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12 ESSENTIAL SKILLS OF LEADERS

In this interactive presentation, we will explore the differences between leading and managing in the workplace and the 12 Essential Skills of a Leader. Participants determine individually which of the skills they have mastered and which provide opportunities and then develop a plan of action to address skills they have identified as opportunities.

Learning Objectives

1. Understand the 12 Essential Skills of Leaders
2. Conduct a Gap Analysis between Your Skills and the Desired Skills
3. Develop a Plan of Action to Close the Gaps

Presenter

Pam Nintrup, PMP, CSSMBB, CPC, Project and Process Professionals

ART AND SCIENCE OF ONBOARDING

In most organizations, onboarding activities stop after the first week; this is not nearly enough time to orient, prepare, and develop a new hire to be successful in a new position and organization. HR practitioners and leaders may see the value of onboarding as a continuation of a positive candidate experience and a method to help reduce time to proficiency, but this perspective needs to be shared and embraced more broadly across an organization. In this session, we detail successful onboarding practices, budgets, stakeholders, challenges, and outcomes from research from 2016 and 2017 HCI research. We pair case studies and best practices from leading organizations with notable research trends in this dynamic presentation.

Learning Objectives

1. Learn how leading companies are designing effective onboarding programs.
2. Explore the 3Ps of onboarding (people, performance and paperwork) and learn how to build them into your organization's program.
3. Recognize how best to design onboarding programs with specific goals and success measurements.

Presenters

Jenna Filipkowski, Human Capital Institute

Aubrey Wiete, Human Capital Institute

BEYOND LEADERSHIP: PRACTICING THE ART OF MEMBERSHIP

So much is written about leadership that we forget that it's groups of people working together effectively towards the same goal that causes results. Teams are becoming the new unit of analysis as compared to performance. For teams to be successful, the art of membership is a practice that can be learned and developed over time.

Learning Objectives:

1. Understand the specific strategies, behaviors and attitudes that contribute to team success
2. Evaluate their own ability to be a productive member of a team
3. Identify realistic and tangible action to take to improve the success of teams they participate in

Presenter

Stephanie Licata, M.A., A.C.C., Training and Development Specialist

BLACK AND WHITE OF AUTHENTIC STAKEHOLDER ENGAGEMENT

Stakeholders hold the key to project success from setting the vision to providing feedback to getting the work done. How you engage stakeholders to achieve project goals is not always a black and white thing, but authentic engagement can be achieved through careful thought and targeted planning.

In this workshop, you'll explore key concepts around authentic stakeholder engagement including an exploration of the complexities of communication and a discussion on connecting the heart and mind to help reinforce your message. By referencing real-world examples, you'll also explore best practices for engaging authentically and discuss ways to better communicate with stakeholders on your own projects.

Learning Objectives:

1. When analyzing a list of project stakeholders, assess the complexity of communication on a current project.
2. When communicating with stakeholders, employ techniques to connect and strengthen your message.
3. When communicating with key stakeholders examine and apply best practices for highest impact in engaging authentically.

Presenter

Rebekah Clarke, Holman/Clarke Group, Ltd.

CAREER LADDERS IN THE WORKPLACE

This session will address goal setting and career ladders based on Ms. DeMore's 35 year career with the Illinois Department of Employment Security. We will practice goal setting and talk about the simple everyday things that can help you achieve your career goals and enhance your chance of promotion and recognition.

Career ladders may be used in a variety of ways.

- Attract individuals to an industry by showing potential career progression beyond entry points,
- Show workers how different jobs interconnect within careers in an industry, and
- Inform workers about the training, education, and developmental experiences that would enable them to accomplish their career objectives.

Learning Objectives

1. Learn how to set goals each day, year, and long term
2. Identify steps to meet you goals and be an overachiever
3. Top 10 or 11 things to do to get noticed/promoted

Presenter

Linda DeMore, Illinois Department of Employment Security

COMMUNITY OF PRACTICE AS A LEADERSHIP APPROACH ACROSS WORKFORCE SYSTEM PARTNERS

This two-hour workshop will engage participants in learning about the community of practice approach to workforce collaboration. Presenters will share the development, experiences, and lessons learned from the Summit Group on Performance Management in Vocational Rehabilitation, a community of practice closely supporting federal workforce performance initiatives. The session will invite participants to discuss the benefits of, challenges to, and resources required to develop and implement an innovative approach to communication and collaboration across workforce partners. Through didactic activities, participants will network and take away concepts/action steps that they can apply in the workplace, including knowledge mobilization; facilitation as change agents; integration, value creation; inquiry process; actionable community.

Learning Objectives

1. Participants will recognize the community of practice approach as an innovative leadership practice that assists in performance management excellence.
2. Participants will differentiate resources to include in community of practice approach so that leadership can promote curiosity, integration, value, and a sharing mindset among staff and workforce partners.
3. Participants will summarize 'community of practice' discussion points from each didactic activity to create a mechanism for sense-making and collaboration in their workplace.

Presenters

Dr. Darlene Groomes, Oakland University

Michael Shoemaker, State of Utah, Department of Workforce Services, Division of Rehabilitation Services

CREATING CONNECTIONS WITH WORKFORCE CUSTOMERS

Each day we invite workforce customers into our centers and ask them to share their personal situations with us. We ask questions, discuss barriers, make referrals to community partners, etc. all under the premise to better assist our customer with their employment and training-related goals. While creating this space for our customer, do we consider how we're building rapport and creating connections with them? Or how these connections influence our current and possibly, future interactions with them? In Creating Connections with Customers, we will explore why creating connections is important and how these connections can lead to positive and meaningful customer experiences.

Learning Objectives:

1. Explore why connections are important in the customer experience
2. Recognize how connections can lead to positive and meaningful customer interactions
3. Identify how to maintain a professional and ethical relationship with customers

Presenter

Amber Drake, Oregon Employment Department

DARE TO BE DIFFERENT! 3 KEYS TO GOAL SETTING SUCCESS

Join us for this interactive, high-energy session to uncover the missing link and how traditional goal-setting may be setting you and your team up for failure. You'll learn new ways to empower yourself and your team members to get rid of unnecessary roadblocks, focus on what makes you successful and then capitalize on these new methods as you move forward.

Learning Objectives

1. More effectively develop mission statement, goals and objectives of a sales target.
2. Establish different ways to specify actions, time frames & performance measurements needed to achieve goals
3. Reinforce techniques to monitor and adjust a strategic plan

Presenter

Jan Horton Spence, Jan Spence & Associates

A DEEPER DIVE INTO GOAL SETTING SUCCESS

We create a to-do list of goals and objectives we would like to achieve, both personally and professionally. However, the traditional approach to goal-setting can often lead to mounting frustration, missed deadlines, and undue stress.

This workshop will provide participants with a new perspective on how to develop a game plan and maintain momentum. Ms. Spence will rely on her experience helping organizations and individuals explore their full potential, to introduce attendees to a different approach to goal-planning.

Learning Objectives:

1. How to implement an easy step-by-step process right away and share these techniques with others to promote further success.
2. Learn new ways to empower yourself and others to get rid of unnecessary roadblocks, focus on what makes you successful and capitalize on these new methods.

Presenter

Jan Horton Spence, Jan Spence & Associates

DIVERSITY WORKS

Learn about diversity, culture, and inclusion in an entirely new way using “cafeteria learning.”

Just like getting to choose what you eat in a cafeteria, you get to choose between nine activities to participate in during this session. All of the activities are hands-on and interactive. Throughout the workshop you will learn what makes you the unique individual you are, what makes others the unique individuals they are, and how to consider differences and communicate respectfully.

Learning Objectives

1. Learn to identify unique traits in self, co-workers and customers
2. Learn to consider differences productively to benefit yourself and your customers
3. Learn how identifying cultural diversity can help you develop more respectful communications

Presenter

Grant Axtell, Oregon Employment Department

GOODBYE SIGN-IN SHEETS: NEW TOOLS FOR TRACKING CAREER CENTER VISITORS

A challenge many career centers face is managing customer flow and reducing wait times. One strategy to help improve service delivery is the use of technology. This workshop will demonstrate how technology can help queue up meetings

for staff, improve integration of services, identify the best staffing patterns, and increase customer satisfaction. These tools are currently in use in career centers from coast to coast and have had a significant impact on delivering services and improving customer service.

Learning Objectives

1. Attendees will learn about lobby management tools that help improve customer service at career centers and integrate partner services more effectively.
2. Attendees will discover how other states and offices use efficiency tools to manage staffing schedules and resources to best respond to the needs in their communities.
3. Attendees will explore new tools to increase customer satisfaction and improve the delivery of services at their career centers.

Presenter

Tim Duffy, Geographic Solutions

ENHANCING YOUR EMOTIONAL INTELLIGENCE

Leadership is about inspiring, motivating and igniting passion within the workplace.

Leading with emotional intelligence will result in your company being able to attract top talent, retain that talent, and continually drive those employees to strive for excellence. Senior employees typically possess superior technical abilities; however, this is only one half of the equation required to increase the effectiveness of your organization. Management and project leaders must focus on the skills necessary to work with others and get the best results from their teams.

In this engaging workshop, participants will learn to develop and enhance the 15 emotional intelligence competencies that make up the EQ-i model and learn how these competencies impact their professional and personal lives.

Learning Objectives:

1. Learn what Emotional Intelligence is and how it plays a role in the workplace
2. Use emotional intelligence to increase personal and interpersonal effectiveness
3. Gain an awareness of your own emotional quotient or "EQ", and generate a plan for self-development

Presenter

Carolyn Stern, Carolyn Stern & Associates

IDENTIFYING AND ADDRESSING RACIAL EQUITY AND INCLUSION GAPS IN WORKFORCE DEVELOPMENT

In Cuyahoga County, young adults of color have higher unemployment rates and lower wages despite equal labor force participation and increasing levels of educational attainment. Working from a common theory of change, community partners from across different sectors have come together to draw the community's attention to equity issues, raise awareness of systemic and historical factors contributing to inequality, and foster forward movement through tangible action steps.

This session will focus on the shared theory of change through an in depth case study. Participants will then engage in small group discussions on equity challenges they are facing in their communities and how a data-driven framework for collective action might be applied within the local workforce context.

Learning Objectives

1. Participants learn how Cuyahoga County is seeking to create a more equitable workforce development system.
2. Participants learn how to combine use disaggregated data and historical analysis to inform strategies
3. Participants learn how to use peer learning groups to implement strategy

Presenters

Kaci Roach, New Growth Group

Nikki Stoicoiu, New Growth Group

IF I WAS INTERESTED IN WHAT YOU ARE SAYING, WOULD MY FACE LOOK LIKE THIS?

How many times have you attended a training session (usually mandatory) where from the moment you entered the room, you knew it would be boring and dull. What if we could change all that?

Attend this fun and interactive session and learn some easily mastered strategies to get your attendees out of their seats and excited about the learning process. Be prepared to participate – this will not be a lecture! We will be using some techniques from Sharon Bowman’s book, *Training from the Back of the Room*.

Learning Objectives

1. Identify learning principles based on brain science.
2. How to apply the principles when you train, teach and coach.
3. How to develop a multi-step instructional design and delivery model to create training specific to the topics you teach.

Presenter

Nancy Fink, Maryland Professional Outplacement Assistance Center

JOB SEEKER ROLLERCOASTER

Have you experienced angry, potentially explosive job seekers or job seekers that have lost their last ounce of hope? Neither of these situations is unusual during an unexpected job loss, because there are a myriad of emotions that accompany such a loss. This workshop will illustrate the job seeker’s emotional cycle as it parallels the process of grief/loss. In an interactive environment, participants will recognize the signs of each stage of loss and identify actions to assist the job seekers during the various stages.

Learning Objectives

1. Raise awareness of emotional cycle of job seeker during job loss
2. Recognize behaviors associated with each stage of job loss
3. Create a toolkit of resources and actions to assist job seekers

Presenter

Vicki Zimmerlee, MD Workforce

LEADING WITH EMOTIONAL INTELLIGENCE

In school, we were put into teams, but we were never taught how to work within those teams. Our instructors gave us stress, but they never taught us how to handle and manage our stress. You see, most of these life skills are not taught in school or the workplace, for that matter.

In today's day and age, soft skills are just as, if not more, important than hard skills. Being aware of your emotions and those of others and learning to lead with emotional intelligence are skills that can be taught, and this keynote will start you off with the basics.

Learning Objectives:

1. Learn what emotional intelligence is and how it impacts you personally and professionally
2. Examine the five composite scales that make up the EQ-i model and understand how each play a role in your leadership effectiveness
3. Build your confidence and ability as a leader to connect authentically, communicate effectively and thrive collectively with your supervisors, peers, and direct reports.

Presenter

Carolyn Stern, Carolyn Stern & Associates

MAKING SMART DECISIONS ABOUT PAYROLL DEDUCTIONS

This session is designed to help individuals make informed decisions about paycheck deductions for taxes and employee benefits, such as health care and retirement funds.

Learning Objectives

1. Help individuals make informed decisions about payroll deductions for taxes and employee benefits, such as health care and retirement funds
2. Explain how deductions impact net pay and income tax liability
3. Discover how to select benefits that align with financial goals, life circumstances and financial security values

Presenter

Mary Jeneverre Schultz, National Endowment for Financial Education

MOTIVATION IN THE WORKPLACE

An engaged workforce is more productive and profitable. Some employees are money motivated while others find recognition and rewards personally motivating. Motivation levels within the workplace have a direct impact on employee productivity.

Learning Objectives

1. Identify what motivates people.
2. Discuss the effect of feedback for employees.

Presenter

Candy Sebert, University of Central Oklahoma

OUTSTANDING EXPECTATIONS

Our world is exponentially evolving across a spectrum of technological, cultural, and global systems. The instant access to information has expanded our awareness of possibility and redefined excellence. While we may not have the capacity to predict the future, we have the power to adapt.

In this energetic workshop, participants step outside of offices and workplace roles into lively discussions about our expectations of the surprising world around us. The shared experiences of participants and relatable examples shift perspectives to examine new ways to align expectations into action. Engage in facilitated room wide discussion, pair interactions, and small group activities in this humor filled 90-minute session.

Learning Objectives

1. Explore the contrast of our expectations of others and ourselves.
2. Recognize the connection between personal and professional self.
3. Understand how empowerment and authenticity influences outstanding experiences.

Presenter

Stephanie Kalez, Oregon Employment Department

SEVEN SECRETS TO BECOME THE LEADER YOU NEVER THOUGHT YOU COULD BE

With constant change increasing the pressure placed on all of us, how can we adapt to meet the needs of our workforce customers and ourselves? How do we deal with the difficulty of doing more with fewer resources? How do we stop spending our days putting out fires?

Simple: stop letting our title or organizational structure keep us from being a leader.

In this spirited and interactive session, attendees will learn seven secrets that great leaders apply to make great results happen. They'll learn how to apply these same secrets to their job – no matter what they do. Mr. Davies will share strategies, specific tactics, and case studies to help everyone develop the secret behaviors that drive leadership within your organization.

Discover how to awaken the leader within you!

Learning Objectives:

1. Why leadership is important for everyone
2. How modern leaders influence and inspire for results
3. Seven daily tactics that will improve performance and deliver results

Presenter

Josh Davies, Center for Work Ethic Development

THE FAMILY SELF SUFFICIENCY PROGRAM: THE PATHWAY TO SUCCESS

During this session, you will learn about one of HUD's most innovative programs, The Family Self Sufficiency Program. As a WIOA partner, the FSS program offers creative ways to ensure success for our workforce.

Learning Objectives

1. What is the Family Self Sufficiency Program
2. What is the special ingredient to a successful FSS Program
3. How has the FSS program impacted Missoula/WIOA and how can you integrate it into your community

Presenter

Rebecca Stancil, RS Consulting

THE LOST ART OF POSITIVE AND POWERFUL COMMUNICATIONS

In this world of instant gratification and wired communication, it is so easy to become negative and to let negativity seep into our communication. Come to this interactive and fun workshop to learn how to communicate powerfully. You will learn how to read people and how effectively communicate with them.

Learning Objectives

1. Participants will become aware of communication styles so that they can tap into their own
2. Participants will learn ways to speed read others
3. Enhance our positive communication so that we can effectively convey our message to our workforce customers

Presenter

Nancy Fink, Maryland Professional Outplacement Assistance Center

THE ROLE OF PERSONALITY IN CAREER DEVELOPMENT

By helping individuals to better understand their personality, tendencies and behaviors, one can coach and guide them to become more flexible and open to change and new ideas. It can also provide a clearer picture of role and organizational fit as part of the career development process.

In this dynamic workshop, individuals will learn and practice a personality-based approach to career development.

Learning Objectives

1. Deepen their understanding of personality and its impact on role and organizational fit
2. Discover career development techniques to provide more effective career development services
3. Practice applying techniques to the career development process

Presenter

Stephanie Licata, M.A., A.C.C.

USING IMPROV TECHNIQUES TO CREATE INSANELY GREAT ENSEMBLES

Can improv help create a better and more innovative work environment? Yes, and companies are willing to give it a try as improvisation training has moved from the stage to the board room as a method for creating more innovative teams, for brain storming, and creating a work environment that says *Yes* before *No*. Improv techniques can help workers become more productive, better team members, and make the daily grind more enjoyable. Come and learn about

improv and why companies such as Google, Marriott, NASA, and Goodwill have embraced a culture that promotes better communication, collaboration, and team building.

This workshop is an interactive workshop that requires everyone's participation. Please attend and have fun learning how to be more positive, vulnerable, attentive, and playful in your classes.

Learning Objectives

1. Identify areas where improv can be used in their work place
2. Exemplify the Yes mentality in their work
3. Celebrate failure with courage.

Presenter

Russell McMahon, University of Cincinnati

WELL-DEVELOPED CURRICULUM + EXPERT FACILITATION = RETHINKING JOB SEARCH RESULTS

This workshop will focus on the unique instructional design process used to develop the cognitive behavioral based curriculum that addresses confidence, motivation and accountability, and on the rigorous selection and training of facilitators who implement the program.

Rethinking Job Search is a five-year experimental program developed by Incite, Incorporated and funded by a \$3 million Workforce Innovation Fund grant from DOL. The program is in year three of implementation.

Key partners in this program include the Oregon Governor's Office, the Oregon Employment Department, and local Oregon Workforce Boards. Public Policy Associates, a required third party evaluator, is studying the effectiveness of the program.

This interactive workshop will highlight:

- The experiential design model used to develop and facilitate Rethinking curriculum (activity)
- The standards used to select the facilitators
- The competency-based facilitator training
- Ongoing facilitator coaching and support (demonstration)
- Video demonstrating the facilitation

Learning Objectives

1. Attendees will learn the unique instructional design model used to develop the Rethinking curriculum
2. Attendees will learn facilitator selection criteria and best practices in facilitator training and ongoing coaching

Presenters

Susan Barksdale and Meredith Howell, Willamette Workforce Partnership

WORK ETHIC: THE BUILDING BLOCKS FOR THE 21ST CENTURY WORKFORCE

The modern workplace is constantly evolving, but the pace of change has never been faster. It is estimated that 80 percent of the jobs of 2030 haven't even been *invented* yet! With this rapid change taking place in every sector of the workforce, a set of skills has emerged as the building blocks for the jobs of today and tomorrow. Sometimes called soft

skills or foundational behaviors, employers simply call them Work Ethic. Nearly 9 out of 10 hiring managers nationwide say work ethic is their most important factor in hiring. The challenge is that fewer than 1 in 5 job seekers today have these universal skills, and almost all education is instead focused on academic and technical skills. While many believe work ethic is an innate trait, new strategies are showing that these skills can be developed at any age, and are the building block skills for our clients, customers, and job seekers.

This engaging and interactive presentation highlights simple training and leadership approaches that everyone can use to develop work ethic. By using employer-based research, defining the seven behaviors of work ethic, and applying innovative teaching methodology, participants discover how to make lasting behavior change. The presentation also includes best practices from educators and workforce development professionals working with youth and adults. Discover how you can build the foundational behaviors of work ethic and prepare your participants with the skills for the 21st Century!

Learning Objectives

1. Discover the building blocks needed for the jobs of today and tomorrow
2. Learn the meaning of work ethic and the seven behaviors of work ethics
3. Gain best practices for training youth and adults in work ethic

Presenter

Josh Davies, Center for Work Ethic Development

WRITING FOR RESULTS

Effective, organized, clear writing is essential to convey organization and individual messages. This session will enable writers across the organizational spectrum--technical, proposal, grant, report, resumes, and more--focus their writing to achieve maximum results.

Topics include:

- Identifying the intended and most likely audiences
- Developing a plan before writing
- Using the plan (outline) to organize and coordinate documents
- Applying the principles of "plain language" to make audience/reader-friendly documents

At the conclusion of the session, participants will have the organizational framework to effectively create and manage any document, from a simple memo or email, to a proposal, or a lengthy report.

Learning Objectives

1. Understand and Implement Effective Writing Techniques
2. Be able to identify and write to the "right" audience
3. Develop skills to simplify and organize written materials

Presenter

Janet Arrowood, The Write Source, Inc.

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