



## And The Winners Are

By Linda DeMore—Illinois Chapter

IAWP made a dramatic change in our recognition program this year moving to 3 major awards that recognize outstanding achievement. The process was simplified with on-line submission process. We received some exciting submissions in the Innovation in Workforce Systems and we will be sharing these ideas with you soon. Hopefully the ideas will help your agency and chapter to grow in Workforce service. We received 33 award packages on-line. The evaluation committee consisting of Executive Director, Executive board and recognition chair met in Denver to score award submissions. Members of the committee did not score entries from their own state and all submissions were reviewed and scored by at least 3 people. Below are the winners of this year's International awards.



**IAWP Innovation in Workforce Systems** recognizes extraordinary innovation that directly or indirectly impacts systems, customers, or professionals within the workforce system. We had 16 award submissions from 5 states. We recognize the 1<sup>st</sup> place winner in the following categories.

- Individual – Meredith Howell from Oregon
- Group – WA LEAN from Washington
- Organization – WA Employment Security Department from Washington

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We also wish to recognize Honorable mention for Career Connect from Washington for their Group submission and Willamette Workforce Partnership from Oregon for their Organization submission.

**Outstanding Service to IAWP** recognizes outstanding work of member in service to the association. We had 6 award submissions from 4 states. We proudly recognize the 1<sup>st</sup> place winners in the following categories.

- Workforce Professional – Stephanie Stevens from Oregon
- Senior or Emeritus Workforce Professional – Rafael Colon from Washington

**Chapter Excellence Award** recognizes the outstanding work of Chapters in service to their members and the International Association of Workforce Professionals. We had 10 award submissions from 5 states. We proudly recognize the 1<sup>st</sup> place winners in the following categories.



Membership – Oregon

Professional Development – Washington

Marketing and Communication – Washington

Community Involvement – Oregon

#### **Public Policy Award**

The IAWP Public Policy award recognizes an individual who performed outstanding public service in the support of workforce development programs and/or personnel. Potential nominees include state or federal elected officials, appointed federal administrators, workforce agency directors, etc. The award affords national recognition for outstanding public service occurring during the calendar year proceeding the judging year. Prior winners of this prestigious award include the first U.S. Secretary of Labor Frances Perkins and Presidents Harry S. Truman and John F. Kennedy. The 2018 Public Policy Award winner, nominated by the Oregon Chapter, is Graham Slater.

Graham Slater is the Deputy Director for the Oregon Employment Department. Mr. Slater is a current member of IAWP and has been with the agency for 31 years, mostly in the Workforce and Economic Research Division. Over the years in his Research role he has done numerous speaker presentations at IAWP functions on the state, district and international level. When he moved into the Interim Chief Administrative Officer role he was able to expand his commitment to increasing communication with all areas of staff by expanding on his weekly Friday email chat titled “Around Here”. Once he was promoted to the Deputy Director for the Oregon Employment Department that commitment to communication was expanded to include direct discussions with the IAWP Executive Director and he has shared those conversations with the OED Agency Director. He also plans to visit about IAWP with division directors in Unemployment Insurance and Employment Serviced. He wants to establish regular phone conversations between the agency staff and IAWP. He also still sends out his Friday email, titled “Together”, updates to all staff.

#### **Membership Awards**

IAWP awards Chapters and members for outstanding dedication to growth in membership. Awards are given to those Chapters who increase membership by 25% or more in the contest year. Awards are given who recruit 20 or more new members during the contest year. Continued on page 4

# If I Was Interested In What You Were Saying Would My Face Look Like This?

By Terri Pasternik



Presenter Nancy Fink brought us a lively, interactive workshop Monday afternoon. She gave us several great techniques, resources and tips to improve the presentations we deliver; and be a better facilitator. We enjoyed getting to know each other and discussed some of the positives and negatives about presentations we have experienced in the past.

During the session we saw a great video called "Death by PowerPoint", which described some of the worst PowerPoint slides people had seen during presentations. It was quite funny that most of us recognized slides we had experienced in the past. They were confusing, hard to read or had too much information on them. All those examples led to several great tips on how to design effective PowerPoint presentations.

1. Have one message per slide
2. Use pictures and short description in bullets
3. Font size is important – The eye will focus on the biggest text
4. The most important information should be the biggest font
5. Use contrast colors – bold and easy to read
6. Use images instead of words to make your point
7. No more than six items on a slide

Some other tips and tricks Nancy shared with us were,

be creative using group exercises to validate your message,  
create a training program as a group to present to everyone to  
generate a team concept,  
use the four C's in your presentation: connections, concepts,  
concrete practice, conclusions; and  
use colorful props on the tables to keep attendees engaged and/  
or use them as props for their presentations.

The session was fantastic and engaging -- keeping everyone interested and wanting to participate. What a great opportunity we had to share the afternoon with Nancy and her awesome training skills. Can't wait for the next one.

**IF I WAS INTERESTED IN  
WHAT YOU WERE  
SAYING WOULD MY  
FACE LOOK LIKE THIS?**

caprice 1/4



**Nancy Fink**  
*Professional  
Outplacement  
Assistance Center*

## 12 Essential Skills of Leaders Presented

By Mikell Fryer - Georgia Chapter

Pam led an interactive session on the 12 essential skills leaders need in the 21st century workforce. She began by identifying three levels of leaders in an organization: Team, Operational, and Strategic. She then asked us to provide our definition of a leader and list skills we believe are necessary to be an effective leader. We then discussed the 12 essential skills; People Skills, Assertive Communication, Negotiation, Confidence, Goal Setting, Dynamic Reading, Writing, Time Management and Organization, Computer Skills, Decision Making, Self Discipline, and Leadership. Zig Ziglar was right when he said, "what you get by achieving your goal is not as important as what you become by achieving your goal". Leadership is a journey and developing the 12 skills from this workshop can people become better Leaders.



### 12 ESSENTIAL SKILLS OF LEADERS

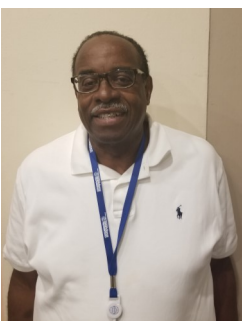
salon f/g

**Pam Nintrup**  
*Project and Process Professionals*



## Identifying & Addressing Racial Equity & Inclusion Gaps in Workforce Development

By Freddy Jacobs – Arkansas Chapter



Based on the unemployment statistics from Cuyahoga County (Cleveland, Ohio area), there is a large gap between the unemployment rate for people of color and their white counterparts with the rate being higher for people of color. This is also true of the wage rate with people of color having a much lower wage rate than whites. While there are no definite answers as to why this exists, most experts feel that it is a combination of racial bias as well as cultural differences. Employers need to be held accountable for these discrepancies. The way that it is done is by informing them of what was found in the research.

### IDENTIFYING & ADDRESSING RACIAL EQUITY & INCLUSION GAPS IN WORKFORCE DEVELOPMENT

salon f/g

**Kaci Roach**  
*New Growth Group*



**Nikki Stoicoiu**  
*New Growth Group*

**And The Winners Are** continued from page 2

We recognized that the changes in the awards process was difficult for some and we have taken note of things we need to improve. We are working on providing sample award submission to guide those in the process. We will provide training at the International conference in Cincinnati and tweak the submission forms process. We wish to thank everyone for taking the time to prepare your award submissions. If you have suggestions on the process please let us know. Continue to be creative to move your chapters and agencies forward.



## The Job Seeker Roller Coaster

By Charlene Grafton—Oregon Chapter



The presenter was positively exhilarating and was a wealth of useful information. An unemployed job seeker goes through several stages of emotions. The presenter identified several phases along this journey which are:

### Stage One - Shock

- Feels Surreal
- Numbness
- Punch in the stomach

### Stage Two – Anger

- Shock turns to anger
- Anger gets directed towards the old boss or previous employer
- Thinking “This isn’t fair”!

### Stage Three – Disbelief and Bargaining – Job seeker thinks:

- “I’ll get a job right away”
- If the Boss will rehire me, I will never complain about my job”
- Try to convince company they will return for less money and fewer perks

### Stage Four – Negative Self-Talk

- Feels like termination was the result of something they did.
- Doubts what they have to contribute
- Let family down

### Stage Five – Withdrawal and Depression

- Sleeps late and/or stays in PJs all day.
- Feels “It’s all their fault”
- Thinks “I’ll never find another job I like!”
- Has behavioral and physical symptoms

### Stage Six – Reflection and Acceptance

- Begin to affirm that they do have much to offer.
- They focus on strengths and what they want to get from a job
- Take active steps towards job search

People can go through this roller coaster of feelings several different times depending on age, length of time with employer, their family situation, or their personal emotional health.

## JOB SEEKER ROLLER COASTER

salon f/g

Vicki Zimmerlee  
MD Workforce



# Career Ladders

*Tamara L. Barron, M.A., M.S., Maryland Chapter*



Linda DeMore presented a very informative and engaging session by working with workshop participants on goal setting and how to build one's career ladder. Ms. DeMore shared her expertise and strategies for success based on her career of over 35 years with the Illinois Department of Employment Security (IDES). During the session, Ms. DeMore shared 11 steps that professionals can take during their career to help them maximize their potential and build a personal career ladder. She encouraged each of us to be an overachiever, set personal goals and work our way through smaller goals until we reach the larger lifelong professional goal.

Ms. DeMore began the workshop by telling the group a very inspirational personal story of how she interviewed for her first professional job (as an Accountant trainee) and all of the trials and tribulations that she encountered beginning with the challenges that she faced with getting to the interview, which could have been a deal breaker. However, she persisted and continued on her journey and not only got the job, but she has persisted, and sought opportunities to lead through the years which led her on a path, rather a 35-year journey, where she climbed from the accountant trainee (out of college), into various management roles, to eventually the CFO of The Illinois Department of Employment Security (IDES) where she is still serving in that role. What a fantastic story! The 11 steps that she shared are very simple to follow. So, aspire to be great! They are:

1. Understand Your Boss
2. Attitude is Everything
3. Accountability
4. Managing Your Time
5. Don't Rely on Memory~ Take Notes
6. Get Organized
7. Providing Customer Service
8. Be in a Mentoring Relationship
9. Training and Learning
10. Supporting Others
11. Make Your Net Work

Ms. DeMore emphasized several very simple things that professionals can do to be recognized by their leadership and considered for various roles. As an activity, each person had to reflect on goals that they have set for today, this year, 5 years from now to the ultimate career goals. She also had volunteers to share their thoughts. This workshop was very engaging and through her guidance and our fruitful discussions, we explored various educational, developmental and organizational leadership experiences that one could take advantage of which would help each of us to accomplish and advance our career plans.

## CAREER LADDERS pavilion



**Linda DeMore**  
*Illinois Department  
of Employment  
Security*

# The Art and Science of On-Boarding

by Suzanne Nichols - Washington State Chapter



Most organizations focus on the onboarding of a new employee from the organizational standpoint. They approach onboarding from the aspect of “What are the keys things we need the employee to know about the work that they will be doing?”. Our presenters quickly shared that onboarding is not piles of paperwork, it’s not disorganized, inconsistent or reactive, it’s not HR’s sole responsibility, and it’s not an introduction to new hire orientation. Onboarding should be part of the candidate and employee experience -- a program that enables knowledge, skills, attitudes and behaviors. It should be a partnership among employee, hiring manager, and HR. The onboarding process should be measurable, evaluated and refined.

During the presentation the group was then challenged to create their own vision of 90-day onboarding roadmap. Some of the participants focused on components that were missing as part of their own onboarding experience. The end result was a great discussion about leveraging what we are currently doing into something that drives employee retention and job satisfaction. Almost 76% of HR practitioners say that onboarding has been underutilized. So how can we change a bad onboarding experience to a positive experience? Focus on the people not the paperwork. Don’t rush to dump a mound of new hire paperwork that needs to be signed. Instead, share the details about the organizational culture; look for ways to create a connection.

Here are some ideas that could help build a great onboarding program.

- Look at ways to conduct group onboarding.
- Create a buddy system for new hires.
- Conduct team building exercises.
- Establish a mentorship partnership.

At some point you will need to discuss performance with the new hires. The following are some approaches to consider when building an onboarding program.

- Allow them to job shadow, training, and check in with HR.
- Customize onboarding roles.
- Discuss career goals.
- Provide coaching.
- Be clear in your expectations and the feedback you provide.

Try to set up a program that addresses the three P’s of onboarding, which are people, performance and paperwork. Look at ways that you can start engaging the new employee from the point of hire. Can your organization provide any pre-boarding? Continued on page 9

## THE ART AND SCIENCE OF ONBOARDING

caprice 1/4



Aubrey White  
Human Capital  
Institute



Jenna Flipkowski  
Human Capital  
Institute

# Solutions To America's Workforce Crisis

## What Works Media Project

By Paula Marcinkowski – Montana Chapter



A delightful panel discussion led by Jason Skidmore, CEO of Vernovis as moderator, addressed the struggles for solutions to the U.S. job crisis. Two alternative solutions helped evolve positive steps toward developing help. The thought-provoking discussions inspired by the panel including the following members:

- \* Paul Cashen, Managing Director, Per Scholas
- \* Lauren Moore, (Per Scholas program graduate); Software Quality Analyst, Thrive Impact Sourcing
- \* Leslie Courtney, Senior Director, The Kroger Company
- \* Jordan Vogel, Vice President, Cincinnati Chamber of Commerce

Adults struggle to obtain and maintain jobs that can sustain their families and lead to upward mobility. These programs offer a new way to look at a future; a new way to look for a career.

1. Per Scholas
2. Apprenticeships

They both offer education and training for individuals with income meeting 225% of the poverty level. This is a chance to learn skills that will allow them to enter the workforce and earn higher wages without needing a 4-year degree.

Per Scholas was founded 23 years ago in the New York Bronx and allows students to learn under "true working conditions". Students attend courses for 8-10 weeks with zero tolerance for tardies and only allowing 1 absence during their study. This high expectation is set to keep up with the fast pace of the program. It has now expanded to 6 cities in 7 locations including Columbus OH, Cincinnati OH, Atlanta GA, Washington DC, Dallas TX, and 2 locations in New York. Several new locations are slated to open soon.

Companies partnering with Per Scholas say it is like partnering with a professional staffing agency..."except, this company is non-profit, and they send over amazing talent".

Apprenticeships are for high school students. They attend school in the mornings, then attend technical college in the afternoons so they can get paid to work. By participating in apprenticeships, student can break to mold of earning minimum wage like their classmates.

Leslie Courtney, The Kroger Company, says students from Per Scholas are "looking for a future and not just looking for a job." Kroger helps with financial support for the program in addition to hiring students. It is great because whatever skill is needed in the workforce, Per Scholas can create a training program for it.

Paul Cashen, Per Scholas says this program is like a 3-legged stool. We need employer partners willing to hire, support from donors, and willing workers with perseverance and discipline to complete the course. 81% of graduates are employed! Continued on page 9



## **The Art and Science of On-Boarding** continued from page 7

What things can your organization do to let the employee know you are excited to welcome them? Can you send the first day agenda to them ahead of time? Is there any paperwork or information that you can send them ahead of time that will help them be better prepared to enter into your organization? Can you outline ahead of time what the first day should consist of? What should they expect in their first week, first month, and second month and at the end of their 30 days. Can your organization create a mobile onboarding mobile app that gives them necessary details about the organization?

The most important take away from this training was that you need to create consistency in the onboarding process. Each employee should receive the same information. Lastly most organizations often forget what I would like to call the "re-boarding process". This is for the existing employee that relocates to a new position. It seems since you already worked for the organization there is nothing else you need to know. Ask yourself "Isn't that current employee joining a new team just as important as a new employee walking through the door?"

## **And The Winners Are** continued from page 2

Award winners are determined by the IAWP Administrative Office with data provided by association management software.

This year we did not have any chapter increasing membership by 25% during the contest year.

In 2017, Stephanie Stevens, Oregon, recruited 21 members. She is the sole recipient of the individual membership award.

## **Solutions To America's Workforce Crisis** continued from previous page

Lauren Moore, Thrive Impact Sourcing, graduated from Per Scholas. A lot of students didn't make the cut. If you were late...you were gone. If you tested positive for drugs...you were gone. If you missed more than 1 day...you were gone. It was zero-tolerance, but it was that way, so we would be ready for real employers.

Jordan Vogel, Cincinnati Chamber of Commerce, explained about the partnership between Cincinnati and Per Scholas. Some 4,000 members are looking for tech talent and he is constantly working to increase the tech database in Cincinnati.

Alumni of the program are supported and allowed to come back for more training to upgrade their skills. If additional assistance is needed for barriers such as transportation, low-interest loans, etc. there is help available. Some help is available through the program. The Cincinnati Chamber offers assistance too such as bus passes, Uber mobility program, and other help.

These innovative and collaborative ideas are leading to great paying jobs that will sustain families into the future. While some employers are complaining about the "skills gap", these programs are adding value and offering solutions right now!



## Deeper Dive into Goal Setting

By Denise Carey and Tondi Correll, Maryland Chapter

Jan had a great sense of humor. The session began with a story about Ben and Earl who were in a race to cut down trees. Ben doesn't take a break. But Earl does take a break to sharpen his saw and drink coffee and wins the race. He took time to step back and think and by sharpening his saw he was able to cut more trees faster.

Things to think about in setting goals:

- Reaching goal is a key to success.
- Key to success is increased motivation to move away from pain to pleasure.
- Be an example and prove to family.
- Take T off from can't do.
- Commitment and Accountability. "Put a stake in the ground and adjust along the way".

- Share vision with others.

- Reschedule. Have Persistence.

Don't tell yourself no. Learn from failures.

Readjust continuously.

Credibility to maintain standards. Never give up.

Learn from others.

Retrain brain with baby steps. When you start or stop something start small, increase slowly and give yourself permission to fail but start again.

If you don't choose your success someone else will!



### DEEPER DIVE INTO GOAL SETTING

caprice 2/3



**Jan Spence**  
*Jan Spence &  
Associates*

## DARE TO BE DIFFERENT- 3 Keys to Goal Setting Success

Dr. Rhett Barker—Washington Chapter



“Let’s begin by playing a game called Simon Says”. Really? I am too old to be playing games and it is way too early for all this stretching and reaching.

That was my first thought (hadn’t had that 1<sup>st</sup> morning cup of coffee yet) as Jan Spence began presenting “**Dare to Be Different! Three Keys to Goal Setting Success**”. But then something magical happened. The game suddenly became a new way to look at how we set goals in life both personal and professional and how we can guarantee success.

She took us to three ways to make our goals a reality and not be stressed doing it. Jan made a perfect illustration of making New Year’s resolutions versus setting personal and professional goals. Most of the audience admitted that they have not succeeded in their resolutions, and it was easily illustrated why.

Here are three keys (in short) to make goal setting a success:

- Create a mission statement and objectives related to your goal. Be specific and detailed.  
⇒ “By December 20, 2019 I will have completed the requirements needed to move me to the Executive Director of Strategic Planning in my organization”.
- Determine different actions you can take to work your way to that deadline.  
⇒ “July 2018-Complete Executive Training course I and II. August 2018 Mastery of Strategic Planning and Certification course. November 2018 Submit Letter of Interest to Administrator. Establish a mentor relationship with Joe Jones.”
- Reinforce your techniques and actions and make adjustments to your plans as needed.

Don’t expect to hit it out of the park on your first swing. Life happens, and in order for goals to be obtainable, adjustments may have to be made.

Continued on page 13

**Simon  
Says**

## Global Perspectives: Innovation in Workforce Systems

By Lanae Vetsch Montana Chapter



Presentations from the International Representatives panel will be posted to the IAWP website ([iawponline.org](http://iawponline.org)). The presenters were: Katsuto Hisano, Che-Shange (Jason) Huang, Ya-Lling(Sophie) Huang, Wei-Tzu(Reco) Chao, Sheng- yun (Joyce) Huang.

**Katsuto Hisano**, First Secretary Economic Section, Embassy of Japan in D.C.

Katsuto was born in Osaba, Japan. Graduated Law Faculty University of Tokyo 2002; he started his job in Ministry of Health, Labour and Welfare of Japan in 2002. He has been in charge of Human Resource Development, Social Insurance, Workers Compensation, Food Safety and many other programs. He came to Washington D.C. in July 2017 along with his wife and three children, and serves as Labor Attaché'. Before coming to D.C., he served as Deputy Director in the Employment Security Division. MHCW.

**Jason Huang**, is the Senior Officer of Labor Affairs, Taipei Economic & Cultural Representative Office in the United States (TECRO), he is Taiwan's Labor Attaché to the U.S. Jason has been working in Washington D.C. for the past 2 ½ years. Before his assignment, he worked in Labor Union section.

**Sophie Huang**, New Taipei City, Taiwan

Sophie is a section chief of the Planning Division in Workforces Development Agency, Ministry of Labor (WDA, MOL). She began her career in Northern Region Senior Citizens' Home, Ministry of the Interior, where she provided professional services to the low-income elderly. Her passions lie in multiple fronts regarding social work. She has taken several managerial positions in her career and began her work in labor affairs in 2015 coordinating labors, unions, government, and employers' organizations. In the past two years, she has worked in the Planning Division and served as an external contact window for many project operations. She also is in charge of developing annual governance plans and business management services, such as internal control services.

**Reco Chao**, Republic of China (Taiwan).

Reco is a Section Chief of National Development Council (NDC). NDC is a part of the Cabinet in Taiwan. It serves in an advisory capacity and is to act as the main policy-planning agency of the government. After working in the Department of Human Resource Development of NDC for 20 years, Reco has been involved in many research projects including the projections on labor force, education and job-training, and aging society with fewer children.



Continued on the next page



## Life Well Lived

### A tribute to IAWP members no longer with us

A life well lived is a precious gift, of hope and strength and grace, from someone who has made our world a brighter, better place.

It's filled with moments, sweet and sad with smiles and sometimes tears, with friendships formed and good times shared, and laughter through the years.

A life well live is a legacy, of joy and pride and pleasure, a living, lasting memory our grateful hearts will treasure. (author unknown)



### Global Perspectives: Innovation in Workforce Systems continued from previous page

Recently her major responsibility is planning the new economic immigration act, aiming to supplement the national manpower and talents pool, and to improve the demographic structure. Prior to NDC, she had worked as an officer in the Division of Planning and Management, Bureau of Labor Insurance for 5 years.

**Joyce Huang**, Taipei City, Taiwan.

Joyce is an Executive Officer of the Department of General Planning at the Ministry of Labor (MOL). She began her career in the Social Welfare department of Taipei city government, where she provided professional services to the social disadvantaged group in Taipei City. She has shifted her work to the labor affairs since 2007, and began to serve labors, unions, governments, and employers' organizations. In her eleven years at the MOL, Joyce has worked on formulating labor policy, employment policy and training programs, and has rich experience in gender issues, labor market issues and human resources policies of promoting labor participation and flexible employment.

### Dare To Be Different- 3 Keys to Goal Setting Success continued from page 11

My 5 year old grandson is playing T- Ball. He swings and hits the ball, and I watch it roll about 2 feet. Does that change the way I cheer for him? No! His goal is to get the ball off the T and my goal is to cheer him on. If he were playing in the Major Leagues, I would not cheer any louder than I do while he is playing for Den-ny's Dinosaurs.

You, your coworkers, your family, and even I, are your awesome cheering section! We believe in your goals and want to see your success. Jan Spence has put a beautiful aluminum bat right in your hands with these three keys. Now comes the easy part.

SWING BATTER, SWING!! Good luck and great goals.



# THE FLASH:

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Time	Activity	Room
8:30—10:15	Concurrent Sessions	Refer to Program
10:15—10:30	Break	
10:30—11:30	Closing Keynote Speaker	Pavilion
11:30—12:00	Closing Ceremonies	Pavilion
12:00—1:30	Lunch on Own	
1:30—3:00	Annual IAWP Business Meeting	Pavilion
3:00—3:30	2019 Invitational Break	Pavilion Foyer
7:00—11:00	Banquet and Ball	Hall of Mirrors

## WEDNESDAY, JUNE 20 SCHEDULE

### FUN THINGS TO DO IN CINCINNATI

#### Check out the National Underground Railroad Museum

A relatively recent addition to the line-up of world-class museums in Cincinnati, the National Underground Railroad only opened its doors back in 2004.

In fact, the institution is one of all-new breed of so-called ‘conscience’ museums in the country, attempting to confront the nation’s darker past, chronicle raw and often sobering historical episodes, and get visitors thinking.

Here, the focus is on slavery, and even the museum’s location, right on the banks of the Ohio River, holds significance as the spot where escaped prisoners would hold up while making for the freedom of Canada in the north.

The collections contain films and relics from the abolitionist years, along with a haunting slave pen installation – one of the few surviving examples in the United States.

### DON'T FORGET!

#### Ohio Chapter Blessings Bags Project

To contribute, look for the camouflaged box with the flag on it.

It's located at the registration table.