



Opening Ceremonies

By: Stephanie Stevens, OR

The 2017 Workforce Development Conference kicked off with the traditional procession of officers and flag bearer's for each state and country

American flag and then all the others are carried in and placed on the stage where they will stay until closing ceremonies.



that was in attendance. The poem read by President Terri Pasternik in remembrance of those we have lost this year and lighting of the memorial candle. The conference planning team went over what to expect and things to watch for as the week gets underway. All told, as steeped in tradition as opening ceremonies is, it still is exciting to watch as first the



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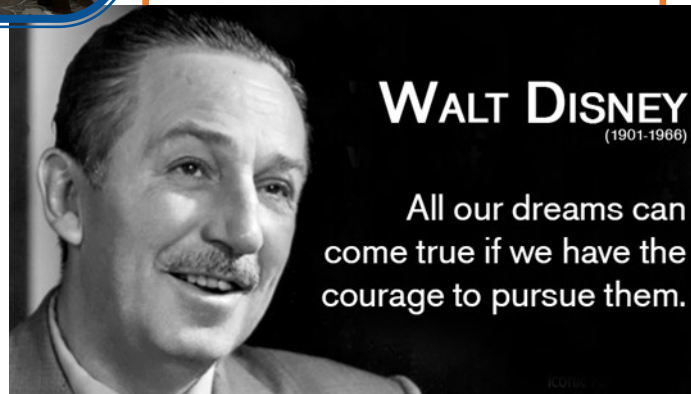
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Publications and Communications

By: Steve Bent, Executive Director

IAWP publications play a key role in addressing the educational needs of IAWP's membership.

The Chapter Activity Countdown

Once a publication intended for only those involved in leading and managing chapters, the Countdown continue to expand to deliver up-to-the-minute news on what's going on inside IAWP to all association members.

Each issue offers articles on IAWP activities and events along with news about our chapters and individual members. Mary Kay Krisman and her team do an excellent job of ensuring that Countdown remains is a great IAWP benefit and helps to serve the educational needs of our members.

The Workforce Professional

The Workforce Professional provides members the latest news and information on employment trends and issues, with a special emphasis on how these issues

impact workforce professionals.

The Workforce Professional has been redesigned to make it easier to read and more relevant to workforce professionals. Like the Countdown, the Workforce Professional is another great benefit of IAWP membership and supports the educational needs of members.

Sharon Mike is leading an initiative to ensure workforce agency administrators receive a copy.

IAWP News

IAWP News features the latest updates on workforce-related news and information, which is generally distributed weekly via email.

Live Online Training

IAWP recently added two online training and learning options-live webinars and workforce staff training.

Live webinars provide members the opportunity to learn about workforce

issues and enhance their personal development skills, without ever leaving the office. Because IAWP webinars are broadcast live, attendees also have the opportunity to interact with the presenter in real time.

Another new training option is staff training where IAWP offers workforce and personal development training to the staff of workforce boards, state workforce agencies or workforce "partner" organizations. These programs are presented live via the internet and can be tailored to meet the specific needs of any organization. Upon completion staff may



earn Workforce Development Professional Program designation or apply to become a Certified Workforce Professional.

Business Analysis Boot Camp

By: Steve Corwin, OR

Have you ever been through a systems change, the implementation of a new program, or updates to the business processes your organization uses? Ever wonder who tackled the complex set of changes required to implement such large changes?

Allan Alt explained the role of the Business Analyst in making change a reality. Allan worked for 20 years in adjudication and UI program implementation in Wisconsin. In recent years, he has worked with NASWA's ITSC,

helping states modernize their computer systems and business processes.

For the uninitiated, NASWA is the National Association of State Workforce Agencies and ITSC is its Information Technology Support Center. Allan's team works with individual states and consortiums of states collaborating on solutions to complex problems. So, he gets what workforce professionals deal with every day in their jobs.

Writing quality requirements for systems performance is key to the whole change effort. Documenting all change ideas and

being able to track their implementation is also huge in deciphering where a change effort gets stuck. Allan called this "traceability," or the history of an idea (AKA requirement), when it was implemented, who performed the change, and what the desired outcome versus what actually happened as a result of the change. All such changes should only be undertaken after extensive interviews and job shadowing of the staff who are performing the tasks today. Only after such research by business analysts can - *Continued on page 4*



Meet the International Delegates - *Continued from June 18, 2017 Flash*

By: Chris Crawford, TX

Che Shang (Jason) Huang was born in Taoyuan County, Taiwan in 1973. He majored in Sociology at Soochow University and received a Master's Degree. After graduating, he served in the army for two years. Jason worked in the Department of Social Welfare of Taipei City Hall, helping people in need to find a decent way of living. He was mainly in charge of providing subsidies to low income families. Jason changed jobs, moving to the Presidential Office, dealing with press release tasks after working at Taipei City Hall for three years. Working in the Presidential Office broadened his horizons, and he moved to the Council of

Labor Affairs (CLA) in 2008. At the beginning of his career in CLA, Jason was involved in international labor affairs. However, CLA revised three labor laws



(Labor Union Act, Collective Agreement Act, Act for Settlement of Labor-Management Disputes) and had unfair labor practice mechanism implemented in Taiwan in 2011. Jason received a promotion and transferred to the ULP section. Due to government restructuring in Taiwan, CLA was elevated into the Ministry of Labor (MOL). Jason transferred his position to Department of General Planning and became the Section Chief of the International Division in 2014. Being the Taiwan counterpart of labor attaché for two years, in 2016, he was designated to be labor attaché in the US.

Daily "Terri"ism

Let me drop everything and work on your problem...



Photo by: David Slimp, OK

Yung-Chia Yi is the Section Chief of the Department of General Planning at the Ministry of Labor (MOL). He is in charge of related affairs of workforce planning, gender equality, Taiwan Labor Quarterly and Taiwan Labor e-Newsletter. In his 15 year career at the MOL, Mr. Yi has worked on labor issues regarding youth, women, elderly employment planning, employment market and human resource change and countermeasures. He earned

his Master degree in Labor Research from National Chengchi University, Taiwan.



The Upside of Change and the Audacity to Thrive

By: Suzanne Nichols, WA

The opening Key Note Speaker Tiana Sanchez spoke about The Upside of Change & the Audacity to Thrive. Why do we fear change? Change causes us to reroute. People have a difficult time adjusting to change. If you don't change you will be left behind or you will become obsolete. "The nature of employment itself is undergoing a transformation." Are you willing to access your skills gap? If you find that you are lacking skills are you

prepared and willing to skill up? If so ask yourself these three questions. 1. What skills do I need? 2. What skills don't I have? 3. How can I avoid becoming obsolete? To thrive in the midst of change is unearthing your true values and character.

Tiana used two prime examples of change. She spoke about the CEO of Blackberry Mike Lazaridis who saw stocks - *Continued on page 4*



The Upside of Change - Continued from page 2

plummet when apple came out with the iPhone. Instead of looking to change he thought that Apple was just a fad. The blackberry became obsolete and it took over 20 years to launch a new version of the blackberry. She also referenced the iconic American company Hot Dog on A Stick. This company had built a strong brand and a strong customer base. Instead of sticking to their brand they changed, adding multiple products to their menu. This change combined with the economic

recession of the 90's caused this company to go bankrupt. However, because of the solid foundation and core values the company's employees stuck by the owner. When owner Dave Barham passed away in March of 1991 he left the company to the employees. It was then sold in 2014. Tiana left us with these three take away's.

- Having a solid foundation will keep you cemented and will always allow you to come out yourself on the other side of change.

- Be innovated. Think outside of the box. "Who wants to blend in when you can blend out?"

- Accessing yourself through difficulty and then strategize your next move. Some people will go along to get along, you have to be willing to do the work "Everyone wants to succeed but not everyone is willing to do the work"

If you would like a free copy of her book, *Undeatable Conquering Self Defeat* log on to: <http://bit.ly/Tiana-ebook>

Business Analysis Boot Camp - Continued from page 2

requirements be crafted for a new system to improve or automate business processes. This early work on the change project is hugely important to staff buy-in of any change effort.

The emphasis needs to be on how can technology assist in making this work easier to perform. Staff often fear that technology improvements always mean personnel reductions. While this can happen, more often the effort is to automate burdensome manual tasks to free up staff time for other duties. We are all dealing with attrition to budgets and staff even without any technology solutions causing those shortfalls.

Technology can help make things better for those of us left to man the ship after retirement and attrition reduces the number of hands doing the work.

Sometimes staff who fear change are afraid to speak up when asked to provide information about how they perform routine tasks. Business analysts need to draw out these introverted staff, to get their best ideas about how things work and how to make them better. Allan suggested an excellent book to aid in this task, Susan Cain's "Quiet." Having just

completed business analysis training, I think I will be getting a copy of Susan's book!

Back to requirements: each one has to describe only one specific step in a process. They have to include measurable criteria, so their effectiveness can be quantified. They also need to be "testable," to see how they might work in the real world, or "production" environment. During that testing phase, line staff who perform the tasks daily should be brought in on the trials of the new programming.

This is really important and the aim is to try to "break" the new system, to discover any flaws or weaknesses it may contain. This can be dangerous, as the front-line testers may assume that the finished product will fail to work as hoped. Testers need to understand that by pushing the new programming, they are uncovering bugs in the system that can then be corrected before the program goes live. They need to be able to tell other staff how they are making sure the final product will meet the needs of their peers, customers, and the organization.

Finally, Allan talked about the importance of training for the new system, watching the results for errors and corrective actions. Then working on additional "phase two" projects to further add to the success of the implemented change. Why? Because there will always be changes to laws and funding streams that require new strategies to implement.

Also, because any change effort needs to be specific in scope, with ideas that be great, but that are not helpful to the central aim of the current effort are left out. Otherwise, nothing would ever get done, as more and more ideas keep rolling in, but as deadlines in funding rapidly approach. A change project needs to be limited to implementing those requirements that are central to achieving the central goals of the project.

All in all, Allan did a terrific job of taking a subject that is normally trained in at least a three-day format, into a single afternoon. It was a power packed training that participants found helpful to understanding how ITSC can help their state find solutions to the modernization puzzle.

The Hospitality Suites and the Winners!

By: Suzanne Nichols, WA

Depending on where you started your evening you could have traveled to a galaxy far far away and ran into Darth Vader or Princess Leia. If you spent time in that galaxy you would have been treated to some jabba juice or vader ale.


If you got out in one piece you could have followed the yellow brick road to Oz and ran into some flying monkeys and caught up with old friends like Kathy & Al Synder or found Amber Drake and Jill Bent striking up a new friendship.

If you wanted to spice things up you would need to have visited the Fiesta Texas room where Misty Hodges and Mary Rodgers were drawing in the crowds with the award winning guacamole and salsa not to mention the libations. Some others spotted hoping room to room Grant Axtell, Val Moeller, Jason Huang and James Thomas.

For anyone ready to listen to some music you may have stopped by WKRP in Cincinnati's room where you would have ran into International President Terri Pasternik, the star of the early bird event Mickey Mouse and his date Susie Geltner.

However, if you were in the mood for dancing and didn't make it to the Saturday Night Fever room you really missed out. You could have joined in on the new singing group lead by Gene Walker, Stephanie Workman, Donna Glacken, Cheryl Brown, Mykell Fryer, Chuck, Verna Wade and me Suzanne Nichols. The group sang to some of the greats like Luther Vandross, the Temptations, and the Delfonics. They kept singing until security shut the night down.

It's easy see that IAWP members know how to have fun.



Grand Champion:
Star Wars
District 8

Best Drink: Fiesta Texas
Districts 5, 6 and International Delegates

Best Food: WKRP in Cincinnati
District 4 and 2018 Conference

Best Theme: Wizard of Oz
Districts 3 and 7

Security Award: Saturday Night Fever
Districts 1 and 2

Attention, Attention: Seeking a Few Good Foundation Board Members!

By: Verna Wade, NC

The International Association of Personnel in Employment Services (IAPES) Foundation, Inc., was established in 1997 and carries a 501(c)(3) tax exempt, charitable status. It is the association's educational development and fund raising branch and may receive tax-deductible grants and contributions.

The board of Directors is a fifteen member board that governs the Foundation. We currently have three slots available and are seeking applications. As a member of the board, you will work on a committee that best compliment your skill set and can help the foundation with its goals and mission which also supports those of the association although the Foundation is a separate entity. If you have experience in grant writing, we would love to have you join our team as well.

If you are interested, please pick-up an application in the flash office or see Sharon Mike, Verna Wade, Stephanie Stevens or Vicki Zimmerlee for an application. The brief application must be submitted by 4:30 PM on Tuesday, June 20, 2017.

Thank you in advance for your consideration and your dedication to our organization.



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8:30 –9:45 Welcome and General Session

9:45 –10:00 Break

**10:00—12:00 Extended Concurrent Sessions
and Retiree Brunch**

12:00—1:00 Lunch On Own

1:00—2:30 Concurrent Sessions

2:30—2:45 Break

2:45—4:15 Concurrent Sessions

4:15—4:45 Afternoon Brain Boost

5:30—9:30 Harbor Dinner Cruise



MONDAY, JUNE 19 SCHEDULE



REMINDER:

The deadline to cast your ballot in the 2017-18 IAWP election is tomorrow, 6/20/17 at 5:00 PM.

Visit the Conference Information Booth in Pacific Alcove for more information and to vote!

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Level: EASY

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By J. Richard Kiper, Ph.D.

