

Management 5335 - "Leading with Emotional Intelligence"
Dolomites Expedition Information Sheet

1) **Passports/visas**: If you do not have a passport yet, apply for one as far in advance as possible. It may take a month or two to get one. If you already have one, please check the expiration date and make sure it will not expire before you leave or while you are abroad; or, to be absolutely safe, not for at least 6 months after you get back. If you are carrying a U.S. passport, you do not need a visa to get into Italy, but if you are going to some other exotic place before Italy, make sure you check to see if you need a visa at any of your stops. If you are *not* carrying a U.S. passport, check with your own country's consulate to find out if you need a visa.

2) **The Südtirol or South Tyrol (the Italian name of the province is the "Alto Adige")**:

Tyrol is an ancient region in Western Central Europe. Presently the areas of North Tyrol (capital: Innsbruck) and East Tyrol (capital: Lienz) are part of Austria, and the South Tyrol (capital: Bolzano) is the province of Alto Adige in Italy. Tyrol's rich history includes being part of the Ostrogothic Kingdom in the 5th and 6th Centuries AD, the Langobard Kingdom of Italy conquered by Charlemagne, and the Holy Roman Empire from the 10th Century through Habsburg rule (frequently misspelled "Hapsburg") in the 18th Century. Then during the Napoleonic Wars, Tyrol became part of Bavaria in 1805, and then after a tumultuous nine years, part of Austria in 1814-15. This lasted until the end of World War I (WWI), when the Treaty of Versailles between the Allies and Germany gave Austria back its independence, and a few months later, the Treaty of Saint-Germain-en-Laye between the Allies and the new Republic of Austria gave the South Tyrol to Italy (remember Italy won this one with the Allies; it was WWII that they lost!). After WWII, South Tyroleans were hoping to become part of Austria again, but it was not to be. The region does, however, enjoy a larger amount of political autonomy than one would expect - probably to keep it from trying to secede, for which there has been a variable appetite over the past century. So, from this historical backdrop, you can see why the Südtirol's predominant culture is Austrian/German/Tyrolean, even though many cultural Italians now live in the region, especially in the larger cities.

There is a third cultural group in Südtirol, living mostly (but not completely) in three remote valleys. These are the Ladin people. Their language, Ladin, is one of the Rhaeto-Romance languages descended from the Vulgar Latin spoken by Roman era occupiers of the region in ancient times. It resembles Romansh which is spoken in southeastern Switzerland. The Ladin people are described as shorter than average, however, foreigners do not easily distinguish them from Tyroleans. I (Glenn) took a 1-hour cab ride in Val Gardena in 2011 with a Ladin cab driver. He spoke on the phone for almost the entire trip - Ladin to his family, German to his friends, Italian to a policeman, and English to me. All quite fluently. At our final dinner in Seis on the last night of the class, you will hear a not-to-be-missed talk about the mythology of the Ladin people and their king, Laurin, from a distinguished professor from the University of Innsbruck.

After WWI, there was an effort to "Italianize" the South Tyrol, so in Bolzano, there are many non-Germanic people who speak only Italian. Indeed, the native language distribution in Bolzano is now Italian-73%, German-26%, and Ladin-1%. But as soon as you leave the cities and find yourself in the small towns and countryside, the culture is almost exclusively Tyrolean/

Germanic. For example, the native language distribution in Kastelruth/Castelrotto, which you will visit during the class, is German-82%, Ladin-15%, and Italian-3%.

Although the cultural Italians who live in the Sudtirool do not usually speak German, the native Tyroleans generally speak both German and Italian. And, although they are generally extraordinarily friendly people anyway, they will smile at you even more when you speak to them in German. Many (but not all) people in the service industries also speak English. Cities in the South Tyrol usually have two names, one Italian, one German. Bolzano is Bozen in German. The combination of German and Italian is quite wonderful - you can go to a restaurant built in German architectural style with an Italian flag flying outside, be greeted by blond, blue-eyed servers speaking to you in Italian (and German), have pasta for the first dish, Wienerschnitzel for the second dish, and have a good German beer or a lovely northern Italian red wine made from the Lagrein (a German name) grape!

3) **Plane reservations**: You can fly in to any city in Europe you may want to visit before class starts. Good places to fly in to (which have reasonable train connections to, and are not too far from, Bolzano/Bozen) are: Venice, Verona, Bologna, Milan, Florence, and Rome in Italy; Frankfurt and Munich in Germany; and Innsbruck, Austria. Many of you will be looking for the cheapest flight. But be aware that the train also costs money so, for example, if you choose to fly to Frankfurt because it is \$100 cheaper than flying into Bologna, be advised that the train ticket from Frankfurt to Bolzano in some past years has cost about \$150-\$200 more than the train ticket from Bologna to Bolzano (and it is a 4 to 5 hour longer trip from Frankfurt to Bolzano than it is from Bologna to Bolzano). Generally, it costs more if you cross a border. The prices may be different this year, but do your research.

4) **Rendezvous time and place**: There are two separate classes this year. The first class (the "regular program") has meetings prior to the Italian experience, and these are described in the class outline. The second class (the "alumni program") has all its classes in Italy. Our plan is to meet in Seis (also called Seis am Schlern in German; and Siusi or Siusi al Sciliar in Italian) in the ballroom of the Hotel Seiserhof (hereinafter, "Seiserhof") to start the class **no later than 3:00 p.m. on the first day of class** (unless Bill contacts everyone about a change in date and/or time).

How to get to Seis/Siusi: Fly into a European city of your choice that has a train to Bolzano. (Or you can *occasionally* find flights into Bolzano, however it is generally - but not always - a lot more expensive.) Once you get to the train station in Bolzano, walk (about 5 minutes) to the Bolzano bus station. Then take a 50 minute bus trip to the Seis Bus Station in the center of the small town of Seis (there is a stop, technically in Seis, before you get to the Bus Station - don't get out at that stop before the Bus Station in the center of town, or you will have a very long walk).

Alternatively, you could take a cab from the Bolzano train station to the Seiserhof in Seis, especially if there are several of you who want to share the expense of approximately 50 Euros. See attached maps for the locations of Bolzano and Seis, and for the locations of the train station and the bus station in Bolzano.

Once you get to Seis, it is a 5 minute walk from the bus station to the Seiserhof. The town is very small and anyone can point you in the right direction. You cannot get lost. If you do get lost, we will lower your grade in the class because of your profound lack of social awareness (just kidding!).

If you are thinking about flying into a European city arriving the Saturday morning on which your class starts, you may not be able to make it to Bolzano and Seis in time, so plan accordingly. Here are some possible safer itineraries:

a) Arrive in Europe on Friday, the day before the class starts (which generally means flying out of Seattle on Thursday), so you can take an early train to Bolzano the next morning (Saturday). Then get to Seis as described above.

b) Arrive in Europe so you can get to Bolzano by Friday, stay overnight in Bolzano, and enjoy this wonderful and accessible small city (Bolzano was a favorite of the great German poet, Göthe). Then get to Seis as described above on Saturday.

c) Arrive in Europe even earlier which will give you a chance to get over jet-lag and to enjoy wherever you fly into. Then get to Bolzano and Seis as described above.

d) Other creative itineraries, but don't be late in arriving at our hotel, the Seiserhof, in Seis at the time listed above on the Saturday your class starts.

e) You may want to hook up with some other student(s) flying to Europe, so share itineraries and language competencies, especially if you have never or rarely gone to Europe.

f) One last thought. It is a good idea to stay overnight in the first city into which you are flying for two reasons. The first is to get used to a new time zone before having to navigate another travel leg. The second, and much more important reason, is that if your luggage is temporarily lost by the airlines, you will have a time buffer for the airlines to get your luggage to you before you are off to a more distant place. Obviously, personal schedules may not allow you to do this, but if it is possible, it could be to your advantage. One more note on lost luggage: My experience has been that it (surprisingly) doesn't happen often, but when it does, it can ruin your day. My experience also has been that if you lose your luggage on the Italian national airlines, *Alitalia*, you should know that they have no intention of ever delivering it to you at your hotel, despite what the agent says. You have to stay on top of it, hound them, and maybe return to the airport to pick it up yourself.

Attention!!:

a) There are at least two other cities in Italy with the name "Bassano". Don't mistake them for "Bolzano." (One of the Bassanos is in Lombardy on a lake north of Milan and one is in Le Marche between Ancora and Perugia.) Two of our students mistakenly showed up at the one near Milan in a previous year! Please look at the attached map of Italy locating Bolzano/Bozen in the north. Bolzano is on the main train line between Innsbruck, Austria, and Munich and Frankfurt, Germany to the north - and - Trento, Verona, and Bologna to the south. Also attached is a map of the city of Bolzano with the bus and train stations circled.

b) There are two train stations in Bolzano - the main station and Bolzano Sud (south). It is the main station that you want. Most trains don't even stop at Bolzano Sud, but if they do, don't get out there.

5) **Time to Bolzano:** Some approximate times by train to Bolzano (Bozen). The reason why there is not one set time between Bolzano & another city is because different trains go at different speeds & have different numbers of stops, so when you buy your ticket, be aware of that.

From the north - What a beautiful train ride through the Alps! (from Germany & Austria):

Frankfurt	8 hours
Munich	4 hours
Innsbruck	2 hours

From the south (from Italy) - What a beautiful train ride through the Italian countryside and through the foothills.

Rome	4.5 - 6.5 hours (or 10 hours overnight in a sleeper)
Florence	3-5 hours
Milan	3.25-4.25 hours
Venice	3-4 hours
Bologna	2.5-4 hours
Verona	1.5-2.25 hours

6) **Train:**

a) Schedules: There are many websites for European train schedules. Here are a couple of good ones:

All of Europe: <http://www.raileurope.com/rail-tickets-passes/>

Within Italy: <http://www.trenitalia.com/cms/v/index.jsp?vgnextoid=c79686605528a110VgnVCM1000003f16f90aRCRD> [or Google: "trenitalia"]

You may choose to get train reservations, however, I (Glenn) have been to Europe more than three dozen times over the last 40 years and have rarely made prior reservations on the train, nor have I needed them in retrospect (especially in September). Generally, you can get tickets on the spot in the train station. A downside to buying them way ahead of time is that some may not be transferable if you miss that train. If, however, you are taking a long train trip at night and want sleep accommodations, it is a good idea to make a reservation.

b) Italian train station words:

i) Binario = track

ii) Partenza = departure

iii) Arrivo = arrival

iv) Biglietti = tickets

v) Monoco = Munich!!! (So the end of the train line going north to Bolzano is "Monoco" or Munich. Do not be fooled into thinking that you are going to "Monoco" on the French Riviera!)

c) **Stamp ticket**: After you buy your train ticket, you must stamp it in a stamp machine on the wall in the train station before you board the train. Historically these stamp machines have been yellow, but now many of them have been replaced by green and white machines. If you possess an unstamped ticket on the train, the conductor may require you to buy a new ticket.

7) **Hotels:**

Booking.com and other online hotel booking sites are good for hotels in Europe. In Bolzano, the following are nice hotels: the Parkhotel Laurin, the Greif, and the Stadt (Citta). There is also a hostel in Bolzano that is reported to be quite nice.

8) **Italian name for prominent cities (English/Italian):**

Rome - Roma
Florence - Firenze
Venice - Venezia
Milan - Milano
Munich - Monaco (again!)

9) **ATM, credit/debit cards, and cash:**

Italy uses the Euro, as does much of Europe. If you are using an ATM card and/or a credit card, call your bank and credit card companies before you leave and tell them the dates when you will be in Europe. If you don't, their computer may pick up charges from an unusual place for you and stop allowing you to access money and credit. By the way, ATM's are everywhere, and they generally are the best way to get Euros and other currencies. Traveler's checks are cumbersome, generally more expensive, and now not accepted in many places. It is a good idea to buy a few Euros in the U.S. so that you can get some food or hire a taxi when you get to Europe without having to first find an ATM. If you are stopping in other countries which don't use the Euro (Great Britain, Switzerland, and the Scandinavian countries are the most common that you might fly to on your way to Italy), you may also want to get some of that country's currency for the same reason.

In addition, Mastercard and VISA are widely accepted (American Express less so) in Europe for purchases, but be sure to check for a posting of the credit card symbols as you enter an establishment. Also, make sure have on your person phone numbers to call if you have trouble with your cards in Europe (if you lose them or if they don't work or if the company puts a block on them). And it is best to get non-800 numbers (although recently it seems that you can call 800 numbers from your cell phone in Europe on some occasions).

10) **Phones, Messaging, Data:** If you want to use your phone in Europe (for calls, messaging, and data), contact your telecom carrier before you leave, and they will tell you how that could happen. Your regular U.S. cell phone may not work there without some changes made by your telecom carrier. Most carriers have foreign packages available for phones, messaging, and data.

11) **Greetings:** In northern German speaking regions, you may have heard people greet each other by saying, "Guten Tag!" However, in southern German speaking regions (Bavaria, Austria, and Tyrol), the greeting is "Grüss Gott!" You will hear this from many people you encounter on the trail. They love it if you return the greeting in their language. On the other hand, you may be spotted as an American from a distance, and then many will just smile and say "Hello" to you!

12) **Time:**

a) "Military" time is used all over Europe, so 6:15 a.m. is written as 0615 or 6:15; and 6:15 p.m. is (usually) listed as 1815 or 18:15 (add 12 hrs for p.m.).

b) In most western languages (including English and Italian), half past an hour mentions the hour *prior* to the time being described. Examples for 7:30:

English - half past seven or seven thirty

Italian - sette e mezza (literally, "seven and half")

However, if you are in a German-speaking country (Germany, Austria, Lichtenstein, Luxembourg, Switzerland, the South Tyrol in Italy, Alsace Lorraine in France), German uses the hour *after* the time being described. So, although "acht" is the German word for eight (8), "halb acht" (literally "half eight") is actually 7:30, not 8:30. If the *numbers* are written out, 7:30 will be "7:30" just like we are used to, but if the *words* are written or if someone is speaking to you, the words will be "halb acht" for "7:30". Don't miss a class or a train because you translated something literally!

c) Time Zones: Italy is nine hours ahead of Seattle.

13) **Dates**: In Europe, when writing the date, it is day-month-year, unlike in the U.S. where it is month-day-year. So July 5, 2016 is 5/7/2016 (or more often 05/07/2016) in Europe, whereas in the U.S. it is 7/5/2016. It's obvious when you see July 20, 2016 as 20/07/2016 (since there is no 20th month), but not so obvious for July 5. When you make reservations on trains, etc., you must be aware of this or you might make a reservation for the wrong month.

14) **Spouses, Partners, Lovers, Family Members, Friends, etc.**: "Leading with Emotional Intelligence" is a very intensive course and requires all your attention. It is very disruptive and thus *not* appropriate to have *any* rendezvous with spouses, partners, lovers, family members, or friends from the time listed above on the day your class starts until the late morning when it ends approximately a week later, unless they are signed up for and taking the course also (something we *do* encourage). So save your rendezvous for before or after the class.

15) **Clothes**: In September, the weather is usually mild in Bolzano and Seis. However, it can be quite hot, and, especially at the high point of our hike (about 8,000'), it may be very cold and can be below freezing (indeed, in a couple of years, it snowed overnight). So bring clothes for all those contingencies. Layers are a good way to go. And bring rain gear. And finally, we dress casually for classes and all other activities. Some people like to dress up for our last evening's special dinner, but that is not necessary.

16) **Hiking Shoes**: At our meetings we have addressed this, but it is worth reiterating again. If you are thinking about trying to save money by wearing jogging shoes or really anything without a lug sole, please reconsider. Two things: 1) If you like to hike, these may be good for 10 years or more, so amortizing the cost over that time makes it about \$1 per month. 2) But even if you just got them for this trip and then never again used them, it would be a good investment. We will be hiking over rocks (potentially wet ones) and dirt for at least 8-10 hours over a three day period. If you are slip-sliding for part of the time, you will be miserable, and you will wish you had something secure on your feet. And, more importantly, you could get hurt badly. There are lots of stuff that are optional, but this is not one of them. Salesfolks at REI will help you out here. Please bring shoes with lug soles. And ideally test them out on a hike in the Cascades on wet rocks before you leave.

17) **Conditioning:** We will be hiking on many of the days we are in Italy. Some days involve casual walking on easy trails. But, at least three days involve moderately strenuous hiking as follows:

- On one day, we ascend from 6,000' to 8,000' over a stretch of a couple of miles.
- On one day, we hike for 3-5 hours with gains and losses of elevation of 700'.
- On one day, we descend from 8,000' to 6,000' over a stretch of a couple of miles.

If you are not in reasonable physical shape, you can be miserable, and you may be more prone to injury. So, if you choose to take this course, please make sure you get into reasonable shape. In the 3 months before you arrive in Europe, this could involve:

- something like 30-60 minutes of walking with elevation gains 3 or 4 times per week
- several hour hikes in the mountains on the weekends

If you regularly do moderate aerobic exercise such as running, swimming, or bicycling, and/or you can hike up and down Mt. Si in North Bend, you should have no trouble with the hiking in the class.

18) **Other:**

- Laundry: It is a good idea to bring clothes that you can launder in a hotel sink and hang out to dry quickly. Having a hotel do your laundry in Italy can be expensive. There is, however, a self-service laundromat in Bolzano (see map) that is reasonable.

- Sunscreen: We will be at higher altitude than you are used to in Seattle, so the sun can do more damage. Bring sunscreen and clothes that cover your skin and head.

- Hydration: We will be at high altitude, so you will be losing more water than usual in sweat and insensible perspiration (which you don't sense as sweat). So drink lots of non-alcoholic liquids, especially while hiking.

- Passports: It is common for hotels to require you to turn in your passport to them for a few hours or a day. They have to do some sort of security check.

- Passport copies: It is a good idea to keep a copy of your passport in a different place than where you keep your passport. If you lose your passport, the information on it is important for embassy officials to get you a new one. I (Glenn) keep one copy in my luggage and one with my contact person in Seattle whom I can call if need be.

- Customs: When you enter Europe, you will go through passport control, but in most places you don't need to go through customs. When you re-enter the United States, you will go through customs at the first city in which you land. You may want to participate in a program called Global Entry. You need to apply a long time in advance for this. When I got it a few years ago, it was \$100 for 5 years. They do some sort of security check on you, and once you qualify and get the card, there are two advantages: 1) you can always use the TSA-precheck line in airport security, so your departure from any US airport is expedited, and 2) on reentry into the US, you have a different (and much faster) passport and customs process.

- Floor numbers in hotels: In Europe, one flight up from the hotel desk is the *first* floor (i.e., Floor 1 - which would be the *second* floor in the U.S.). The ground floor in Europe is Floor 0.

- Electricity: You need a plug for Italy that you can plug into the wall and then plug your American plug into. Italy's electricity is 220 volts. If you are bringing an electric razor or hair dryer, make sure it runs on 220 volts or you have an appropriate adaptor/converter.

- Tipping: In general, tipping is not expected in Italy (it is usually included in the price, although that may not be obvious from the bill). If you get exceptional service, rounding the bill up to the next 5 Euros is reasonable. A tip of 10% would be considered excessive.

- Alcohol: It is tempting to drink a lot the first night. Please don't do it. You will be somewhat dehydrated from travel, you may be at an altitude that you are not used to, you will be jet-lagged, and the bus/cab trip from Bolzano to Seis is on a very tortuous mountain road and is not a peck of fun if you are hung-over. It is a particularly good idea to avoid spirits like grappa. In addition, all are expected not to drink alcohol anytime during the day while the course is in session. It is fine to have wine or beer with dinner, since exercises after dinner will generally be more casual. And although meals during the course are covered by your fee for the course, any alcohol you consume at any time will be at your expense.

- Interruptions during class: Please turn cell phones off and don't check your email during class.

- Action Plans: Students taking the class are required to do an action plan. We encourage those of you who are guests to also write an action plan, so you get the most out of the course. Before you go to Europe, please review the action plan sections in the EQ Primer (Chapters 10-12 and the appendix). Much of our work there is prepping you for conceiving of and writing your action plan, and if you know what the action plan consists of ahead of time, you will be more focused on the right things to include in the action plan as you progress through the course.

- Gathering at the Parkhotel Laurin: Usually the evening before we are to meet in Seis to begin the class, there is an optional gathering at 9:00pm in the bar at the Parkhotel Laurin in Bolzano. So if you are in Bolzano that evening, stop in and commune with your classmates. Walk in the front door, turn to your left, and you will be in the bar.

- Car Rentals: An excellent resource for car rentals anywhere in the world is AutoEurope, a business based in Portland, ME. They know *everything*, including the hours car rental offices are open in obscure places in the world. Their phone number is 888-223-5555. Consider always picking up and dropping off cars at airports. The downtown rental places are harder to find and sometimes are difficult to get to. Even if you are downtown, you can take a cab to the airport just to get the car.

19) Logistics: Many of you have asked about altitudes of places, and elevation gains, times, and distances that we will walk (or ride). Here they are:

Elevation (metres/feet):

Bolzano: 262m / 860'

Seis: 1,012m / 3,320' (Kastelruth/Castelrotto is about the same)

Top of the gondola ride from Seis: 1,857m / 6,093'

Lunch (on the way up to and down from the Tierser Alpl Hütte): 2,021m / 6,630'

Tierser Alpl Hütte: 2,440m / 8,005'

Schlernhaus: 2,450m / 8,038'

So:

a) **The bus or cab ride from Bolzano to Seis on the first day of class (or on an earlier date, if you choose to spend a day or two in Seis before class):** The bus ride from Bolzano to Seis has an elevation gain of about 2,450 ft and takes 50 minutes (cab takes about 35 minutes). It is a tortuous route with beautiful views, but may bother some of you who have motion sickness or are bothered by heights. It will be a trip to Purgatory that feels more like 3 hours than 50 minutes if you are hung-over. Guaranteed.

b) **Sometime on Day 2 or 3 of class:** The walk to and from Kastelruth/Castelrotto is easy and pleasant and only has a few small ups and downs. At most, a mile each way.

c) **Approximately Day 4 of class:** We leave for high country and two nights at an alpen hut (the Tierser Alpl Hutte). You will leave most of your luggage in Seis and take only things like a change of clothes and toiletries in a day pack. The Tierser Alpl Hutte has beds, bedding, and heat. Plus a full restaurant with beer and wine. So you won't be roughing it! The day consists of:

i) A gondola ride from Seis to the top of the gondola has an elevation gain of about 2,750 ft and takes 16 minutes. It is a gorgeous ride if the weather is good. It is reputed to be the longest gondola ride in the world!

ii) A slow hike to lunch has an elevation gain of about 600 ft and takes 1-1.5 hours, since we will be doing exercises along the way.

iii) A slow hike from lunch to the Tierser Alpl Hütte has an elevation gain of about 1,375 ft (so a total of about 2,000 ft up this day), and it is 2-3 hours of hiking and 1-2 hours of class work at planned stops. We will take all afternoon to traverse this distance of 2.5-3.0 miles.

d) **Approximately Day 5 of class:**

a) The hike from the Tierser Alpl Hütte to the Schlernhaus has an elevation change of only a few feet, but actually it goes down about 300 ft, then up about 700 ft, then down about 600 ft, then up about 200 ft. We return to the Tierser Alpl Hütte in the afternoon. It is anywhere from 1.5-3.0 hours (one way) depending on planned exercises (which depend on the weather). Lunch at the Schlernhaus.

e) **Approximately Day 6 of class:**

i) The hike on the way down from the Tierser Alpl Hütte to our lunch stop is about 2-3 hours (1,375 ft down).

ii) From lunch to Seis (two choices):

aa) Ski lift, gondola with Glenn: 45 minutes - pleasant, connect with some of your colleagues, get an early shower and clean up for dinner, take a nap, and save your knees. On a scale stretching from Sanity to Adventure, this is on the Sanity end.

bb) Hike all the way down with some of the other facilitators: 2.5-3.5 hours - another 3,350 ft of elevation loss which is a total of 4,725 of hiking down for the day, great exercise, connect with some of your colleagues, see beautiful trails and castle ruins, squeeze in a shower, but probably not a nap, and have pleasantly (or not so pleasantly) sore legs for a few days. On a scale stretching from Sanity to Adventure, this is on the Adventure end.

Emergency contact numbers (in Europe and the U.S.):

Bill Weis:

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if you are dialing from the U.S.: 206-679-3791

Hartley McGrath

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Glenn Lux:

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