHPEHRA).



David Liddell is a recognized leadership and management consultant with more than three decades of experience guiding organizations toward effective leadership practices, operational excellence, and innovative problem-solving. As founder of Liddell Consulting Group, he works with leaders and teams to strengthen collaboration, build capacity, and create strategies that deliver sustainable results. David is the author of Simplicity Driven Leadership and is a frequent speaker on topics such as strategic leadership, organizational transformation, and change management. His work emphasizes practical, people-centered approaches that help leaders adapt to evolving challenges while fostering a culture of growth and accountability. Dedicated to developing

the next generation of leaders, David continues to mentor and support individuals committed to driving positive change in their organizations and communities.



Nick Manolis has spent his career in a wide variety of senior management and consulting roles in the private, public and non-profit sectors focusing on human resource management, training, development and facilitation. Most recently, Nick served as Vice President of Human Resource Development for Associated Grocers of New England. Nick has been engaged in providing training and development services to health care, government, food service, manufacturing, distribution and educational organizations. The principle that "helping organizations develop and grow by helping employees develop and grow" fuels Nick's passion and guides his work.



Sean Murray, Facilitator/Instructor, CEO, Realtime Performance - Sean's 20 years of leadership development expertise is matched by his deep-dive, decades-long study of Lewis and Clark's epic adventure. His ability to integrate skills gained as part of a major corporate organization and engaging learning experiences has made him a popular guide, speaker, author, and advisor. His true north? *"Helping people achieve their goals to be the best version of themselves. At the end of the day, if I have helped someone do that, it's a pretty good day."*



Jarred Oates is the creator of the Leadership Progress Cycle, a practical framework that helps leaders work with paradox to create lasting impact. A self-taught engineer with a background in English rhetoric, he's spent over a decade designing learning experiences that go beyond surface-level training. As co-founder of Niche Academy, Jared has helped thousands of leaders in public and nonprofit sectors navigate real-world challenges. Known for blending practical tools with personal insight, he helps leaders see tension not as a threat—but as the energy source for innovation, trust, and growth.



Jeff Ton, Facilitator/Instructor, CEO, Ton Enterprises, LLC - Jeff's 30-plus years of leadership innovation has encompassed the creation of high-performance Information Technology centers, executive guidance of charitable and multimedia organizations, and successful completion of several acquisition integrations. Today, he is a popular keynote speaker, author of the Amplify series on IT leadership and career progression, and an intrepid explorer who counts his decade-long tracing of the Lewis & Clark Trail a key life experience. *"What I hear most often from those I've guided is, 'I had no idea I was capable of achieving this or where it would take me.' Experiential learning is profound. It resonates years later."*



John Regentin is the Vice President of Experiential Leadership and directs the Gettysburg, Lewis & Clark, Holding the Edge, and Normandy Leadership Experiences for FCCS. His 27 years of experience integrating the classroom and research with active learning has encouraged a different type of professional growth and leadership insights within his participants and teams.

Prior to FCCS, John spent 20 years at Gettysburg College, where he served as an Assistant Dean and Director of Experiential Education; his educational background is in Counseling and Human Development.

He has worked as a contractor for the government, a counselor

for adjudicated males, and a consultant to various companies, federal and state agencies to design organizational development experiences.

John's expertise and passion are in the facilitation of expeditionary leadership experiences. He has designed sea-kayaking, mountaineering, climbing, and service programs to numerous domestic and international locations for over 25,000 participants. A highlight, John spent six weeks sea kayaking across the Baltic Sea from Stockholm to Helsinki and still desires this level of engaged learning.

John believes in the power of servant leadership, especially in his community. He has served for years as a school board member, EMT/firefighter, and continues to volunteer as a club soccer coach, the lead negotiator for the school district, and supports the local Salvation Army.



Dr. Amy Wood Through executive coaching and training, Maine-based psychologist Amy Wood helps ambitious adults reach greater levels of achievement and fulfillment. She is the author of *Life Your Way: Refresh Your Approach to Success and Breathe Easier in a Fast-paced World* and *Lawyer Like an Athlete*. Often called on for her expert opinion by media ranging from Maine Public Radio to Parade Magazine, Dr. Wood earned her doctorate at Adler University, and is certified by the College of Executive Coaching and Hogan Assessments. To learn more, go to www.amywoodpsyd.com.

“ *There's no glory in climbing a mountain if all you want to do is to get to the top. It's experiencing the climb itself in all its moments of revelation, heartbreak, and fatigue. That has to be the goal.* **”**

– Karyn Kusama

For more information about this program, please contact:
EducationTraining@nhprimex.org ■ 800-698-2364





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