

### EDUCATION TRACKS

LEADERSHIP DEVELOPMENT

WORKFORCE INNOVATION

WORKFORCE SKILLS DEVELOPMENT

WORKFORCE BEST PRACTICES

NETWORKING

### SUNDAY JUNE 16, 2019

#### REGISTRATION (8:00 AM-5:00 PM)

*IAWP staff is ready to help!* Stop by the registration desk to pick up your conference materials and anytime you need information, directions or assistance.

#### INNOVATION DISCUSSIONS (10:00-11:30 AM)

##### WORKFORCE INNOVATION

Join colleagues for an opportunity to network and share ideas about specific topics and programs.

1. **Employment Services: Career Services** - Join colleagues who work with job seekers to discuss new technology tools, and resources.
2. **Employment Services: Business Services**- Join others who work with businesses to learn about what is happening in other states.
3. **Unemployment Insurance** – Join your fellow unemployment insurance professionals in a discussion about current trends and innovations.

#### MEET AND EAT NETWORKING LUNCH (11:30 AM-1:00 PM)

##### NETWORKING

Continue your conversations from the morning workshops over lunch. Meet appointed representatives for a quick trip over to restaurants all within walking distance of the hotel and ready to serve you. ***This is a no-host event.***

#### WORKSHOPS (1:00 – 4:30 PM)

#### CULTURE MATTERS: MANAGING UNCONSCIOUS BIAS

##### LEADERSHIP DEVELOPMENT

***Grant Axtell, Oregon Employment Department***

This highly interactive half-day workshop is designed to help individuals enhance their cultural awareness and understand the effect of unconscious bias on workplace performance. Practical strategies for improving performance when working across cultures will be given. Participants draw upon research-based findings to improve their self-awareness and to develop the first steps to relating and working with cultural intelligence.

#### Learning Objectives

- Increase awareness of their own cultural identities
- Understand the source of unconscious bias and its role on how they interact and work with others
- Develop strategies to combat bias and to use differences to improve intercultural performance.

*Joining the Talent and Organization Development Team in 2004, Grant Axtell is Talent Development Partner at the Oregon Employment Department, a state agency of over 1200 employees. He and his colleagues develop, design, and deliver agency learning including leadership, career, and professional development opportunities to both staff and*

managers. Grant holds degrees in public policy and administration and speech communication from Western Oregon University. His areas of expertise include customer service, leadership development, generational diversity, and facilitation. Grant is an active member of two professional organizations: Association for Talent Development (ATD) and International Association of Workforce Professionals (IAWP). He has served as President, Director of Conference, and Director of Marketing on the board of the ATD-Cascadia Chapter serving Oregon and SW Washington. Grant currently serves as International President of IAWP.

## CAREER DEVELOPMENT THEORIES: THE WHO, THE WHAT AND THE HOW

### WORKFORCE SKILLS DEVELOPMENT

**Amber Drake, Oregon Health Authority**

For as long as there have been “Help Wanted” signs, theorists have long studied career development influencers such as self-concept, personal interests, decision-making skills, etc. to hypothesize why people seek (or don’t seek) employment opportunities. From these studies, one underlying truth remains constant...there isn’t a single theory that perfectly explains every job seeking situation. And from this truth, we learn that career development theories have a place within the job search landscape.

In acknowledging their contributions, workforce professionals can create customer-centric and demand driven experiences to help their customers learn more about themselves, learn more about the World of Work, and ultimately, help move them from where they are to where they want to be.

#### Learning Objectives

- Explore several different career theories and their key factors
- Explain the value of incorporating career theory into the job seeking experience
- Identify how to integrate career theory concepts and tools into customer interactions

*Amber “The Diva” Drake is known for her passion! With a degree in Speech Communication, coupled with over 20 years of training and recruiting experience in both the private and public arenas, she believes in the public labor exchange system! Having been both an employer and a job seeker, she has recruited for talent and has searched for her next opportunity. She understands the stories of those she serves and works to ensure their voices are represented so all sides of the equation are supported. Overall, her favorite place to be is in the background. In witnessing the \*spark\*, that moment when her customer sees “the big picture” and everything starts to fall into place for them, she knows she was just part of something extraordinary. Her passion is helping others find their fabulousness, watching them master new skills and then doing something incredible with them!*

## BRAIN BOOST (4:30 – 5:00 PM)

### NETWORKING

Join your colleagues to share your learning from the afternoon in a quick, interactive session as well as see who wins the prizes for the day (attend an innovation discussion, general session, or workshop for a chance to win). Also, learn about any evening events and schedule updates for the next day.

## MONDAY JUNE 17, 2019

### REGISTRATION (7:30 AM-5:00 PM)

**IAWP staff is ready to help!** Stop by the registration desk to pick up your conference materials and anytime you need information, directions or assistance.

### NETWORKING BREAKFAST (8:00 – 9:00 AM)

#### NETWORKING

Enjoy breakfast while networking with your fellow workforce development professionals. At 8:30, join the conference planning team as we officially open the 2019 Workforce Development Conference.

### OPENING KEYNOTE (9:00 – 10:00 AM)

#### AN INCLUSIVE APPROACH TO WORKPLACE LEARNING

##### WORKFORCE BEST PRACTICES

*Serilda Summers-McGee, Workplace Change*

[www.workplacechanges.com](http://www.workplacechanges.com)

The expectations of our workforce are rapidly changing and employers, small and large, must adapt to remain relevant and competitive. Today, employees switch companies quicker with the average tenure at an organization being 2.7 years; employees want career progression more rapidly; younger professionals are seeking greater work/life balance; and younger employees want to work with companies that have a social impact/ social justice component to its work. The workforce is also more mobile, global, highly diverse, and employees can amplify their voices in new and expressive ways. So, what can leaders do to appeal to highly selective, quality talent? Adapt!

During this keynote, we will explore the restrictive ways organizations and leaders can stifle creativity and new ways to promote accountability, authenticity, and high performance on your teams! We will explore the best and worst ways to promote a modern and inclusive workplace. This Keynote will leave you **aware** of what exclusion looks like, **empowered** to promote an inclusive work environment in their development endeavors and **prepared** to move to the next phase of inclusion development.

*Serilda Summers-McGee is the Owner of Workplace Change, LLC, a company that exists to help organizations realize workplace excellence. She is also author of the book *Change the Workgame: Building and Sustaining a Diverse Workforce*, which instructs readers on the best and worst practices of recruiting and retaining a diverse workforce using case studies from Serilda's consulting experiences.*

*Prior to launching her company, Ms. Summers-McGee held previous roles as the Human Resources and Workforce Development Director for the Portland Development Commission, Human Resources Director for the Oregon Department of Education, Talent Planning Manager at Kaiser Permanente Northwest and she was the first executive director for Partners in Diversity, an affiliate of the Portland Business Alliance, where she worked with human resources departments at companies throughout the region on strategies to recruit and retain executives of color. She has more than 15 years of experience in government, higher education, and corporate environments with experience across a broad range of HR practices.*

*Ms. Summers-McGee received a Bachelor of Science degree from Grand Valley State University, a Master of Arts in Student Affairs Administration from Ball State University, and a Master of Business Administration from Willamette*

University. She is a board member of Meals on Wheels Oregon, Stand for Children, and Willamette University's Atkinson Business School. In 2014 she received the Portland Business Journal's Forty under Forty award for professional excellence, leadership and community commitment. And in 2018 she received the Portland Business Journal's Women of Influence Award for blazing a trail personally and professionally for other women to follow.

## **WORKSHOPS (10:20 AM – 12:00)**

### **CONTINUE THE DISCUSSION: AN INCLUSIVE APPROACH TO WORKPLACE LEARNING**

#### **WORKFORCE BEST PRACTICES**

**Serilda Summers-McGee, Workplace Change**

[www.workplacechanges.com](http://www.workplacechanges.com)

Continuing our exploration of the restrictive ways organizations and leaders can stifle creativity discussed during our morning keynote; this presentation will provide audience members an opportunity to further explore ways to engage with today's diverse workforce. Come prepared with your own scenarios, obstacles and opportunities to get the presenter's feedback and perspective.

No questions will be too big or too small.

*Serilda Summers-McGee is the Owner of Workplace Change, LLC, a company that exists to help organizations realize workplace excellence. She is also author of the book *Change the Workgame: Building and Sustaining a Diverse Workforce*, which instructs readers on the best and worst practices of recruiting and retaining a diverse workforce using case studies from Serilda's consulting experiences.*

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### **THE FAMILY SELF SUFFICIENCY PROGRAM: A PATHWAY TO SUCCESS**

#### **WORKFORCE BEST PRACTICES**

**Rebecca Stancil, RS Consulting**

[www.missoulahousing.org](http://www.missoulahousing.org)

**Sierra Lowney, Missoula Housing Authority**

[www.missoulahousing.org](http://www.missoulahousing.org)

During this session, attendees 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. You will leave

the session knowing the background of the FSS Program, how community collaboration is key to a successful program, and how to integrate this program in your community.

#### Learning Objectives

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

*Rebecca Stancil has worked as a Family Self Sufficiency Coordinator for over 13 years. Her focus is to provide support for clients interested in career exploration, utilizing veteran's services, credit repair, medical care, legal support and housing needs. Rebecca works constantly to inspire her clients that have experienced homelessness to find their inner courage. She has assisted in operating a successful FSS Program that has helped hundreds of clients achieve their employment and financial goals. In addition, Rebecca is a lead organizer with the Missoula Project Community Connect Events that provide a one stop shop of community wide basic needs resources under one roof for those experiencing homelessness. As a Desert Storm Navy Veteran, Rebecca is an active member of Missoula's Veterans Support Network, which provides resource information to Veterans and Active Duty service members and their families. Rebecca is an Alum of the University of Montana and has served on the Montana Chapter of IAWP's Executive Board for 4 years. Rebecca and her family enjoy skiing, camping and biking in the beautiful mountains of Montana.*

*Sierra Lowney has been coordinating the Family Self Sufficiency Program for residents of Public Housing for two years. She works to link her clients to meaningful employment and educational opportunities while decreasing their barriers to economic self-sufficiency. Prior to working as a FSS Coordinator, Sierra worked with at-risk youth which a high school setting providing behavior management and skills group therapy. She found this to be an extremely rewarding and positive experience. She is the current facilitator of the Case Managers Roundtable, a sub-committee of the Missoula At-risk Housing Coalition, which aims to provide bi-monthly trainings to area case managers and implementation of social work best practices. Sierra is a graduate of the University of Montana and serves as the Secretary of the Montana Chapter of IAWP. She regularly takes part in educational opportunities related to workforce development. Sierra is in her 12th year of marriage and is a mother of two energetic boys, Braylon age 9 and Brekkin age 3.*

## **INNOVATIVE TALENT MANAGEMENT FOR THE FUTURE OF WORK**

### **WORKFORCE INNOVATION**

**Maryanne Spatola, C3 Talent Strategies**

[www.maryannepatola.com](http://www.maryannepatola.com)

How prepared is your organization to capitalize on the opportunities and challenges the new world of work has to offer? This workshop will offer a combination of the latest research, theory and practical application on topics fundamental to innovative talent management practices in a rapidly changing complex business environment. Participants will explore a variety of ways to encourage innovative thinking about the role of talent management to optimize business performance while considering new approaches to address business challenges.

#### Learning Objectives

- Interpret information from external sources related to the general business environment, industry practices and developments, technological advances, economic environment, labor force, and the legal and regulatory environment, in order to contribute to the development of the organization's strategic plan.
- Demonstrate an understanding of the strategic relationship between effective talent management and core business functions.
- Analyzes specific business challenges involving the workforce and offers solutions based upon best practices or research.

*Maryanne has over 20 years of extensive experience in the human capital area focused on talent management, executive coaching, strategy, leadership, and organization development in financial services, information technology, education and professional services organizations.*

*Her ability to combine academic theory with practical experience enables her to help organizations create innovative solutions with sustainable results. She is on the forefront of the rapidly evolving workplace trends and brings these insights into both her work and the classroom. Maryanne is passionate about advancing the profession of human resources to become a business enabler and helping human resources professionals, at all levels, build the capabilities required for the new world of work. She accomplishes this by teaching human capital courses at New York University, speaking at industry conferences, and actively participating on various advisory boards, professional associations and non-profit Boards.*

*Maryanne earned her master's degree in Human Resources from New York University, and holds the SPHR, SHRM-SCP, MHCS, and PCC certifications. Maryanne was recognized by NJ BIZ 2018 Best 50 Women in Business.*

### **NETWORKING LUNCH (12:00 – 1:15 PM)**

#### **NETWORKING**

Continue your conversations from the morning workshops over lunch. Meet appointed representatives for a quick trip over to restaurants all within walking distance of the hotel and ready to serve you. ***This is a no-host event.***

### **GENERAL SESSION (1:15 – 2:40 PM)**

#### **THE FED LOOKS AHEAD**

#### **WORKFORCE SKILLS DEVELOPMENT**

***Blake Hastings, Federal Reserve Bank of Dallas***

In this session, attendees will learn about the role and structure of the Federal Reserve Bank and the challenges and opportunities facing our communities when it comes to the changing business environment. We will explore the phenomenon of technology-enabled disruption and what it means for the broader economy – in particular, labor markets and the workforce.

#### Learning Objectives

- Overview of the Federal Reserve System
- Inflation and Unemployment Rate and what it means for our workforce
- A look ahead at the changing demographics of the labor force – including women in the workforce and the contribution of immigrants to population growth
- Technology Enabled Disruption: How technology is and will continue to change the demand for workforce

*As senior vice president, Blake Hastings oversees Human Resources functions at all Dallas Fed offices including talent management, benefits and compensation, and diversity and inclusion. He also has oversight for the San Antonio Branch and is responsible for all Dallas Fed activities within Central and South Texas, including operating and administrative functions, and outreach activities to banks, businesses and community-based organizations.*

*Hastings is a member of the Bank's Senior Management Committee. He is a board member of Junior Achievement South Texas and a member of the SA Works Industry Advisory Council. Hastings holds a master's degree in international business and a bachelor's degree in international economics from George Washington University in Washington, D.C.*

## WORKSHOPS (3:00 – 4:30 PM)

### WHAT YOU SEE IS NOT ALWAYS WHAT YOU GET: PERCEPTIONS, ATTITUDES, & COMMUNICATION

#### LEADERSHIP DEVELOPMENT

**Rebekah Wilkes, Washington Employment Security Department**

During this session you will learn about how your perceptions, attitudes, and communication effect how you interact with co-workers, customers, and community members. Participants will be encouraged to “think outside the box” in this session. We will explore the benefits of positivity and the cost of negativity in the workplace and examine ways to be more positive. The presenter will also discuss the types of communications and the use of the SOLER technique during conversations. Finally, attendees will take a communication personality test to explore their communication styles and discuss the four communication styles for better business communication.

#### Learning Objectives

- Attendees will develop increased self-awareness about their communication styles and how that affects their interactions with others.
- Attendees will explore how their attitudes can affect their work and ways to embrace a positive attitude.
- Attendees will obtain knowledge about four communication styles and learn strategies to communicate more effectively.

*Rebekah currently works as an Employment Counselor with the Washington Employment Security Department. In this role she conducts in-depth employment counseling with individuals who are receiving Temporary Assistance for Needy Families (TANF), to assist them with developing employability skills needed to secure employment. Rebekah has over seven years of experience working in Workforce Development in South Carolina and Washington State. Rebekah has earned several Workforce Development certifications, including Certified Workforce Professional (CWP) and Workforce Professional Development Program Master (WPDP) through the International Association of Workforce Professionals (IAWP), Certified Global Career Development Facilitator (GCDF) through the Center for Credentialing & Education Inc. and National Career Development Association (NCDA), and Certified Workforce Development Professional through the National Association of Workforce Development Professionals (NAWDP). Rebekah has her bachelor's degree in criminal justice and a minor in Sociology from the University of Central Missouri and her master's degree in Youth Development and Leadership from Clemson University.*

### ARE YOU READY TO ASSESS CAREER ASSESSMENT?

#### WORKFORCE SKILLS DEVELOPMENT

**Amber Drake, Oregon Health Authority**

If career development theories work to bridge the connection between the Customer and the World of World, then career assessments are the bricks within that bridge. Assessments are powerful tools to help the Customer gather information about themselves and the World of Work. They are intended to help increase the Customer’s awareness of their likes, dislikes, talents, motivations, etc. and then help them make informed decisions regarding their career development plans. In assessing career assessments, workforce professionals can identify ways to incorporate these tools into the Customer’s overall experience.

During this interactive session, participants will:

- Differentiate between formal and informal assessments
- Recognize the basic uses of assessments and common assessment pitfalls
- Describe how to prepare a Customer for assessment success
- Identify ways on how to use career assessments to enhance the Customer's experience

*Amber "The Diva" Drake is known for her passion! With a degree in Speech Communication, coupled with over 20 years of training and recruiting experience in both the private and public arenas, she believes in the public labor exchange system! Having been both an employer and a job seeker, she has recruited for talent and has searched for her next opportunity. She understands the stories of those she serves and works to ensure their voices are represented so all sides of the equation are supported. Overall, her favorite place to be is in the background. In witnessing the \*spark\*, that moment when her customer sees "the big picture" and everything starts to fall into place for them, she knows she was just part of something extraordinary. Her passion is helping others find their fabulousness, watching them master new skills and then doing something incredible with them!*

### **GENERATIONS IN THE WORKPLACE**

#### **WORKFORCE SKILLS DEVELOPMENT**

**Grant Axtell, Oregon Employment Department**

Boomers, Gen X, Gen Y, and now Gen Z. Four distinct generations each with their own unique approach to work all cohabitating each and every day. Join us in this interactive workshop as we explore each of the generations in the workplace and how to effectively approach each as a manager and co-worker. Throughout the session we'll take a deep dive into each generation looking at the influences of each generation as they came to age and how those influences impact the values and characteristics of each in the workplace today.

#### **Learning Objectives**

- List the generations in the workforce
- Describe the influences, characteristics, and values of each generation
- Explain ways to effectively manage and work with each generation

*Joining the Talent and Organization Development Team in 2004, Grant Axtell is Talent Development Partner at the Oregon Employment Department, a state agency of over 1200 employees. He and his colleagues develop, design, and deliver agency learning including leadership, career, and professional development opportunities to both staff and managers. Grant holds degrees in public policy and administration and speech communication from Western Oregon University. His areas of expertise include customer service, leadership development, generational diversity, and facilitation. Grant is an active member of two professional organizations: Association for Talent Development (ATD) and International Association of Workforce Professionals (IAWP). He has served as President, Director of Conference, and Director of Marketing on the board of the ATD-Cascadia Chapter serving Oregon and SW Washington. Grant currently serves as International President of IAWP.*

### **BRAIN BOOST (4:30 – 5:00 PM)**

#### **NETWORKING**

Join your colleagues to share your learning from the afternoon in a quick, interactive session as well as see who wins the prizes for the day (attend an innovation discussion, general session, or workshop for a chance to win). Also, learn about any evening events and schedule updates for the next day.

### **INTERNATIONAL DISPLAYS (5:00 – 5:30 PM)**

#### **NETWORKING**

Check out displays from our international conference attendees as they share a bit about their countries, their culture, and themselves.

### **NETWORKING NIGHT (6:30 – 10:00 PM)**

#### **NETWORKING**

#### ***Ostra at the Mokera Hotel***

Enjoy an evening of fun with your colleagues in a beautiful riverfront setting. A lovely riverfront venue will provide the backdrop for our evening filled with food, music, networking and a fun team-building scavenger hunt along the San Antonio Riverwalk.

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## **TUESDAY JUNE 18, 2019**

### **REGISTRATION (7:30 AM-5:00 PM)**

*IAWP staff is ready to help!* Stop by the registration desk to pick up your conference materials and anytime you need information, directions or assistance.

### **NETWORKING & BREAKFAST (7:30 – 8:30 AM)**

#### **NETWORKING**

Meet up with colleagues to debrief yesterday, look ahead to today, and share some about yourself and the work you do. Light breakfast provided.

### **KEYNOTE: (8:30 – 9:40 AM)**

#### **ELEVATING WORKFORCE DEVELOPMENT EFFORTS THROUGH DEEPER PARTNERSHIPS WITH BUSINESS AND ECONOMIC DEVELOPMENT**

#### **WORKFORCE BEST PRACTICES**

***Greg Wilson, Carl Vinson Institute of Government at the University of Georgia***

[www.cviog.uga.edu](http://www.cviog.uga.edu)

Workforce development plays a critical role in helping job-seekers find employment and help businesses find talent in a tight labor market. This new paradigm in the workforce development ecosystem requires new approaches, different skills, and deeper partnerships with business and economic development. Workforce development professionals play a critical role in building partnerships, preparing job seekers, and bridging the gap between business and education.

This session will prepare workforce development professionals to help build and lead sector partnership initiatives focused on shared partnerships with key industry sector, education, and job training programs. Intermediaries such as economic development organizations, chambers of commerce, and trade associations play a critical role in helping to represent their members interests. Workforce development professionals will learn how to partner and leverage intermediaries to help serve job seekers and their communities.

#### **Learning Objectives**

- Explain the basic elements of effective sector partnerships

- Identify lessons learned and best practices for establishing sector partnerships
- Formulate a plan to apply the new ideas and strategies to new or existing sector partnership efforts in their region

*Greg Wilson leads the Workforce Development Technical Assistance Program at the University of Georgia's Carl Vinson Institute of Government. He assists state agencies, local workforce development boards, economic development organizations, and educational institutions with workforce development and economic development projects. He focuses on data analysis, program implementation, meeting facilitation, decision support, and strategic planning.*

*Mr. Wilson served as the lead analyst and author of the Governor's High Demand Career Initiative report, which detailed high-demand occupations and skills in key Georgia industries. He has supported the implementation of sector partnerships in Georgia for the past four years. He has taught workforce development at state, regional, and national conferences. He has a BA in political science and international affairs and a master's in public administration, both from the University of Georgia.*

## **WORKSHOPS (10:00 – 11:40 AM)**

### **RESUMES: SHOULD THEY GO OR SHOULD THEY STAY**

#### **WORKFORCE BEST PRACTICES**

**Nancy Fink, Maryland Professional Outplacement Assistance Center**

[www.dllr.maryland.gov/poac](http://www.dllr.maryland.gov/poac)

Are résumés really a thing of the past? Will they soon go the way of the pterodactyls? Not so fast....

The résumé continues to exist as a viable marketing document... but the old rules may not apply anymore. Come learn what's new - and be prepared to learn and share some winning job acquisition strategies

#### Learning Objectives

- Learn about current trends
- Learn how résumés interface with social media
- Learn how to create a value based résumé

*Nancy Fink brings with her a vast range of experience in both the public and private sectors. She has worked in a management capacity in the human resource and training arenas in the temporary staffing, retail and banking environments. This diverse background has promoted a sense of reality and humor in the numerous job acquisition seminars she has designed and presented. Nancy holds a BA in Sociology and French from Case Western Reserve University in Cleveland, Ohio and an MA in Education from The George Washington University in Washington, DC. She was among the first 10 people in the United States to be certified as a Federal Job Search Trainer and Counselor. She has been affiliated with the Professional Outplacement Assistance Center in Laurel, Maryland since its inception in 1992 and currently serves as its Director.*

*Nancy is a deeply committed to volunteer organizations with IAWP being one of her favorites. She chairs the Professional Development Committee on the IAWP International Board and is the First Vice President for the Maryland Chapter. She is a frequent speaker at local and national conferences for IAWP and the Middle Atlantic Career Counseling Association (MACCA.)*

## DIFFICULT CONVERSATIONS THAT EMPOWER TEAM RELATIONSHIPS & PERFORMANCE

### LEADERSHIP DEVELOPMENT

**Amy Hart, Hart Training Connection**

[www.hartrainingconnection.com](http://www.hartrainingconnection.com)

You've been there – a frustration on your team “brews” until it becomes an active resentment or explodes into unhealthy conflict. Disagreements and frustration happen, and when they aren't dealt with, it affects both morale and productivity.

What if we can show our teams simple tools to handle difficult conversations before things get blown out of proportion? After reviewing why people avoid these conversations and the cost of doing so, team members will be motivated to try the 5-Step Process to Prepare for Difficult Conversations. The process and tools learned, with practice, can create skills that build stronger and more productive relationships

Learning Objectives:

- Learn what makes difficult conversations tough, the cost of avoiding them, and how to avoid common mistakes
- Learn a 5-step Process to Enable Difficult Conversations that builds stronger, more productive team relationships
- Learn specific Tools and Resources to help strengthen communication skills

*Amy Hart, owner of Hart Training Connection, worked as a Marketer and Training Director for over 25 years in the insurance and financial services business prior to opening her own business in 2011. Amy works with organizations to build stronger relationships between their leaders, employees, and customers by enhancing communication and leadership skills and developing engaged productive teams.*

*She is also a speaker for associations, businesses, and conferences including HR Houston's Gulf Coast Symposium, Association for Talent Development (ATD Houston Chapter) Fall Conference, and HR Symposiums for Workforce Solutions in the Houston area. She is also a Past President of ATD Houston. Amy has been an award-winning faculty member of Shell's Foundational Leadership Program for Individual Performers since 2015. She joined the faculty for Shell's award-winning Leading to Empower and Deliver (LEAD) program when it was rolled out in 2017. Amy's client workshops include Everything Disc in the Workplace, DiSC for Managers, DiSC Productive Conflict, Communication Skills, Conflict Management, Leadership Development, Customer Service, and Inclusive Leadership: Building Engaged, Productive Teams.*

## DON'T GET FIRED BY A ROBOT: HOW SOCIAL INTELLIGENCE OUTWITS ARTIFICIAL INTELLIGENCE

### WORKFORCE SKILLS DEVELOPMENT

### LEADERSHIP DEVELOPMENT

**Dan Day, TRACOM Group**

[www.tracom.com](http://www.tracom.com)

Artificial Intelligence is showing up in all of our organizations. What can we humans do to differentiate ourselves in an increasingly automated workforce? It's what makes us most human--our Social Intelligence--that is becoming our most important skillset. Behavioral learning expert Dan Day shares a proven model you can apply to help people understand and overcome our cognitive biases to transform your workforce into a more effective, socially intelligent organization.

Learning Objectives:

- Explain artificial intelligence and how it will increasingly impact our work lives.

- Define Social Intelligence and the four keys to achieving it, in order to improve our interpersonal effectiveness.
- Apply strategies that change employees' behavior to become more socially intelligent people and organizations.

*Dan Day helps people and businesses around the world improve productivity and leadership through heightened Social Intelligence skills. He was on the BI Worldwide executive team when it achieved the Malcolm Baldrige National Quality Award for organizational performance excellence. As a published author and speaker, Dan helps leaders and teams achieve higher performance by becoming more versatile, resilient, agile, and emotionally intelligent. He has presented to thousands at associations, companies and universities--always in a down-to-earth, entertaining style.*

### MEET & EAT NETWORKING LUNCH (11:40 AM – 1:00 PM)

#### NETWORKING

Continue your conversations from the morning workshops over lunch. Meet appointed representatives for a quick trip over to restaurants all within walking distance of the hotel and ready to serve you. ***This is a no-host event.***

### WORKSHOPS (1:00 – 2:30 PM)

#### BE THE REASON EVERYONE'S MEETING

##### WORKFORCE BEST PRACTICES

***Kristin Geez, Advising Generation Z***

[www.advisinggenerationz.com](http://www.advisinggenerationz.com)

This breakout session focuses on why it's important for millennials/young professionals to become more strategic when attempting to move up the corporate ladder. Attendees will have the opportunity to discuss 5 essential steps they need to embody in order to obtain the career they've always wanted. In this popcorn generation it's easy to confuse momentum with spreading ourselves thin, sometimes the only thing standing in the way of achieving our goals is the fact that we are too busy to take a PAUSE.

Learning Objectives:

- Attendees will examine their individual needs, priorities and behaviors that need adjusting in order to make positive changes to improve their lives, so they can obtain their professional goals.
- This workshop will help attendees recognize opportunities in their current lives, careers and households where they can identify an awesome mentor that might help them jump start their career.
- Attendees will get a chance to explore what their ideal role requires before applying for the job.

*Kristen Geez, is a digital content creator, training consultant, and founder of Advising Generation Z, a non-profit organization focused on giving students and young adults become the best version of themselves. Advising Generation Z is divided into two programs: Lipstick Ready for girls, and Shepherds of Healing for boys.*

*Kristen is the Brand Ambassador, Blog Contributor and red-carpet reporter for Women That Soar, a Dallas-based media and content development company. She creates and produces empowering and inspiring content, for broadcast, online, digital media and live events. Kristen highlights millennials thru Gen Z that are empowering young women and girls to feel confident in their unique talents, capabilities, and to understand the power of unity.*

*Kristen is dedicated to building confidence, developing leadership, inspiring unity, and setting high standards for citizens living in North Texas. Her philosophy of creating context and covering events that help develop and empower people, has inspired thousands of adults and children to pursue their personal and professional goals.*

## **FAIR CHANCE HIRING: A CALIFORNIA MODEL TO INCREASE EMPLOYMENT OF PEOPLE WITH CONVICTION HISTORIES** **WORKFORCE BEST PRACTICES**

**Cassandra Little & Faride Perez-Aucar, Root and Rebound**

[www.rootandrebounds.org](http://www.rootandrebounds.org)

In the United States 1 in 3 Americans now has a criminal record. Over 85% of those who are system impacted will return to their communities and the workforce. This session will provide empirical data, legal advocacy information and workforce development skills for best practices to assist system impacted person with reentering their communities and the workforce.

### Learning Objectives:

- Learn the incentives and dispel the risk-myths of hiring people with records.
- Participants will have a checklist of action steps and best practices in Fair Chance Hiring (“Ban the Box”).
- Participants will learn the best practices in Fair Chance Hiring to take back to their company or agency.

*Cassandra Little Ph.D. Employment and Leadership Specialist at Root and Rebound- She received her Doctorate in Counseling Educational Psychology from University Nevada Reno, Nevada. For 27 years, Cassandra worked in Child Welfare as a Licensed Clinical Social Worker and operated as a CEO of a Foster Care agency in Reno Nevada. Cassandra received her MA, in Social Work from University Nevada Reno and he B.S. in Sociology-Criminal Justice from California Baptist College in Riverside California. Cassandra has taught college courses on the topics of Mass Incarceration and the Intersectionality of Race and Gender. The past year Cassandra has spent her time presenting at conferences and speaking to groups about the impact of Mass Incarceration on Women, the importance of the Second Chance Act and the Fair Chance Act that focuses on allowing persons who are formerly incarcerated to work in their communities. As a formerly incarcerated woman, an Entrepreneur and an Educator she understands the importance of being able to work. She is passionate about educating workforce developer, employers, Community Based Organizations and formerly incarcerated person about the importance of work and how it intersects with self-esteem, self-sufficiency and self-development.*

*Faride Perez-Aucar is a graduate of the University of San Francisco School of Law. As a first-year law student, Faride spent a summer in New Orleans, LA clerking for the Capital Post Conviction Project of Louisiana. In her second year, she externed at the ACLU of Northern California, focusing on the Reproductive Justice policy work. She has also clerked at the Legal Aid Foundation of Los Angeles where she advised clients in employment discrimination claims and criminal record expungements. During her last year, she worked with the USF Law Employment Law clinic, where she represented workers in wage & hour claims in front of the California Labor commissioner.*

*At Root & Rebound, Faride focuses on Tribal Justice work. She is the lead author of the Tribal Reentry Advocacy Guide: A Roadmap for Increasing Access to Justice & Opportunity for Tribal Members with Criminal Records Through Collaboration & Partnership.*

## **IMPLEMENTING SECTOR PARTNERSHIPS: A HANDS-ON WORKFORCE FOR BUILDING AND STRENGTHENING SECTOR-BASED WORKFORCE STRATEGIES**

### **WORKFORCE BEST PRACTICES**

**Greg Wilson, Carl Vinson Institute of Government at the University of Georgia**

[www.cviog.uga.edu](http://www.cviog.uga.edu)

This hands-on session is a follow-up to the morning’s keynote “Elevating Workforce Development Efforts through Deeper Partnerships with Business and Economic Development”.

Participants will learn about the key steps to building a sector partnership in their community or region. A case study approach will be used to discuss the required initial planning, data collection, and key partner engagement for success. Participants will develop a plan to implement or strengthen sector partnership efforts in their community.

Learning Objectives:

- Key Steps to Building a Regional Sector Partnership
- Approaches to Key Partner Engagement
- How to Develop an Implementation Plan

*Greg Wilson leads the Workforce Development Technical Assistance Program at the University of Georgia's Carl Vinson Institute of Government. He assists state agencies, local workforce development boards, economic development organizations, and educational institutions with workforce development and economic development projects. He focuses on data analysis, program implementation, meeting facilitation, decision support, and strategic planning.*

*Mr. Wilson served as the lead analyst and author of the Governor's High Demand Career Initiative report, which detailed high-demand occupations and skills in key Georgia industries. He has supported the implementation of sector partnerships in Georgia for the past four years. He has taught workforce development at state, regional, and national conferences. He has a BA in political science and international affairs and a master's in public administration, both from the University of Georgia.*

## **GENERAL SESSION: BAN THE BOX (2:45 – 4:45 PM)**

### **JUSTICE INVOLVED INDIVIDUALS AND THE WORKFORCE SYSTEM**

#### **WORKFORCE INNOVATION**

***Kathy Gundlach, Washington State Department of Corrections/Reentry Division***

***Cheryl Martin, Girl Scouts Beyond Bars***

***Cassandra Little & Faride Perez-Aucar, Root and Rebound***

[www.rootandrebond.org](http://www.rootandrebond.org)

In the United States, approximately 1 in 110 adults has served time in prison or jail, and roughly 110 million people have criminal records. And unemployment among justice involved individuals cost between \$78 and \$87 billion dollars of lost gross domestic product annually.

An Urban Institute report notes that “work has benefits that reach multiple levels, including the individual, family, community, and societal levels. Work offers justice involved individuals an opportunity to develop new roles as productive members of society. Holding a job serves as an important signal that the individual is moving toward a crime-free lifestyle”

Workforce Professionals play an important role in integrating the justice involved individuals into the workforce and this session will help you better understand the significance of your role as a workforce professional.

*Katherine Phillips-Gundlach works for the Washington State Department of Corrections as a Corrections Specialist serving as an Employment and Education Navigator for the Strength in Families program funded by the federal ReFORM grant. She received her B.S. in Education from Utah State University and her Masters in Management and Organizational Leadership from Warner Pacific College. Previous work includes 8 years with Washington Employment Security Department in One Stop Centers and included case management with WIA and Trade Act. Currently she is facilitating a self-created curriculum, Employment Readiness, in four prison facilities. Katherine is the incoming President for the Washington Chapter of IAWP.*

*Cassandra Little Ph.D. Employment and Leadership Specialist at Root and Rebound- She received her Doctorate in Counseling Educational Psychology from University Nevada Reno, Nevada. For 27 years, Cassandra worked in Child Welfare as a Licensed Clinical Social Worker and operated as a CEO of a Foster Care agency in Reno Nevada. Cassandra received her MA, in Social Work from University Nevada Reno and he B.S. in Sociology-Criminal Justice from California Baptist College in Riverside California. Cassandra has taught college courses on the topics of Mass Incarceration and the Intersectionality of Race and Gender. The past year Cassandra has spent her time presenting at conferences and speaking to groups about the impact of Mass Incarceration on Women, the importance of the Second Chance Act and the Fair Chance Act that focuses on allowing persons who are formerly incarcerated to work in their communities. As a formerly incarcerated woman, an Entrepreneur and an Educator she understands the importance of being able to work. She is passionate about educating workforce developer, employers, Community Based Organizations and formerly incarcerated person about the importance of work and how it intersects with self-esteem, self-sufficiency and self-development.*

*Faride Perez-Aucar is a graduate of the University of San Francisco School of Law. As a first-year law student, Faride spent a summer in New Orleans, LA clerking for the Capital Post Conviction Project of Louisiana. In her second year, she externed at the ACLU of Northern California, focusing on the Reproductive Justice policy work. She has also clerked at the Legal Aid Foundation of Los Angeles where she advised clients in employment discrimination claims and criminal record expungements. During her last year, she worked with the USF Law Employment Law clinic, where she represented workers in wage & hour claims in front of the California Labor commissioner. At Root & Rebound, Faride focuses on Tribal Justice work. She is the lead author of the Tribal Reentry Advocacy Guide: A Roadmap for Increasing Access to Justice & Opportunity for Tribal Members with Criminal Records Through Collaboration & Partnership.*

## **BUILDING SUPPORT FOR THE UNDERSERVED: AN INTERNATIONAL PERSPECTIVE**

### **WORKFORCE INNOVATION**

*Celine Jaeggy, Counselor for Labor, Health and Social Welfare, Embassy of France*

*Katsuto Hisano, First Secretary, Embassy of Japan*

*Tzu-Hui Yen, Senior Officer, Workforce Development Agency, Ministry of Labor, Taiwan*

Representatives of France, Japan, and Taiwan will explore how their respective countries are developing innovative ways to support the underserved in their workforce. Each will consider how through changes in public policy and aggressive timetables, they have committed to vocational training, apprenticeships, unemployment rights and building support for the underserved, like disabled workers, for increased success.

Counselor Jaeggy will discuss France's Act for the Freedom to Choose One's Future Career and Skills Investment Plan. Secretary Hisano will speak to Japanese employment policies for the disabled, and Mr. Huang will outline Taiwanese policies that focus on the underserved.

## **BRAIN BOOST (4:45 – 5:00 PM)**

### **NETWORKING**

Join your colleagues to share your learning from the afternoon in a quick, interactive session as well as see who wins the prizes for the day (attend an innovation discussion, general session, or workshop for a chance to win). Also, learn about any evening events and schedule updates for the next day.

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## WEDNESDAY JUNE 19, 2019

### REGISTRATION (7:30 AM-4:30 PM)

*IAWP staff is ready to help!* Stop by the registration desk to pick up your conference materials and anytime you need information, directions or assistance.

### BREAKFAST & NETWORKING (7:30 – 8:30 AM)

#### NETWORKING

Meet up with colleagues to debrief yesterday, look ahead to today, and share some about yourself and the work you do. Light continental breakfast provided.

### IAWP BUSINESS MEETING (8:30 – 9:45 AM)

The annual meeting of the members of the International Association of Workforce Professionals. President Grant Axtell and Executive Director Steve Bent will deliver the annual state of the association report as well as share some exciting news about the future. Learn the results of the 2020 Board Election as well as have a chance to ask questions of the Executive Committee.

### FOCUSED DISCUSSION BREAKOUTS: PREPARING FOR THE NEXT ECONOMIC DOWNTURN (10:00 – 11:45 AM)

#### WORKFORCE SKILLS DEVELOPMENT

Data tells us that the next recession is not far off. Join us for a look at the data followed by three discussion groups focused on what we, as workforce professionals, can do to prepare ourselves and our teams.

### MEET & EAT NETWORKING LUNCH (11:45 – 1:00 PM)

#### NETWORKING

Continue your conversations from the morning workshops over lunch. Meet appointed representatives for a quick trip over to restaurants all within walking distance of the hotel and ready to serve you. ***This is a no-host event.***

### KEYNOTE: THE MOXIE METHOD: PRESENTATION SECRETS OF ACTORS, TED TALK SPEAKERS & TRAINERS (1:00 – 3:00 PM)

#### LEADERSHIP DEVELOPMENT

*Fia Fasbinder, The Moxie Institute*

[www.moxieinstitute.org](http://www.moxieinstitute.org)

What can Workforce Development Professionals learn from Broadway actors, TED speakers, and trainers? A lot! This practical and engaging workshop unveils the neuroscience and proven theatrical techniques to deliver masterful presentations that influence and inspire. Communication is no longer a soft skill - It's a must-have. Learn five key performing arts skills that Fia discovered as an actor to help professionals worldwide deliver powerful presentations and unlock your speaking potential. The Moxie Method helps professionals like you master speaking, delivery, nonverbal communication, and other approaches used from training rooms to the big stage. Transforming your speaking skills will transform your life, your role as a workforce development professional, and your business.

*Fia Fasbinder arms speakers with the tools to deliver killer presentations. With over 15 years of experience in public speaking, classroom instruction, and presentation skill development, Fia teaches speakers to communicate with confidence, clarity and credibility. With a theater degree from NYU and a Masters in Education, Fia is uniquely positioned*

*to render and teach dramatic arts concepts to adult learners. Her unique approach to keynoting utilizes theatrical techniques and performing arts skills in addition to practical, real world knowledge culled from coaching clients at TEDx, UCSD, Qualcomm, Intel and numerous Fortune 500 companies. Fia has implemented and taught award-winning arts education programs for the Playwrights Project, the La Jolla Playhouse and the Institute for Arts Education, and has taught those programs in over 50 schools in San Diego County. Fia's methodology helps speakers capture the hearts and minds of their listeners, ignite their communication skills to win results and take their next talk from boring to bravo.*

### **BON VOYAGE (3:00 – 3:30 PM)**

#### **NETWORKING**

Join us as we wrap up the 2019 Workforce Development Conference by looking back at the highlights of the week. Snacks will be provided.

**NETWORKING RECEPTION (5:45 – 7:00 PM)**

**NETWORKING**

Join us poolside for music, light snacks, and a no-host bar as we get ready for the 2019 Workforce Innovation Awards and Celebration.

**WORKFORCE INNOVATION AWARDS & CELEBRATION (7:00 – 8:30 PM)**

**NETWORKING**

Dinner is served! Join the IAWP Board of Directors as we honor our 2019 Workforce Innovation Award winners as well as outstanding chapters and individuals in our association. We'll celebrate a year of success within IAWP and the workforce system and share a long-standing IAWP tradition as the current officers pin the incoming officers.

**CLOSING PARTY (8:30 – 11:00 PM)**

**NETWORKING**

Summertime is a great time to be in beautiful San Antonio. A convergence of the Texas and Mexican cultures will provide a festive and colorful backdrop for you to kick off your shoes, grab a cocktail and enjoy the beauty of summer nights in San Antonio as you celebrate friendships forged and new ideas shared during the 2019 Workforce Development Conference.