



Due to technical issues, there is a change in the voting instructions. Those of you who did not vote on-line for 2018-2019 officers may still do so by using the on-line voting process found on JAWPONLINE.ORG. You can vote using the computers in the business office or in the Flash Office (Board Room 3 on the Mezzanine) or there are paper ballots available at the registration booth. The Executive Office staff will be available to assist with log-on issues. **All votes must be cast by 1:30 pm on Tuesday, June 19th.**

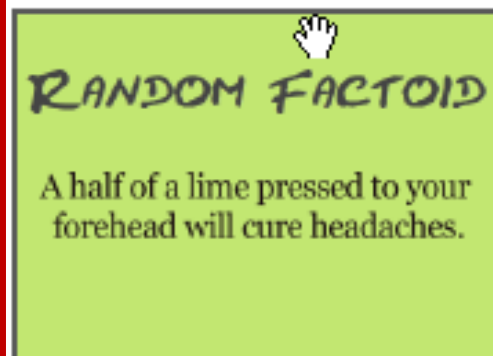
PLEASE CAST YOUR VOTE.

The Cincinnati Zoo

One of the top zoos in the nation, the Cincinnati Zoo & Botanical Garden is 140 years old, the second oldest zoo in the United States and one of the top Cincinnati attractions. It houses over 2,000 animals spanning 500 species from around the world. Address: 3400 Vine St., Cincinnati, Ohio 45220, Phone: 513-281-4700

IN THIS ISSUE

Vote	1
Fun Things To Do In Cincinnati	2
Seven Secrets to Become the Leader You Never Thought You Could Be	3
Ashland University Founders School	4
Did You Know?	4
District Meetings	4
Creating Connections with Customers	5
Using Improv Technics to Create Insanely Great Ensembles	6
Diversity Works	7
Ohio Chapter Blessings Bags Project	8



Seven Secrets to Become the Leader You Never Thought You Could Be

Presenter Josh Davies of Center for Work Ethic Development

By Steve Corwin

POINTING IT OUT – Josh began by having us point out the problem with identifying who the leaders are in the room. We were instructed to point to one person at our table who was the leader. Josh noted that change was also at all our tables. No one pointed to themselves and yet in today's change a minute pace we all need to be leaders. By 2030 half the jobs will be new ones that haven't even been invented yet.

There would be five new leadership books published in the hour that Josh presented to our group. So really there are no secrets in an industry that already has well over 200,000 book titles covering it. Instead, Josh wanted us to focus on seven core things that would help us become the leaders that we all need to be.

Setting the stage for Josh to reveal the first of the seven "secrets" he asked us to write down the percentage that we felt others would complete a task based upon four words that they might respond to our request with: definitely, probably, possibly, and maybe. The word definitely got a range of answers from 98% to 5%. This pointed to our need to have a shared definition of leadership. Josh defines it this way, "The journey each person takes to better provide vision and inspiration to others."

1 RAISE YOUR EXPECTATIONS – People fail not from setting their goals too high, but rather from setting expectations too low and then achieving them. Josh illustrated this by comparing El Cheapo Gas (yes there really is a chain called this in Texas) with QuikTrip. All the negative stereotypes of convenience store work are attached to El Cheapo, but QuikTrip has stood the model on its head and is a valued place to work. They are in the Forbes Top 100 Places to Work poll.

2 AUTHENTICITY – What people really want is authenticity and value. We judge others on their actions and ourselves on our intentions. To leverage the first of those seven goals Josh asked us to draw a happy, moderate, or sad face to illustrate what our thoughts about our own leadership abilities were. In a group of 100 people, research suggests that 25% would view themselves as excellent and good leaders represented by the happy face. Another 25% might perceive themselves to be poor leaders represented by the frowny sad face. The other 50% would believe they are neither the best nor the worst leaders represented by the moderate face with neither a smile or sad cast to it. Continued on page 3



Seven Secrets to Become the Leader You Never Thought You Could Be continued from page 2



The other 50% would believe they are neither the best nor the worst leaders represented by the moderate face with neither a smile or sad cast to it.

After we had exchanged the papers we drew faces on with at least 3 different tables no one could tell whose paper and face they held. Then we were asked to stand according to the face drawn on the piece of paper we held. Nearly the entire room stood up when Josh called on those holding a paper with a happy face drawn on it.

3 MONOTASK – Multitasking actually drops your IQ by 12 points.

4 EMBRACE FAILURE – Failure must be seen as a learning experience. Sometimes it is just because people are not ready yet and you need a new way to have them embrace the message, the goal you are trying to achieve.

5 CHANGE YOUR CONTEXT – See things differently. Share how you can share wins, victories, to create win-win services.

6 TRADE SCREENS FOR FACES – Get off your phone and computer screens and engage people face to face. 93% of the interpretation of communication of words is up to the receiver and only 7% is based on the words themselves. Face to face communication is actually more efficient at conveying the meaning of words. This made me think about the success or lack thereof with training initiatives and policy memos. We would like to think that online is an efficient way of providing training and it does save money, but if the retention suffers or behavior does not change, perhaps face to face would have done more to accomplish the goal than staff staring at computer screens.

7 FOCUS ON WHAT MATTERS – Fall forward and fail forward. Failures can help us see what we need to do, change, or improve to reach success.

All in all, a very good keynote to help us all move forward in our work in an intentional way, mindful way, and with belief that no matter what our title is we all can and should be leaders regardless of our roles.



Ashland University Founders School of Continuing Education CEUs Offered

In conjunction with the Ohio Chapter of IAWP, Ashland University Founders School of Continuing Education, Ashland OH, is offering CEUs for attendance at this year's Workforce Development Conference. In order to receive credit, you must sign in on the sign-in sheets at each workshop that you attend. The CEU order form is available at the registration booth. The cost to receive the CEUs is \$10.00. The form and payment (either cash or check) should be given to the staff at the registration booth. The form and payment (check only) may be mailed to the International Association of Workforce Professionals at the address on the form. If submitted in by mail, the form and payment must be received by IAWP on or before Friday, July 6, 2018.



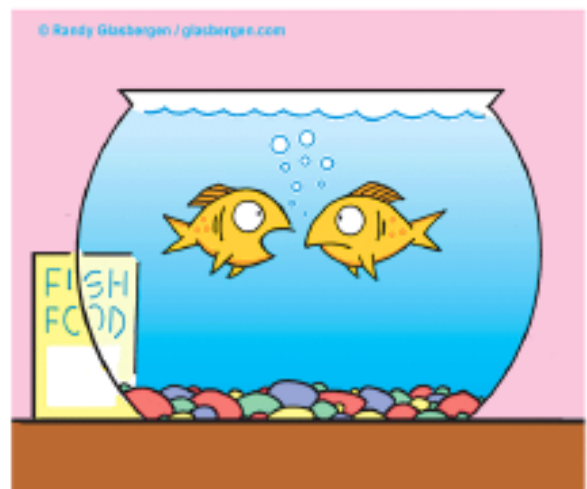
DISTRICT MEETINGS

Monday, June 18, 5:15pm to 6:15pm

District I Room 652 (CT, DE, ME, MA, NH, NJ, NY, RI, VT)	District II Salon f/g (DC, MD, NC, PA, SC, VA, WV)
District III Caprice 2/3 (AL, FL, GA, MS, PR, TN, VI)	District IV Pavilion (IL, IN, KY, MI, OH, WI)
District V Pavilion (IA, KS, N, MO, NE, ND, SD, WY)	District VI Boardroom 4 (AZ, AR, CO, LA, NM, OK, TX, UT)
District VII Salon M Emerald Bay 1 (AK, HI, ID, MT, NV, OR, WA)	District VIII Boardroom 3 District 8 - Emerald Bay 2 (CA)

DID YOU KNOW?

Did you know that Cincinnati is famous for chili? Right now, there are over 140 chili restaurants in the city, all with their own unique takes on the familiar favorite.



"If you vote for me, I promise better housing, more food and prettier stones!"

Creating Connections with Customers

Presented by Amber Drake

By Erving Strickland, North Carolina



Everyone is our customer. When we interact with individuals who are seeking our help, we need to connect with them. Amber presented a comprehensive program with several innovative ideas and techniques to overcome barriers to communication. Connections are typically done with baby steps, by making small deposits of trust. We have to be cognizant that everyone has an unknown story and we have to find similarities to build rapport. Creating connections is an on going learning process.

Amber led an interactive session that was lively and entertaining. We were introduced to the Ladder of Inference, which helps us to see where our own thoughts take us from our past experiences and now we might scale back to learn from the customer. We were introduced to a new way of how our body language impact communication. Most of our communications are non-verbal. We learned a great acronym to teach us how to create trust with customers: SOLER. It stands for Squarely sit facing the customers; Open posture (no folded arms); Lean towards the customer to show your interest in them; Eye contact to show you are paying

attention to them (maybe inappropriate in some cultures); Relax to put the customer at ease.

Amber incorporated participants' comments into her material to build rapport with us as her customers. One offered a wise saying, "We live in a microwave world, but we need to serve our customers in a non microwave manner." She expounded on it to convey that we want everything right now and our way. When it comes to customers, it is best to go slowly and build the relationship. Heat the oven and when its ready put the food in, let it cook slowly, and when it comes out of the oven it will be nice and tender. If we take the time to treat our customers that way our interactions will be more positive and accomplish more.



CREATING CONNECTIONS WITH CUSTOMERS

caprice 1/4

Amber Drake
Oregon Employment
Department



Using Improv Technics to Create Insanely Great Ensembles

Presented by Russ McMahon, University of Cincinnati

By Taddesse Tesemma, Maryland Chapter



From the outset, Russ acknowledged that this was his first time speaking to a non-technical audience on the topic. He promised that he would be up to the expectation of this unique audience. Russ shared how the idea of using Improv in creating ensembles came about. He then defined “What is Improv (Improvisation)”. According to Russ, Improv is about: creativity, relationships, and cooperation. It is a bit like tap dancing on jello where you are not always sure where to begin or where it will lead you. He also elaborated the touchstones of Improv Cincinnati, i.e., positivity, vulnerability, presence, truth and playfulness. Russ underlined Improv is about team building; it is making your team look good. He said he even uses Improv in discussing sensitive and topical issues such as diversity. Russ also discussed the brief history of Improv spanning from Atellan Farce of 391 BC (north of Naples and south of Rome) to Dick Chudnow (Kentucky Fried Theatre, 1984).

One other area that Russ spoke about was the Rules of Improv. He stated these rules were drawn from the book titled “Lessons from The Second City”:

- Listening
- Yes, And
- Create an ensemble
- Co-creation
- Having a willingness to change
- Using failures to become better
- Follow the “Follower” (who becomes the leader)

Russ emphasized that ensemble is not about recreation it is rather about co-creation. Russ also made the comparison between teams and ensembles where in a team, members compete against each other for a position where in ensembles, members support each other. In ensembles, members are cohesive, and all are equals helping to ensure smooth succession of leadership. He also pointed out the critical role “Yes, And” phrase plays in building a positive story by staying away from the “no” statement. In Improv, building on the story is a key element. Story continued on page 7



Diversity Works

By Alan Crawley- Maryland Chapter



Grant Axtell was an inspirational speaker. His message was both powerful and motivating. Grant spoke about diversity and how it affects the worksite. He expressed that one often wonders how we can ensure our standards and rules

include everyone. Grant provided an opportunity during the breakout for everyone to learn more about diversity and choices affecting it. It became very apparent through these different exercises that there is so much to learn about ourselves and others. Diversity can be a wonderful thing if we give everyone a chance to be included in the process.

We are a melting pot of people, and should realize that we give up some individuality to become this vast collection of talent. Diversity is necessary to ensure we include core values and insight. These values are needed to make the workplace more appealing and effective. My biggest take away is realizing there is much more training needed in regards to Diversity. The Diversity Works workshop is a great tool to utilize for personal growth and change.

DIVERSITY WORKS

salon f/g

Grant Axtell
*Oregon Employment
Department*

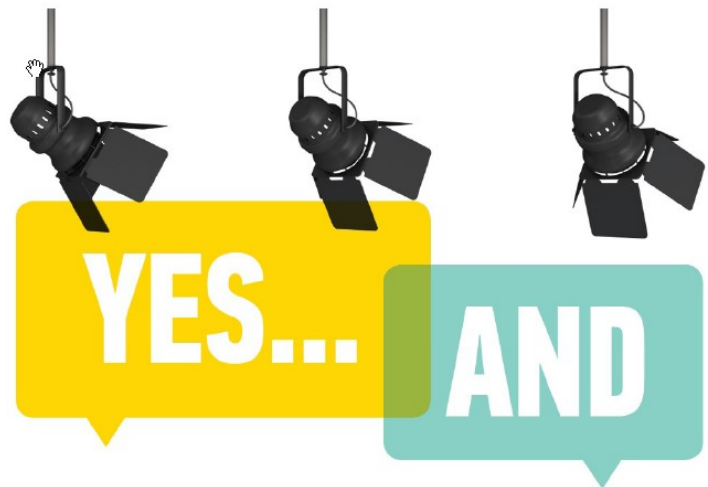


Using Improv Techniques to Create Insanely Great Ensembles—continued from page 6

Hence, asking questions is extremely discouraged in Improv since it has an adverse effect interrupting the story which is being built. Participants in Improv should always stay away from telling their stories because it has a similar impact like asking questions.

Russ led a creatively blended workshop of Power-Point presentation and game playing. The exercises/games were lively, entertaining, inspiring, and extremely participatory. Above all the games were conducted in a safe zone and non-judgmental environment. Workshop attendees played a dozen

games devoting much of the workshop time to these real time experiences, including but not limited to: Count Game, Follow The Follower Game, Status Game, etc. Russ underlined that Improv is being used by leading tech companies such as Google and Twitter. Finally, Russ shared a host of literature and resources on Improv. Indeed, Russ lived up to his promise of making the workshop relevant to this unique audience. Thank you Russ for the excellent job you did! Way to go!



THE FLASH:

Official News of the Workforce
Development Conference
Volume 72, Issue 2

Editor in Chief:

James Thomas—(CA)

Co-Editors

Jenny Yarian-Scalpelli—(IN)

John Habig—(IN)

Steve Strain—(OR)

Reporters:

Cheryl Brown

Terri Pasternik

Steve Corwin

Photos:

Steve Corwin

The FLASH is published during the Workforce Development Conference under the guidance and director of the International Association of Workforce Professionals Executive Director. Items in this publication may not reflect any official position of the Association or its members.



Every contact we have with a customer influences whether or not they'll come back. We have to be great every time or we'll lose them. – Kevin Stirtz

TIME	ACTIVITY	ROOM
8:30—9:45	General Session	Pavilion
9:45—10:00	Break	
10:00—12:00	Extended Concurrent Sessions	Refer to Program
12:00—1:00	Lunch On Own	
1:00—2:30	Concurrent Sessions	Refer to Program
2:30—2:45	Break	
2:45—4:30	Concurrent Sessions	Refer to Program
4:30—5:00	Afternoon Brain Break	Pavilion
5:15—6:15	District Meetings	Refer to Program



MONDAY, JUNE 18 SCHEDULE

Ohio Chapter Blessings Bags Project

Bring us your unused grooming products

While we are here this week, the Ohio Chapter will be collecting hygiene items for Veterans' Blessings Bags. On the registration table is information about the bags. This information includes what is included in the bags as well as the purpose. The Stand Down is sponsored by the Dayton VA Medical Center and Volunteers of America. Stand Downs

are typically one to three day events providing services to homeless Veterans. Each bag contains at least a toothbrush and toothpaste, razor, comb or small brush, soap or body wash, deodorant, and shampoo. Other items that have been donated in the past are wet wipes, hand lotion, band aids, shaving cream, chapstick, q-tips, socks, after-shave, cologne and perfume. Travel sizes are preferred, but all sizes of donations geared towards good hygiene are accepted. Monetary donations are also greatly appreciated. Please bring your donations to the registration table during the week to help the Ohio Chapter with this very important project!

To contribute, look for the camouflaged box with the flag on it. It's located at the registration table.

Terri Pasternik

