

About Pre-Conference Training

FEW is pleased to be able to offer additional training sessions prior to the NTP again this year. These classes will be held on Monday and Tuesday, July 7 & 8, before the actual NTP begins.

Be sure to check with your headquarters or national office to find out if your agency has planned an Agency Forum that you are required to attend so that you do not inadvertently register for a Pre-Conference session taking place at the same time as your agency's meeting. There are no refunds for on-site cancellations. (See page 55 for more information on Agency Forums.)

Connection to OPM Competencies

This year the NTP training is aligned with the Leadership Competencies defined by the Office of Personnel Management. You can identify which competency is being addressed in each session by going to page 43 and finding your session number on the Competency Connection. The following pages provide a brief description of each training session offered and the names of the trainers.

Session Availability

Some sessions have attendance limits placed on them either at the

request of the trainer or because space or equipment may be limited. Sessions will be filled on a first-come, first-served basis. It is possible, therefore, that your first choice might not be available, so you may indicate a second choice on your registration form. If neither of your choices is available, you will be notified as soon as possible. It is strongly suggested that you REGISTER EARLY.

Class Scheduling

Pre-Conference classes will be held on Monday and Tuesday, July 7 & 8. You will be able to choose from three schedule formats—2-day, 1-day and half-day.

Seven 2-day sessions on Monday & Tuesday("A" sessions)

Twelve 1-day sessions on Monday("B" sessions)

Eleven 1-day sessions on Tuesday("C" sessions)

Seven 1/2 day sessions on Monday AM("D" sessions)

Six 1/2 day sessions on Monday PM("E" sessions)

Seven 1/2 day sessions on Tuesday AM("F" sessions)

Six 1/2 day sessions on Tuesday PM("G" sessions)

As you are making your selections, be careful of potential date and time conflicts. For example, if you select a 2-day "A" session, you cannot also choose a 1-day "C" session. You may select any combination of sessions as your first choice and any combination of sessions as your second choice.

Fees

These optional classes are not included in the general tuition of the NTP. Following are the tuition rates for the three sessions being offered—2-day, 1-day and half-day. To qualify for the regular conference fees, your registration must be received (on-line, fax or mail in) by FEW by May 15. After that date, the higher rate applies.

2-day tuition by May 15\$375
after May 15\$450

1-day tuition by May 15\$250
after May 15\$300

1/2 day tuition by May 15\$125
after May 15\$150

Review the descriptions on the following pages and mark your choices on the registration form.

Building Tomorrow's Leaders Today

Enhance your skills by enrolling in one of the many excellent training opportunities in both the Pre-Conference and NTP workshops.

Join the ranks of the many successful women who have honed their skills by taking leadership roles in Federally Employed Women as chapter, regional and national officers. Join FEW and take advantage of special tuition rates.

Pre-Conference Workshops

**2-Day
Monday
& Tuesday**

**July 7-8
8:00am - 5:00pm**

A0106

The Role of the Special Emphasis Program Manager

CARROLLE A. RUSHFORD

A main objective for each special emphasis program is to work with management to identify potential EEO problems and develop workable solutions. The Special Emphasis Program Manager (SEPM) must have an understanding of anti-discrimination laws, possess good problem solving skills and be able to present alternatives to management and employees in a positive manner. This session will identify the various roles of the SEPM; explain the differences between EEO, affirmative employment and diversity; provide a barrier analysis format for analyzing workforce statistics; and provide an open forum to discuss participant questions. Special Note: This basic course is best suited for new SEPMs

A0501

Designing and Building Databases

DCG TECHNOLOGY LEARNING

This hands-on workshop will cover introductory and intermediate database concepts. Participants will learn the importance of basic database design in using Access to deal with large amounts of data. Day 1—database theory, design techniques, data validation principles, creation of tables, queries, forms, reports, and copying objects from one database to another. Day 2—principles of normalization and table relationships; how to query multiple tables, customize table designs—by setting field properties to maintain data integrity, by creating a lookup list, and by creating indexes; and how to create data access pages to share data over an intranet or internet. At the end of this outstanding two-day experience, you will have evolved from a database neophyte to a database wizard!

A0602

Re-Stocking Your Collaboration and Teambuilding Toolkit

RON CLEM
MARTY KAVANAUGH
SUSAN FERGUSON

Understanding the elements of teambuilding and collaboration and evaluating your supervisory and team skills against those elements is a major part of restocking your collaboration and teambuilding toolkit and becoming more effective. Through various experimental group activities, participants will be able to identify the major elements of effective teams and collaboration, list the strategies for successful team and individual goal setting, and discuss the essential components of team goal achievement. A role playing activity will allow participants to observe employee meetings in action.

A0603

Project Management

JAMES J. JONES
FRANK HARPER

The skills associated with project management are universally applicable and absolutely invaluable to the professional in any field and any organization. Workshop attendees will learn to determine project scope and its implication to the project shareholders and the entire organization. They will develop a comprehensive project plan, develop project estimating and scheduling skills and improve their people knowledge and skills assessment. In addition, they will improve their information gathering through effective listening and other communication skills and improve their people, resource and situational management skills. Participants will have an opportunity to apply course tools and techniques to their individual projects during classroom exercises.

A0604

The Research Is In: Proven Strategies for Leading Collaboration

JAMES TAMM

A State of California and Hewlett Foundation pilot project designed to increase collaboration within organizations documented dramatic results. Adversarial relationships were reduced by 69%, trust increased by 51%, effective communications increased by 57%, among other equally impressive results. Judge Tamm, one of the program designers and original faculty members, will guide participants through several of the program's key elements and show how they have broad applicability to anyone seeking to enhance both organizational and interpersonal collaboration. Participants will leave the presentation with immediately applicable practical skills for building collaboration.

A0605

Problem Solving for Teams

WILLIE L. CARTER

Participants in this workshop will learn how to reduce cycle time, defects, waste and rework by defining the problem, selecting key elements for improvement, identifying root causes, selecting and implementing countermeasures to prevent the root causes. Most importantly, they will be able to apply the knowledge to work-related situations. Participants will be asked to bring data describing a work-related problem and one or two problems will be selected and the class will apply the tools for a just-in-time learning experience.

A0907

An Accounting Primer

AMY BUNGERT

Whether you're considering a career change, or hoping to improve your accounting knowledge for personal or professional reasons, this basic class will provide a foundation in the concepts of accounting. Topics to be discussed include basic financial accounting, the accounting cycle, basic tax law, the concepts of government accounting, and auditing issues. At the completion of this class, participants will be prepared for basic bookkeeping activities, effective personal tax planning, and will have a grasp of the terminology and concepts of accounting, auditing and the government budget process.

Unity

Diversity without unity makes about as much sense as dishing up flour, sugar, water, eggs, shortening, and baking powder on a plate and calling it a cake.

C. WILLIAM POLLARD,
AUTHOR OF "THE SOUL OF THE FIRM"

Pre-Conference Workshops

**1 Day
Monday
July 7**

8:00am - 5:00pm

B0101

Disability Law and Reasonable Accommodation

VERONECA BURGESS

As a former administrative judge for EEOC, Veroneca Burgess has many examples of the right and wrong ways to accommodate qualified individuals with disabilities. She will point out the pitfalls and liabilities that result from an agency's failure to accommodate a qualified individual. Participants will understand the distinction between disabilities that must be accommodated and those which do not have to be accommodated. This session includes a discussion of Executive Order 13164, establishing procedures to facilitate the provisions of reasonable accommodation for the purpose of outlining the employee's rights and the agency's responsibilities.

B0102

Annual Update for EEO Professionals

GREGORY A. MOORE

The curriculum includes a refresher of all EEO rights and responsibilities, avenues of redress, EEO Counselor report requirements, advanced interviewing skills and conducting third party settlement conferences using the Negotiated Settlement Method. Workshop includes all new rules impacting the EEO arena, such as the impact of E.O. 13164 and the NO FEAR Act of 2002 among others. The skills received in this workshop satisfy multiple executive core qualification standards and provide the necessary information for the annual certification requirements identified in the EEOC MD 110 for EEO professionals.

B0120

My Leadership Role and Your EEO Perspective

JEANETTE S. HITE

The work environment is becoming a more competitive and increasingly diverse workplace. It is also becoming an environment where there is less tolerance for conflict and disputes. This workshop introduces a new approach to assist managers, team leaders, and potential leaders in how to prevent bias and discriminatory thinking and practices in the workplace. The session will provide an insightful forum for participants to discuss current EEO laws affecting every day functions in any work environment.

B0203

Positive InterAction Management

FRANK COY

This positive, results-oriented approach to committed job performance emphasizes responsibility, respect and adult treatment, placing job performance requirements squarely on the shoulders of the employee. Through open communications the employee is guided toward making agreements and commitments to continuous improvement, willingly choosing to transform poor or marginal behavior, conduct and performance into positive levels. All this through the effective use of positive interaction principles and techniques. By incorporating positive feedback, coaching, mentoring and recognition into routine performance discussions, leaders build a true partnership.

B0304

Writing Statements of Work (SOW)

J & K ASSOCIATES

The majority of government contracts include a statement of work (SOW), which forms the basis for successful performance by the contractor and effective administration of the contract by the government. The SOW specifies what the contractor will be required to perform. A well-written SOW enhances the opportunity for all potential contractors to compete equally and serves as a standard for the contractor performance under the contract. This workshop prepares contractor representatives and people who want to contract for services to develop a clear SOW.

B0605

Creating a Blueprint for Leading Change

JOAN DE SIMONE

This seminar explores several dynamics of the change process: physiological associations with "change," attitudinal perceptions (modifications) of the attainability of the desired result, behavioral indicators of actively engaging in the change process, and a clear knowledge of the phases of change. But even more valuable than that, through the use of Open Space Technology, participants actually craft their future during the learning event. As a result of this totally learner-focused and highly interactive emergent design learning event, women will prepare—in real time—for leading change.



**1 Day
Monday
July 7
8:00am - 5:00pm
(continued)**

B0707

Conflict Management

MARC DE SIMONE

Conflict can destroy good working relationships and make the workplace a terrible place to spend eight hours a day, five days a week. This seminar unlocks the secrets of managing conflict in even the most hopeless cases. The principles taught in this course have saved careers, marriages, and probably even lives. Once one discovers the way to effectively manage conflict, wonderful things begin to happen. Participants will learn to manage conflict by examining and dealing with the underlying issues, by working through the stages of conflict intensity and by evaluating their own behavior in conflict situations.



B0606

Creativity Clinic for Managers, Supervisors, and Team Leaders

DCG TECHNOLOGY LEARNING

This one-day clinic has been designed by a national trainer and speaker with extensive experience in developing and conducting leadership skills training sessions. Learn how to develop your creativity and how to use it to enhance the impact of your leadership and the productivity of your team. During this session you will learn how to: cultivate your own creative thinking; consistently generate great ideas; encourage creativity among your staff; use your staff meetings to develop creative thinking and self-directed teams; motivate and reward employees; employ inventive ideas to make meetings more enjoyable. You'll be provided tools for creative problem solving and understand the value of humor and storytelling in leading and coaching.

B0808

Creative Visioning through Appreciative Inquiry

LORETTA H. RANDOLPH

Appreciative Inquiry (AI) is a powerful process for creating possibilities for organizational direction and culture and is a way to rediscover and tap into core strengths and highest potentials of an organization. Participants will develop their self-talk in a constructive way and learn to bring out their best qualities in serving the organization. AI helps develop the goals and dreams that support the future of the organization while soliciting ideas from people throughout the organization. Attention will be given to the application of AI with large system processes like visioning and planning. By using the AI process we will share success stories and tools as well as ways to apply AI principles in the work environment.

B0909

Developing Tools for a Successful Work Style

LANA EUBANKS MCGLYINN

Participants will develop a set of workable tools and successful work styles to face the challenges of any work environment, thus increasing both personal and professional effectiveness and productivity. Individuals will examine the behaviors that have evolved from their home and family environments and how those characteristics can impact negatively in the workplace. Participants will learn from past experiences and develop positive behavior patterns for the future.

B0911

Grammar Refresher—Business Writing

DCG TECHNOLOGY LEARNING

Learn the skills to gather your thoughts into carefully worded sentences and paragraphs. Create eye-catching memos with powerful openers. Learn the most effective, concise way to structure business letters. Identify key words and phrases to give that added punch to your writing. You will learn to organize your thoughts, utilize high-impact punctuation and review content for clarity. Choose accurate possessives and use quotation marks correctly. Learn to be up-beat and to-the-point so that you can get action FAST! Convey your thoughts clearly and create documents people will want to read.

B1010

Caring Today, Planning for Tomorrow

WILMA SCHMITZ

This workshop will cover a broad array of subjects that are helpful to anyone who is a caregiver. The topics include: health issues, financial planning, legal services and pitfalls, medical issues, and housing concerns as they relate to the older adult for whom you are providing care and support. Other topics covered in the workshop will include Long Term Care insurance, strategies and techniques to help balance work and care giving, and how to differentiate needed services and resources from the maze of programs and agencies that are currently available.

The difference between a conviction and a prejudice is that you can explain a conviction without getting angry.

Pre-Conference Workshops

**1 Day
Tuesday
July 8**

8:00am - 5:00pm

C0101

The EEO Complaints Process

JULIUS CROUCH

This session will cover the current EEO Complaints Process from the complainant's perspective. We will cover the entire process from the recognition of a discrimination problem through the preparations to go to court. The early presentation will address those steps that you need to take to avoid a discrimination complaint, followed by the steps you need to take in order to address the situation without going into the EEO process. If you have to file a complaint, this seminar will give you the step-by-step action you need to take to make the process easier and to improve your chances of prevailing.

C0102

EEO for the ADR Professional

GREGORY A. MOORE

Using the Mediation Model, participants will understand areas required by regulatory guidance, such as Theories of Discrimination, Attorney Fees, Compensatory Damages, Resolution Models, and will participate in the Mediation Model as a disputant, management representative or mediator. Attendees will be introduced to ADR for issues surrounding reasonable accommodation and the impact the NO FEAR Act of 2002 could have on agency ADR programs. The skills received in this workshop satisfy multiple executive core qualification standards and provide the necessary information for the annual certification requirements identified in the EEOC MD 110 for ADR professionals providing service to Federal agencies nationwide.

C0103

Interactive Recruiting for Results

CHARLIE GARCIA

The Federal workforce is an aging workforce, with a significant portion of the workforce eligible to retire now or in the next five years. Today's agency workforce must reflect the diversity of the public it serves, but most agencies have severe underrepresentation in their most populous occupations. Many Federal recruiters believe the best and brightest of today's recruits do not want to work for the Federal government due to salary disparities with the private sector. Recruitment plans and strategies currently used by most agencies are outdated and do not attract today's best and brightest applicants. This workshop provides planning and implementation strategies that can be used to develop a more effective recruitment process which meets current agency needs.

C0104

Workforce Diversity and Generational Differences

MARC DE SIMONE

Imagine working in an environment which honors differences and leverages diversity to organizational advantage. Managing diversity means leading all of our people toward a high standard of acceptance and respect for others, which leads to higher productivity, less conflict, and recruiting and retaining a high quality workforce. After completing this workshop, participants will be able to lead an inclusive workforce, which maximizes each person's talents.

C0205

Doing More with Less

DCG TECHNOLOGY LEARNING

Participants will examine the impact change has made on them, their workplace, and their organization. Identify your usual response to change, examine new, exciting ways to reach solutions, and share your experiences and results. Today's mantra of doing more with less will be incorporated into possible solutions. The workshop will cover the 5 steps to examine work processes keeping in mind the interaction between the individual and coworkers and the impact on the organization. Learn how to take the necessary steps to streamline, employ new methods, and innovate.

C0306

Contracting Officer's (Technical) Representative Refresher Training

J & K ASSOCIATES

This refresher course is designed to update training for Contracting Officer's Representatives, Contracting Officer's Technical Representatives, Technical Officers and Project Officers. This course reinforces initial COR/COTR training and prepares the COR/COTR to assist the contracting officer in the administration of contractor performance.



**1 Day
Tuesday
July 8**

**8:00am - 5:00pm
(continued)**



C0607

From Goodness to Greatness: Principles of Goal Setting

MICHAEL A. DELLINGER

Most people don't plan to fail; they just fail to plan. This session addresses this need and offers a time proven method to get things done. The difference between goodness and greatness is that the top 3% have written and specific goals. The top 10% have mental goals. Setting goals is what makes greatness possible. Participants will learn the principles of goal setting, will develop plans and learn how to transfer their skills to others by the use of triads. This trainer's sessions are lively and entertaining. In 30 years of presenting seminars and teaching college classes, no one has ever fallen asleep or read a newspaper in this class.

C0608

From Management to Leadership: Moving to a Higher Level

CATHY ALPER

What is the difference between a manager and a leader? How do you inspire your people to excel to the best of their abilities? How do you communicate your vision? This session will provide the participant with the tools to identify the evolutionary process from management to leadership and will lead them to build their strategic vision and develop their own personal development plan. Participants will be led through a process of understanding the need for strategic vision, learning the components of a vision, and developing a personal strategic vision. The session will also include an exercise exploring communication styles using the DISC model.

C0609

Strategic Planning

JIM CARMACK

Success in today's environment requires that leaders have the ability to create a vision of an organization's future direction as well as the course required to get there. Correct strategic focus remains the single most important element in an agency's success. Participants in this interactive session will discuss various organizational system models, how to conduct an "environmental scan," and the steps to create a strategic plan. Learn the organizational roles in planning and execution, develop a high level strategic plan, discuss the critical steps to communication and building support, and ways to "stay the course." High Involvement Work Systems provides lifetime telephone consulting to all clients and participants in their workshops.

C0710

Professional, Practical and Powerful Presentations

BRUCE CLARKE

During this delightful session, participants will learn first hand the do's and don'ts of presenting practical, professional and powerful presentations to various audiences. Topics will include dealing with desk-side briefings, flipping out over flip charts, catastrophic computerized presentations and seeing your way through transparencies and overheads with finesse and grace. This training session will take the participant through the entire process of presenting, from preparing the greeting of the day to the closing comments and salutation. This inspiring session is designed for both the novice and the skilled presenter.

C0711

Is Everyone Else Around Here Crazy, or Is It Just Me?

BOBBE SOMMER

Why are some organizations innovative in their response to adversity while others offer only ineffective, dispiriting non-solutions? The larger question is how people working for a large, complex organization can maintain their spirit and build and sustain a sense of camaraderie and common purpose. It does not take an attack by terrorists to make workers in such an environment feel as though they are surrounded by madness. The purpose of this seminar is to provide participants who may be team members, team leaders, supervisors and managers with a tool kit to counter the negative effects of a bureaucratic system that is resistant to change.

*We do not see things as they
are, we see things as we are.*

THE TALMUD

Pre-Conference Workshops

1 / 2 Day

Monday

July 7

8:00am - 12:00pm

*You can't build a reputation
on what you intend to do.*

LIZ SMITH

D0113

The Present and Future of Federal Affirmative Employment

JOHN JONES

Federal Affirmative Employment Programs have been mandated by law and regulation for more than 30 years. During that time, agencies have made significant progress in eliminating attitudinal and systemic barriers that had denied equal employment opportunity to minorities, women and persons with disabilities. Despite the progress, statistics show that these targeted groups remain underrepresented in the senior management ranks and in major career fields in most Federal workforces.

D0114

Understanding Compensatory Damages

JULIUS CROUCH

This class is a look at the basics of compensatory damages as a part of the EEO equation. It will provide employees with the knowledge to acquire compensatory damages as a part of the EEO process. It will cover what is compensable, steps to document and verify your losses, and those techniques that must be used to support your damages.

D0215

Creating a Motivational Climate

FRANK H. (JOSH) STROUP

This session uses current research about what employees want in today's workplace to provide practical strategies that don't cost money and fall within the authority level of almost any manager/supervisor to implement. Successful participants will be able to redefine their role as creating the right climate vs. changing their people. They can then select motivational strategies most appropriate for use with their staff, give written and verbal positive feedback with more impact on staff, and create a plan for informally recognizing good performance.

D0616

Leadership Skills for Future Leaders

MAXINE E. SMITH

Do you often find it difficult to understand the behavior of people around you? Is your team held captive by one or more incredibly dysfunctional workers? Group dynamics become organized around the lowest common denominator, which then dominates the focus and intent of the entire group. This session will teach you how to be an effective leader, plan your leadership style, develop your listening skills, how to build a supportive network, and motivate employees. This workshop is targeted for secretaries, office automation specialists, administrative specialists, program assistants and others in similar jobs who want to move into leadership positions.

D0617

Transforming Organizational Culture

REGINALD TAYLOR

What is the culture of an "Employer of Choice" and how does your agency measure up? How do you get the commitment of your management team to create an "Employer of Choice" culture? The person who has the greatest impact on retention is the direct manager or supervisor of the employee. And yet, many managers do not understand the impact their behavior has on the environment their people work in, or how to create an environment where people want to perform at their best. Integrate a range of learning instruments and 360-degree assessments into an ongoing process of organizational transformation.

D0718

It's a Jungle Out There

LAWRENCE GARDNER

It's a Jungle Out There is a highly entertaining and engaging workshop on identifying, profiling, and utilizing the "emotional ecology" of group dynamics in order to develop and maximize effective strategies. Set in the jungle, you will discover and recognize why your individual traits and talents are necessary to optimize positive results in both your personal and professional relationships.

D0719

Influencing Leadership: Skills Essential for Those Who Lead

NANCY J. LEWIS

Leaders, who truly inspire, empower, ignite and respect people, are those who influence others. They have the ability to persuade by sharing their vision and developing those around them to move the vision forward. In order to enlist the help and support of others, you must be credible, courageous and confident. How do you get others to buy into your ideas? How do you get those around you to understand that influencing leadership is an essential skill to grow and develop those in your agency? This interactive session will examine those key points and others. Attendees will leave the session with strategies they can use immediately to enhance their ability to influence those around them.

**1/2 Day
Monday
July 7**

1:00pm - 5:00pm

E0101

Pins and Straws

BRUCE CLARKE

Learn first hand the dynamics of group interaction, stages of group development and the application of diversity as the participants attempt to accomplish a simple task with others in the workshop. This enjoyable, interactive learning session will stimulate the concepts of teamwork, diversity, dialogue, cross-cultural communication and aid in breaking down the barriers to misunderstanding and miscommunication. It will assist in seeing through the fighting and bickering that is normally associated with groups as they face time constraints, personal agendas and personality conflicts while attempting to accomplish a task.

E0602

Providing Quality Customer Service

FRANK H. (JOSH) STROUP

The content of this program goes beyond "people skill" issues and addresses the management issues involving customers, internal systems and employee performance. Identify the specific service measurements that are valued by agency customers; select methods for gathering that information and sharing it with employees; identify, remove or minimize barriers to service inherent in an agency's internal systems; and implement specific steps to improve flexibility in dealing with customers, to develop ways to deal with poor performance and to recognize good performance. In this highly interactive session, attendees will participate in a series of exercises allowing them to apply new concepts and insights to their own service operations.

E0704

Getting to Yes—Consensus Building

CATHY ALPER

Imagine this: The session has been going great; the participants are engaged; significant progress is being made. Suddenly, without warning, a major disagreement erupts. While some are vehement about one position, several people take an opposing stand; still others believe the entire discussion is a waste of time. Voices get louder, people stop listening, others check out. This session will equip you with a clear understanding of the three reasons people disagree, three methods for establishing a consensus-focused process, and five techniques for getting to yes when disagreements occur.

E0805

Am I Mentor-Ready?

VERNA FORD

Are you on the radar screen of agency leaders and decision-makers? Do managers think of you when they are selecting people for challenging and high visibility assignments? Find out how to place yourself in the "high potential" category in the minds and plans of your agency's most influential people.

E0806

Connecting with Success: Building Your Network

NANCY LEWIS

In today's turbulent times, building relationships and connecting with others is vital to your career and personal success. It is not about who you know, but rather who knows you and what they know about you. When you meet new people, how do you know you have connected with them? Do you know how to work a room effectively? Do you know the important elements essential to building a strong solid network? Building relationships requires the ability to communicate clearly and listen to others. It is not about what you can get but rather how you can give and who you can assist. A strong and vital network is critical to climbing the ladder of success in your agency.



E1007

The Power of Our Amazing Mind

JOYCE DUCO

To understand the power of our amazing mind is to understand the unlimited potential we have to take charge of our life! Attendees will learn to use this magnificent, sophisticated computer to transcend the barriers which keep them from getting what they want out of life—success, prosperity, good health, realization of their life-long ambitions. Everything you see that is not put there by nature is the result of you using your mind.

Pre-Conference Workshops

**1/2 Day
Tuesday
July 8**

8:00am - 12:00pm

F0101

Conflict Resolution: Multi-Cultural Considerations

JAIME SANTIAGO
TERI M. HADDAD
H. VINCENT FORD

Participants will be able to determine the cultural filters that escalate normal tensions into conflict; identify personal cultural filters that impact on perception; apply a conflict resolution model that incorporates and anticipates cultural filters; and reduce tension to diffuse conflict situations and develop solutions. A small group activity utilizes a Harvard Business Review case study to illustrate perceptual differences. Video-based and interactive case studies will be used to enhance the participant's ability to apply learning to practice.

F0102

EEO Issues for Managers

VERONECA BURGESS

This workshop will provide participants with a knowledge of the pitfalls for management when they don't take swift and appropriate action to correct a hostile work environment and a knowledge of the benefits of documenting employee conduct and performance. The benefits of mediation will be discussed as well the NO FEAR Act of 2002 and its impact on the Federal workplace.

F0203

Operating Like a Business in the Public Sector

STU MCGHEE

Why doesn't government act more like a business? In these days of budget cuts and doing more with less, it is imperative to know how to identify and develop a market for new products and services for exchange or sale to other public sector organizations. Learn how to create an entrepreneurial spirit. Look at the differences between private and public organizational structures and how they affect the government's ability to function as a business. Learn to use private sector tools to measure the efficiency and effectiveness of your business operations. High Involvement Work Systems provides lifetime telephone consulting to all clients and participants in their workshops.

F0604

Leadership Effectiveness Inventory

GARY DZUREC

A decade of budget cuts, hiring freezes and downsizing has taken a toll on the government's workforce. Half of all federal workers will be eligible to take regular retirement or an early-out over the next five years. The impact is especially severe at the top leadership level where 45 percent of the Senior Executive Service will be eligible to retire by FY2005. As the federal model for leadership competencies, the Leadership Effectiveness Inventory (LEI) can help agencies address these succession planning challenges in a comprehensive, affordable manner and help individuals prepare for leadership roles.

The greatest thing in this world is not so much where we are, but in what direction we are moving.

O.W. HOLMES

F0605

Managing Multiple Priorities

MARION STEVENS

As we struggle in a work environment of doing more with less, it becomes more important every day to make every minute count. This seminar will offer you easy-to-live-with strategies that will help you manage the need to be in two places at one time while learning the basics of time management. Just a few of the topics included are: time management basics (planning, scheduling, etc.), delegation, and how to avoid time wasters such as telephone interruptions, email and inadequate planning. Exercises which are both fun and meaningful are sprinkled throughout this workshop with time for questions and answers.

F0706

The Laughing Leader--Humor in the Workplace

JANIE WALTERS

Laughter is a natural human expression. Sometimes we laugh when things are funny and sometimes when things are not so funny. Stress, over-commitment of time and lack of sleep are primary reasons for chronic seriousness resulting in a lack of creativity, low morale, and low productivity. At the close of this session, you will have new ideas for adding laughter to the workplace and will be able to demonstrate the use of laughter as a technique for leading people through workplace challenges such as conflict resolution and change management. You will learn to apply laughter in team settings to encourage fellow workers and build team spirit.

F0707

Your Connected Self

RIC GIARDINA

Human beings cannot help but create community, but all too frequently it happens unconsciously. The results of an unconsciously created community are often a lack of aliveness, a deficiency of heart, and the absence of authenticity. These are not environments where people feel supported and are likely to grow. This interactive presentation will assist you with the transformation process, producing immediate results.

**1 / 2 Day
Tuesday
July 8**

1:00pm - 5:00pm

G0201

Succession Planning

NANCY WHITSEL

The right succession plan can ensure the continued success of the organization, contribute to continuity, consistency, and steady progress, and create a system for individual growth and promotion. Workshop topics will include: the requirements of a good succession plan; how to develop and implement such a plan; how to develop business analysis and staff assessment questionnaires to use in succession planning; and succession timelines which include a recruitment plan and a development plan for present staff.

G0602

Time Management Just for You

MARION STEVENS

The Personality Based Time Management Seminar will help clear away the rules and rhetoric and offer you easy-to-live-with strategies that will benefit everyone from the compulsively organized to the totally disorganized, in an entertaining and enlightening environment. This workshop offers practical solutions to everyday planning situations in business and at home with meaningful and enjoyable exercises. Just a few of the topics included are understanding the impact of your personality on your time management style; time management basics such as planning, scheduling, dealing with procrastination; and issues of control.

G0703

Everyone a Facilitator

REBECCA BIRCH

Why do so many of us complain that "Meetings keep me from doing my work?" The simple answer, regrettably, is that meetings are called without clear purpose and understanding of the products that need to be developed. Rarely do groups use structured processes to help them organize their meetings, resolve team conflicts, and arrive at thoughtful innovative solutions. Participants in this workshop will learn how to cure those ills—and much more.

G0704

When Your Blood Starts Boiling Don't Let it Cook Your Goose

JANIE WALTERS

The results of unmanaged anger are seen in our private lives and are notorious in the public arena. The information covered in this workshop can be applied on the personal and professional levels. Anger is a universal emotion and few people are ever taught to manage it. This is a highly interactive workshop including role-playing, team assignments and lots of humor.

G0805

Creative Vision

JOAN DE SIMONE

This powerful learning event gives individuals the tools they need to make their positive vision of the future a reality. Not just another feel good seminar with more fluff than stuff, this entertaining and informative learning process walks you through the process for turning Dreams into Reality. Participants will discuss the importance and power of vision; use guided imagery and neuro-linguistic programming to create their vision; and write a vision statement that is specific, measurable, and realistic—showing them how to make their vision happen.

G1006

Caring Women: The Good Daughter Syndrome

WILMA SCHMITZ

The responsibility of caring for aging family members often falls on adult daughters who must balance the demands of family and career with the demands of providing long-term care for their aging family members. Participants in this session will discover ways to set limits, understand their options and locate appropriate help and resources. They will be empowered to become proactive caregivers for their older family members while planning for their own future long-term care needs.

