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GOLD SPONSORS







SILVER SPONSOR



SATURDAY, JUNE 16 preconference event: IAWP DAY	9:00-12:00 12:00-1:00 1:00-1:30 1:30-2:45 2:45-3:00 3:00-4:30 4:30-5:00 7:00-11:00	IAWP Boot Camp Lunch On Own General Session Workshop Break Workshop Afternoon Brain Boost Welcome Reception
SUNDAY, JUNE 17 opening ceremonies	8:30-10:00 10:30-11:00 11:00-12:00 12:00-1:30 1:30-4:30 4:30-5:00 5:00-5:30	IAWP Board Meeting Opening Ceremonies Opening Keynote Speaker Lunch On Own Extended Concurrent Sessions Afternoon Brain Boost International Cultural Displays
MONDAY, JUNE 18 education	8:30-9:45 9:45-10:00 10:00-12:00 12:00-1:00 1:00-2:30 2:30-2:45 2:45-4:30 4:30-5:00 5:15-6:15	Welcome and General Session Break Extended Concurrent Sessions Lunch On Own Concurrent Sessions Break Concurrent Sessions Afternoon Brain Boost District Meetings
TUESDAY, JUNE 19 celebrate	8:30-9:45 9:45-10:00 10:00-11:30 11:30-1:00 1:00-2:30 2:30-2:45 2:45-4:45 4:45-5:00 6:30-End	Welcome and General Session Break Concurrent Sessions Awards Luncheon Concurrent Sessions Break General Session Afternoon Brain Boost Experience Cincinnati
WEDNESDAY, JUNE 20 wrapping up	8:30-10:15 10:15 -10:30 10:30-11:30	Concurrent Sessions Break Closing Keynote Speaker

Closing Ceremonies

IAWP Annual Meeting

Annual Banquet and Ball

Lunch on Own

11:30—12:00 12:00—1:30

1:30-3:00

7:00-11:00

City of Cincinnati



Mayor John Cranley

Office of Mayor John Cranley

801 Plum Street, Suite 150 Cincinnati, Ohio 45202 Phone (513) 352-3250 Fax (513) 352-5201 Email: John.Cranley@cincinnati-oh.gov

Dear Visitors:

On behalf of the City of Cincinnati, it is my pleasure to welcome you to the Queen City for the 2018 Workforce Development Conference. Cincinnati is a vibrant City with world-class arts and a surging urban renaissance, and I am proud you chose our city to network with other likeminded professionals to discuss ideas and best practices.

Workforce development is a driving force behind much of the revitalization in our city, and it is exciting to know you all are here to improve the upward mobility for citizens in the places you call home.

While you are here, I invite you to embrace all the amenities that our city has to offer, including our diverse arts community, museums, zoo, professional sports teams, and our award-winning parks. Moreover, I cannot help but to encourage you all to explore Cincinnati's many dining districts, replete with acclaimed eateries and craft beverages of all kinds.

Thank you for choosing to visit Cincinnati. I look forward to your arrival and hope you enjoy the many amenities our great City has to offer. Enjoy your stay and have a great conference.

Sincerely,

John Cranley ()
Mayor, City of Cincinnati





Welcome to the 105th Workforce Development Conference. We're excited you are here!

This year's conference features the largest selection of educational sessions in years, with an unparalleled line-up of speakers from around the world.

The mission of the International Association of Workforce Professionals is to provide educational opportunities to help workforce professionals serve customers of the workforce system, and this conference is just one way we fulfill our mission. We encourage you to explore the many topics being discussed during the 2018 Workforce Development Conference and identify those that are most useful to you. The diverse range of programs is designed to allow you to customize your conference experience.

Another very important aspect of the Workforce Development Conference is that it brings people together who are in the same profession and often share common goals. I urge you to reach out, meet others and share information and ideas. The workforce world is changing at an astonishing pace. While we're living in a very exciting time, it's a time that also presents challenges, especially as we strive to stay on pace with the changes required to be our best as workforce professionals. Developing a community of professionals with whom you can discuss issues and share ideas is vital to your success in the workforce field.

Ashland University will be offering academic hours to attendees who complete the educational training offered at the Workforce Development Conference.

The 2018 Workforce Development Conference wouldn't be possible without stellar support from a multitude of organizations and volunteers. I would like to thank our 2018 Conference Sponsors:

- FAST Enterprises
- The Center for Work Ethic Development
- The Texas Chapter of IAWP
- Geographic Solutions

I would also like to thank the 2018 conference committee including Terri Pasternik, Grant Axtell, and BJ Knutson as well as the International Relations Chair. Rebecca Stancil.

After the conference, we encourage to explore the other programs and events offered by International Association of Workforce Professionals aimed at helping you grow as a workforce professional. Mark your calendar and plan to join us in San Antonio, Texas for the 2019 Workforce Development Conference, June 16-19, 2019. Explore our online learning programs, particularly the Workforce Professional Development Program. Begin working to become a Certified Workforce Professional and explore the many learning and networking functions and events offered through your local chapter. IAWP webinars and publications offer

even more information and are also valuable resources. Additional information on all these programs are available at

www.iawponline.org.

Thanks again for joining us for the 2018 Workforce Development Conference.

If there is anything we can do to enhance your conference experience or make your visit more enjoyable, please let us know by visiting the registration and information desk on the 4th floor, which will be open throughout the conference.

Sincerely,

Steve Bent, CAE | Executive Director International Association of Workforce Professionals 3267 Bee Caves Road Suite 107-104 Austin, Texas 78746 Phone: (502) 223-4459 Email: steve@iawponline.org







Dear Fellow Workforce Professionals.

Welcome to Cincinnati!

Winston Churchill once called Cincinnati "the most beautiful of American's inland cities and over the next few days, you will have an opportunity to experience that beauty. Our host hotel, the Hilton Cincinnati Netherland Plaza, is an architectural masterpiece with a long and rich history. Step out the door and you are just a short walk from the beautiful waterfront, amazing restaurants, and great public transportation.

Even being in a great city such as Cincinnati, our reason for being here is not just the sights and sounds of the city, it is to learn and network with our fellow workforce professionals from across the United States and the world; I am pleased to welcome conference delegates from Taiwan and Japan to our conference this year.

This year's workforce development conference provides over 20 hours of educational opportunities led by some of the best speakers in the field and from across sectors. Topics range from innovative practices in the workforce system to workforce development trends to professional and career development. No matter where you are in your career, just starting out, in the middle, nearing retirement, or even retired, I know you will find topics that will help you be a better workforce professional and a better human being.

A special thanks to the conference committee, led by Immediate Past President, Terri Pasternik, for their many months of hard work putting together what I know is going to be an awesome experience.

As technology continues to speed at the change of light and as we welcome a new generation into the workforce, as an association and a profession, we need to be open to change and looking at new ways of operating. I know change is not always easy, please know our association always has had the best interest of our members and our profession.

My theme for this year was "Building Blocks for Our Future." As I look at the work we have accomplished over the past year, I think we have set in place the foundation for our future.

I look forward to meeting and talking with you throughout the conference.

"Invest in yourself for your professional and personal growth through IAWP."

Sincerely, Cheryl Brown International President





Dear Fellow Workforce Professionals,

Welcome to the 2018 Workforce Development Conference! We are so looking forward to meeting you and providing an outstanding experience. This is our 105th Educational Conference. What a remarkable achievement. One we hope you will enjoy.

As workforce professionals, now more than ever, we need to be open to change and thinking in new ways. Our hope is that the 2018 Workforce Development Conference helps you think about your profession in a new and innovative way.

As with everything in life there must be balance. We think we have brought you that in the next few days, mixing a robust education program, along with networking events that will allow you to interact with your fellow workforce professionals. Our educational program will bring you twenty plus hours of content, including our pre-conference Saturday IAWP Day, the most of any workforce conference in the country. We have engaging speakers from every part of the workforce system speaking on relevant, innovative topics that will enhance your knowledge and give you a new perspective.

Of course, we need to have some fun as well. On Saturday evening we will enjoy our Workforce Conference Welcome Reception. This years' theme is Backyard BBQ. Sunday night, network with our International Delegates as they share their culture with us. Tuesday, EXPERIENCE CINCINNATI! You have chosen one of three great options to enjoy downtown Cincy and we hope it is a great night. And finally, on Wednesday, we will end the conference with our Masquerade Banquet & Ball, which will also feature a Casino and Dancing. What a way to end a great week!

Thank you to the sponsors and advertisers who help support the conference. A big thank you to Steve Bent, Executive Director of the International Association of Workforce Professionals (IAWP) for his innovative ideas and countless hours of work in the planning of the conference. And another big thank you to our IAWP host chapter, Ohio, for their planning and work to make this a great experience for all of you.

We are excited and proud of what we know is a first-class conference experience and are happy to have you here in Cincinnati to learn and network.

Sincerely, Terri Pasternik, Conference Chair Grant Axtell, Program Coordinator BJ Knutson, Local Arrangements Coordinator







IAWP OFFICERS

2017-2018











IAWP DISTRICT DIRECTORS

2017-2018





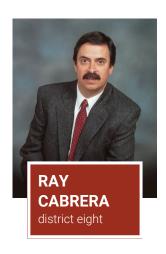
















IAWP leadersh

IAWP COMMITTEE CHAIRS

2017-2018







resolutions









IAWP COMMITTEE COORDINATORS

2017-2018



BJ KNUTSON conference arrangements



GRANT AXTELL conference program



JANELLE GUTHRIE webinars



KATHY BILANKO senior workforce professionals



GERRI
JIMENEZ
cwp program



JAMES THOMAS flash editor

PAST INTERNATIONAL PRESIDENTS

1913-2017

1913-1914 Fred C. Croxton. OH

1914-1915 W. F. Hennessy, OH

1915-1917 Charles B. Barnes, NY

1918-1919 John B. Densmore, DC

1919-1921 Bryce M Stewart, Ontario

1922-1923 E. J. Henning, DC

1924-1925 Charles J. Boyd, IL

1925-1926 R. A. Rigg, Ontario

1927-1928 A.L. Urick, IA

1929-1930 H. C. Hudson, Ontario

1931-1932 Emanuel Koveleski, NY

1932-1933 John S. B. Davie, NH

1933-1934 Russell J. Eldridge, NJ

1935-1936

Martin F. Carpenter, DC

1937-1938 P. J. Charlett, DC

1938-1939 Byron Mitchell, TX

1939-1940 L. J. Maloney, CT

1940-1941 V. C. Phelan, Ontario

1941-1942 R. Mayne Albright, NC

1942-1943

Paul C. Winner, WI

1943-1944 Thomas H. Bride, RI

1944-1947 James H. Bond, TX

1948-1949 Bart G. Sullivan, Ontario

1949-1950 James G. Bryant, CA 1949-1950

James G. Bryant, CA

1950-1951 George Rothman, PA

1951-1952 Ralph E. Gabele, OH

1952-1953 Clifford A. Hollister, IL

> **1953-1954** Irene S. Gable, ID

1954-1955 Ralph P. Hartley, Canada

> 1955-1956 John B. Griffin, TX

1956-1957 W. Garnett Johnson, KY

1957-1958 George B. Elleson, MI

1958-1959 Harry R. Van Brunt, FL

1959-1960 Mary B. Keller, OH

1960-1961 Benjamin H. Cohen, MD

1961-1962 Edwin Fultz, AR

1962-1963 Marcel Guay, Quebec

> 1963-1964 George Toll, CA

1964-1965 Edward C. Logsdon, TX

1965-1966 Sumner H. Forward, NY

1966-1967 James M. Carter, AL

1967-1968 H. A. "Haugy" Haugness, ID

> 1968-1969 Myrtle Fowler, LA

1969-1970 William Appleby, CA

1970-1971 George O'Malley, WV

1971-1972 Michael N. Luciano, MD

> **1972-1973** J. B. Harris, NC

1972-1973

James E. Hendricks, PA

1973-1974

Richard "Cecil" Malone Jr. AR

1974-1975 Lee Gruhlkey, TX

1975-1976 Herman Feldman, VA

1976-1977 Roger J. Prindiville, ND

1977-1978 Gus Staub, Ontario

1978-1979 Mary A. Johnson, IL

> **1979-1980** Tom Cash, MO

1980-1981 Suzanne Guibert, NJ

1981-1982 Bob Molhman, NE

1982-1983 Lorenzo Polaco, NM

1983-1984 Joseph Preston, GA

1984-1985 Ronald Allen Barkett, FL

1985-1986 Harry P. McKeown, NY

1986-1987 James W. Jackson, TX

1987-1988Gary D. Adkins, KS

1988-1989 Maryann Polaski Baykal, NJ

1989-1990 G. Richard Hemming, IA

1990-1991 Darrell L. Wallace, WA

1991-1992

James T. Mucahey, IL

1992-1993 Nickolas J. Guarriello, OR

> **1993-1994** Diana N. Staley, NC

> > **1994-1995** Bill Patton, AL

1995-1996 Thomas P. Buescher, OH 1996-1997

Mike Sheridan, TX

1997-1998

Nord L. Swanstrom, IL

1998-1999 Ted Gladden, SC

1999-2000 Anne. S. Loadholtz, FL

2000-2001 Freddy Jacobs, AR

2001-2002 Ken Cochran, GA

2002-2003 Sory Hinton Jordan, CA

2003-2004 Richard Brown, OK

2004-2005 George Barthalow, FL

2005-2006 Thelma M. Hill, NC

2006-2007 Linda D. Barnes, KY

2007-2008 Laura Coburn, VA

2008-2009 George Faithful, OH

2009-2010 Daniel L. Hays, MO

2010-2011 Rich Vincent, SD

2011-2012 David Slimp, OK

2012-2013 Nancy Upchurch, ID

2013-2014 Ray Cabrera, CA

2014-2015 Mikell Fryer, GA

2015-2016 James Thomas, CA

2016-2017 Terri Pasternik, IL



CONGRATULATIONS TO OUR CURRENT CWP DESIGNEES

certified workforce professional program

George Barthalow

Florida

Julissa Bencia-Hensel

Montana

Robert Bird

Montana

Linda DeMore

Illinois

Shellie DeLeo

Montana

George Faithful

Ohio

Lorraine Faulds

South Carolina

Mikell Fryer

Georgia

Laura Gardner

Montana

Ricky Godbolt

District of Columbia

Terri Haueter

Montana

Paula Marcinkowski

Montana

Barbara Meyer

Ohio

Jacqueline Moore

Virginia

Alfonso Murillo

California

Curtis Nickels

Virginia V

Terri Pasternik

Illinois

Charles Patterson

California

Henry Pukala

Illinois

Yvette Quevedo

California

Mark Robbins

California

Rebecca Stancil

Montana

James Thomas

California

Marie Valenzuela

Colorado

Rich Vincent

South Dakota

Rebecca Wilkes

Washington

Vicki Zimmerlee

Maryland

CONGRATULATIONS TO OUR NEW WPDP MASTERS

workforce professional development program

Illinois

Jennifer Allen

Steve Hutton

Tiara Jones

George Karr

Naseeruddin Nazeer

Lloyd O'Brien

Maria Talis

Mike Timler

Richard Williams

Montana

Shellie DeLeo

Ohio

Charles Berry

Catherine Burns-Jordan

Terah Leonard

Graig Pellman

Linda Penix

/I IAIFIA I I I

Joshua Renison

Belinda Strode

Virginia

Curtis Nickels

Washington

Keith Knappett

Joscelyn Minton

James Skinner

. . _.

Andrew Thor

Rebekah Wilkes

ent as of May 30



International Association of Workforce Professionals

CERTIFIED WORKFORCE PROFESSIONAL CERTIFICATION

IAWP is proud to sponsor the standard for certification in the workforce profession, the

Certified Workforce Professional (CWP).

Why the CWP? It's simple and designed for you, the busy, frontline workforce professional. The CWP requires completion of just 80 hours of approved education programs with some of the lowest fees in the industry.

International Association of Workforce Professionals

WORKFORCE PROFESSIONAL DEVELOPMENT PROGRAM



The Workforce Professional Development Program (WPDP) is a series of 4 modules covering the history of workforce development, unemployment insurance, labor market information, and business and job seekers. Each module includes four units. The end of each unit includes a 25 question test you must pass with a 75% or better.

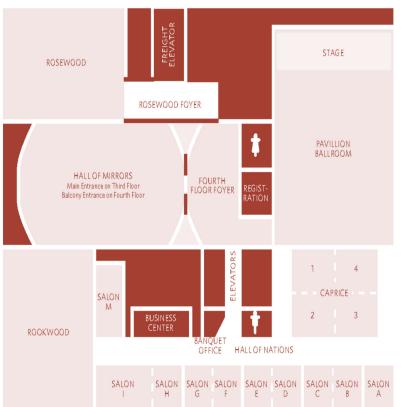
This program provides a great overview of the workforce system for new and seasoned workforce professionals alike

Learn more about how to become a CWP or complete the WPDP at the information booth or at www.iawponline.org



FOURTH FLOOR

hilton netherland plaza



PAVILION BALLROOM

general sessions & concurrent sessions

PAVILION FOYER

Information, registration

SALON F/G, CAPRICE 1/4, CAPRICE 2/3

concurrent sessions

ROSEWOOD

welcome reception & senior workforce professional brunch

HALL OF MIRRORS

awards lunch & banquet (main entry on third floor)

ELSEWHERE IN THE HOTEL

hilton netherland plaza

MEZZANINE BOARDROOM 3

FLASH office

THIRD FLOOR HALL OF MIRRORS

awards lunch & banquet (balcony entrance on fourth floor)

LOWER LEVEL SNAP FITNESS

pool and fitness center

LOBBYBAR AT PALM COURT

restaurant & bar 11:00-midnight Sunday thru Thursday 11:00-1:00 Friday & Saturday

THE GRILLE AT PALM COURT

casual dining 6:30-2:30 Monday thru Saturday 6:30-1:30 Sunday

ORCHIDS AT PALM COURT

restaurant 5:30-9:00 Sunday thru Thursday 5:30-10:00 Friday & Saturday

CONFERENCE INFORMATION

pavilion registration desk-fourth floor



Have a question? Want to sign up for the Certified Workforce Professional Certificate? Need to cast your vote in the IAWP election? Need to reserve your table for the Banquet and Ball? This is the place to do it all!

Sunday	8:30-5:00
Monday	8:00-4:30
Tuesday	8:00-3:00
Wednesday	8:30-3:00

During other times, please feel free to email your questions to info@workforceconference.org or tweet using #workforceconferencehelp.

FLASH! NEWSLETTER

boardroom 3-mezzanine



See what is happening at the 2018 Workforce Development Conference with the official conference newsletter, FLASH!

Access FLASH! each day at www.workforceconference.org/flash. Limited printed copies are available each day as well.

Want to contribute to the newsletter? Visit The FLASH! office in Boardroom 3. The office is open each day of the conference from 8:00 AM - 5:00 PM.

CODE OF CONDUCT

please help us create a great venue for learning



All registrants, guests, volunteers, exhibitors, staff, service providers, and others in attendance are to:

- Treat each other with respect and consideration.
- Be considerate, collegial, and collaborative.
- Provide grace and give the benefit of the doubt.
- Communicate openly critiquing ideas rather than individuals.
- Obey the rules and policies of the meeting venue, hotel, IAWP contracted facility, or other venues where your meeting badge is displayed.
- Alert security personnel or IAWP staff or leadership if you notice someone in distress, or perceive or witness a potentially dangerous or dangerous situation.



Time	Activity	Room
9:00-12:00	IAWP Boot Camp	Salon F/G
12:00-1:00	Lunch On Own	
1:00-1:30	IAWP Today and Tomorrow	Salon F/G
1:30-2:45	Making Your Pitch	Salon F/G
2:45-3:00	Break	E L
3:00-4:30	Parent-Chapter Relationship	Salon F/G
4:30-5:00	Afternoon Brain Boost	Salon F/G
7:00-11:00	Welcome Reception	Rosewood

IAWP DAY!

salon f/g 9:00-5:00

BOOT CAMP: WHAT EVERY IAWP LEADER NEEDS TO KNOW!

9:00-12:00

Grant Axtell

International President-Elect

Mary Rogers

International Vice—President

Bylaws, policy manuals, handbooks... as an IAWP leader there is a lot to know. IAWP Boot Camp provides both chapter and international leaders the basics you need to know to be effective in your role.

During Boot Camp you will learn the mission, values, and benefits of the organization, where to find important information regarding IAWP policies and rules, and more about your role and responsibilities within the association. In addition, you will learn about the priorities for the association and how your role supports those priorities.

IAWP TODAY & TOMORROW

1:00-1:30

Steve Bent

Executive Director

There is so much going on at IAWP right now as we work to solidify our association for today and move forward into the future. Join IAWP Executive Director Steve Bent as he shares with you some of our current initiatives and look ahead to our priorities for the next administrative year.

Come prepared with questions for Steve as he will save time to answer as many allows.

MAKING YOUR PITCH: MARKETING IAWP

1:30-2:45

Steve Bent

Executive Director

Nothing is more important to IAWP than members. Strong membership growth is vital both in terms of serving our members and making a positive difference in the workforce profession. But the big question is, how we get new members to join?

Executive Director Steve Bent will examine the reasons behind membership growth at IAWP, and what we can do to keep the up the momentum. Learn about new marketing approaches and how volunteers can help to grow IAWP without actually "selling" memberships.

The relationship between the parent organization and chapters is an issue of growing importance in associations. While associations have operated with chapters for many years, a renewed focus on compliance issues (tax, legal and regulatory) is frequently the impetus behind formalizing the parent-chapter relationship.

Learn how the IAWP chapter affiliation agreement addresses relative issues for chapters and international, helps to support the services chapters provide to members, and reduces risk exposures for those who serve as volunteers.

THE PARENT—CHAPTER RELATIONSHIP

3:00-4:30

Steve Bent

Executive Director

President-Elect

After a long day of learning about IAWP, it is time for an **Afternoon Brain Break**.

We will take a few minutes to share your learning from the day with others as well as think about how we might use our newfound learning and skills back in our work and personal lives.

Oh... and there might be prizes!



WELCOME RECEPTION

Rosewood 7:00-11:00

Welcome to Cincinnati and the 2018 Workforce Development Conference!

Before jumping into the conference tomorrow, enjoy an evening catching up with colleagues, making new acquaintances, networking, a few light snacks, dancing, and games at our backyard barbecue!

This event will also host our annual IAWP Idol Contest. Think you have the voice to win? Sign up with the DJ by 8:00 PM with the contest kicking off at 8:30 PM. Bring some dollar bills as you will cast your vote for the winner by donating on their behalf to our conference charity, YouthBuild.

Light snacks provided until 9:30. Drinks available for purchase.

Time	Activity	Room
8:30-10:00	IAWP 2016-17 Board Meeting	Salon M
10:30-11:00	Opening Ceremonies	Pavilion
11:00-12:00	Keynote	Pavilion
12:00-1:30	Lunch On Own	
1:30-4:30	Extended Concurrent Sessions	Refer to Program
4:30-5:00	Afternoon Brain Break	Pavilion
5:00-5:30	International Cultural Exhibits	Pavilion Foyer

OPENING CEREMONIES & KEYNOTE ADDRESS

pavilion 10:30-12:00



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

Josh Davies

Center for Work Ethic Development

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

Simple: stop letting your title or organizational structure keep you from being a leader.

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

Discover how to awaken the leader within you!

Josh Davies is passionate about helping others make a difference in their lives, jobs, and community. Through his work as a speaker and trainer, he has engaged and encouraged professionals across North America, the Middle East, and Asia. An in-demand speaker, Josh gives keynote presentations and workshops to more than thirty education, workforce, and corporate conferences annually. In preparation for the 2008 Democratic National Convention, he led the training for all 10,000 volunteers and more than 4,000 local service professionals for the event. Training Magazine named him as one of the top 10 trainers under 40 in America and the Denver Business Journal tapped him as one of Denver's 40 Under 40.

Davies is currently the CEO of The Center for Work Ethic Development, an organization committed to developing foundational soft skills in the global workforce. Partnering with organizations in 47 states and 8 countries, they equip trainers to build the in-demand skills of the 21st Century. He is a published author, and frequently cited in national publications, including the New York Times. An avid runner, Josh has been awarded the Mile High Energy Award by Visit Denver, and an honorary Doctorate of Foodservice by the North American Food Equipment Manufacturers Association for his contributions to the industry. He has been appointed by the Governor to serve a second term on the Executive Board of the Colorado Workforce Development Council, and to Chair the State Education and Training Steering Committee. He also chairs the P-Tech Selection Committee for Colorado, and serves on the board of Workforce Development Professionals, was President of the Council of Hotel and Restaurant Trainers (CHART), and co-chaired the Colorado State Youth Council.

CONCURRENT SESSIONS

fourth floor 1:30-4:00

Can improv help create a better and more innovative work environment? Yes, and companies are willing to give it a try as improvisation training has moved from the stage to the board room as a method for creating more innovative teams, for brain storming, and creating a work environment that says "Yes" before "No". Improv techniques can help workers become more productive, better team members, and make the daily grind more enjoyable. Come and learn about improv and why companies such as Google, Marriott, NASA, and Goodwill have embraced a culture that promotes better communication, collaboration, and team building.

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

USING IMPROV TECHNICS TO CREATE INSANELY GREAT ENSEMBLES

caprice 2/3

Russ McMahon University of Cincinnati



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

Just like getting to choose what you eat in a cafeteria, you get to choose between nine activities to participate in during this session. All of the activities are hands-on and interactive.

Throughout the workshop you will learn what makes you the unique individual you are, what makes others the unique individuals they are, and how to consider differences and communicate respectfully.

DIVERSITY WORKS

salon f/q

Grant Axtell
Oregon Employment
Department



Each day we invite customers into our centers and ask them to share their personal situations with us. We ask questions, discuss barriers, make referrals to community partners, etc. all under the premise to better assist our customers with their employment and training-related goals. While creating this space for our customers, do we consider how we're building rapport and creating connections with them? Or how these connections influence our current and possibly, future interactions with them?

In Creating Connections with Customers, we will explore why creating connections is important and how these connections can lead to positive and meaningful customer experiences.

CREATING CONNECTIONS WITH CUSTOMERS

caprice 1/4

Amber Drake
Oregon Employment
Department



LOOKING FOR INFORMATION ON OUR SPEAKERS?

Find complete biographies on pages 35-38 of this program!

AFTERNOON BRAIN BREAK

pavilion 4:30-5:00

We've been in sessions since 10:30 this morning, time to let it all out during the **Afternoon Brain Break**.

We will take a few minutes to share your learning from the day with others as well as think about how we might use our new-found learning and skills back in our work and personal lives.

Attend workshops for your chance to win **PRIZES** during the brain break



INTERNATIONAL CULTURAL DISPLAYS

pavilion foyer 5:00-5:30



The "I" in IAWP is part of what sets our association apart from others in the workforce profession. We strive to collaborate and partner with members and countries across the world and welcome our international delegates to the 2018 Workforce Development Conference.

Join us for a long-standing conference tradition, as our international delegates share a bit about their country's culture through our international cultural displays.

Light snacks provided.

REMINDER!

IAWP MEMBERS, visit the Information Booth to VOTE in the 2018 IAWP Elections. All ballots must be cast by 1:30 PM on Tuesday, June 19, 2018.



Our FastUl Clients



CALIFORNIA



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Time	Activity	Room
8:30-9:45	General Session	Pavilion
9:45-10:00	Break	The same of the sa
10:00-12:00	Extended Concurrent Sessions	Refer to Program
10:00-12:00	Senior Workforce Prof Lunch	
12:00-1:00	Lunch On Own	
1:00-2:30	Concurrent Sessions	Refer to Program
2:30-2:45	Break	THE RESERVE OF THE PARTY OF THE
2:45-4:30	Concurrent Sessions	Refer to Program
4:30-5:00	Afternoon Brain Break	Pavilion
5:15-6:15	District Meetings	Refer to Program

WELCOME & KEYNOTE ADDRESS

pavilion 8:30-9:45



LEADING WITH EMOTIONAL INTELLIGENCE

Carolyn Stern

Carolyn Stern & Associates

In school, we were put into teams, but we were never taught how to work within those teams. Our instructors gave us stress, but they never taught us how to handle and manage our stress. You see, most of these

life skills are not taught in school or the workplace, for that matter.

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

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

Carolyn Stern is a successful entrepreneur who specializes in helping professionals get unstuck. As a life-long learner and academic, Carolyn is a professor, corporate trainer, certified Emotional Intelligence Expert, author and professional speaker.

Carolyn's focus and passion has been on teaching emotional intelligence, leadership and team building into the workplace. She drives individuals and corporations to learn how to connect authentically, communicate effectively and thrive collectively by interweaving emotional intelligence along the way. In addition to her passion for sharing knowledge, she is committed to "Learn More. Be Better. Teach Others".

Carolyn holds a Bachelor of Commerce, Marketing, a Bachelor of Education, Business Education and a Post-Baccalaureate Diploma in Primary Education from the University of British Columbia. She has also earned a Post-Baccalaureate Diploma in International Business from the University of Copenhagen in Denmark, and completed a Master of Arts in Leadership from Royal Roads University. Lastly, she is a Certified Facilitator in the area of Emotional Intelligence with MHS, Inc.

CONCURRENT SESSIONS

fourth floor 10:00-12:00

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

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

ENHANCING YOUR EMOTIONAL INTELLIGENCE

caprice 2/3

Carolyn Stern & Associates



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

COMMUNITY PRACTICE AS A LEADERSHIP APPROACH ACROSS WORKFORCE SYSTEM PARTNERS

salon f/g

Darlene Grooms
Oakland University



Kellie Scott
KY Career Center

Michael Shoemaker State of Utah



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

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

At the conclusion you will have the framework to effectively create and manage any document, from a simple memo or email, to a proposal, or a lengthy report

WRITING FOR RESULTS

caprice 1/4

Janet Arrowood

The Write Source,



CONCURRENT SESSIONS

fourth floor 1:00-2:30

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

caprice 2/3



Josh Davies
Center for Work
Ethic Development

The modern workplace is constantly evolving, but the pace of change has never been faster. It is estimated that 80 percent of the jobs of 2030 haven't even been *invented* yet! With this rapid change taking place in every sector of the workforce, a set of skills has emerged as the building blocks for the jobs of today and tomorrow. Sometimes called soft skills or foundational behaviors, employers simply call them Work Ethic. While many believe work ethic is an innate trait, new strategies are showing that these skills can be developed at any age, and are the building block skills for our clients, customers, and job seekers.

This interactive presentation highlights simple approaches that everyone can use to develop work ethic. By using employer-based research, defining the seven behaviors of work ethic, and applying innovative teaching methodology, participants discover how to make lasting behavior change.

THE FAMILY SELF-SUFFICIENCY PROGRAM: A PATHWAY TO SUCCESS

caprice 1/4



Rebecca Stancil
RS Constulting

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

- 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

CAREER LADDERS

pavilion



Linda DeMore
Illinois Department
of Employment
Security

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

Career ladders may be used in a variety of ways.

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

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

JOB SEEKER ROLLER COASTER

salon f/q

Vicki Zimmerlee

MD Workforce



CONCURRENT SESSIONS

fourth floor 2:45-4:30

A challenge many career centers face is managing customer flow and reducing wait times. One strategy to help improve service delivery is the use of technology.

This workshop will demonstrate how technology can help queue up meetings for staff, improve integration of services, identify the best staffing patterns, and increase customer satisfaction. These tools are currently in use in career centers from coast to coast and have had a significant impact on delivering services and improving customer service.

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

caprice 2/3

Tim Duffy Geographic Solutions



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

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

THE BLACK & WHITE OF AUTHENTIC STAKEHOLDER ENGAGEMENT

pavilion

Rebekah Clarke Holman/Clarke Group



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

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

MAKING SMART DECISIONS ABOUT PAYROLL DEDUCTIONS

salon f/g

Mary Jenverre Shultz National Endowment for Financial Education



Concurrent sessions for this time continue on next page

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

caprice 1/4



Nancy Fink
Professional
Outplacement
Assistance Center

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

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

AFTERNOON BRAIN BREAK

pavilion 4:30-5:00



A quick stop for the **Afternoon Brain Break** before we head to the our district meetings. Share your learning from the day and get updates on tomorrow's events.

And, as always, there are prizes!

IAWP DISTRICT MEETINGS

5:15-6:15

District Meetings are an opportunity for members of each IAWP district to get together to chat and conduct official business. Find your district and meeting location below. All members are welcome to attend!

District 1 Salon F District 5 Pavilion (CT, DE, ME, MA, NH, NJ, NY, RI, VT)

District 2 Salon G District 6 Caprice 3

(DC, MD, NC, PA, SC, VA, WV)

Gaprice 3

(AZ, AR, CO, LA, NM, OK, TX, UT)

District 3 Caprice 2 District 7 Salon M (AL, FL, GA, MS, PR, TN, VI) (AK, HI, ID, MT, NV, OR, WA)

District 4 Pavilion District 8 Boardroom 3 (IL, IN, KY, MI, OH, WI)



The IAWP Texas Chapter invites you to join us in San Antonio for the 2019 Workforce Development Conference!

Register now for the 2019 Workforce Development Conference at 2018 rates at the Information Booth!

Offer good until 3:00 PM, Wednesday, June 20, 2018

		The state of the s
Time	Activity	Room
8:30-9:45	General Session	Pavilion
9:45-10:00	Break	
10:00-11:30	Concurrent Sessions	Refer to Program
11:30-1:00	Awards Luncheon	Hall of Mirrors
1:00-2:30	Concurrent Sessions	Refer to Program
2:30-2:45	Break	
2:45-4:45	General Session	Pavilion
4:45-5:00	Afternoon Brain Break	Pavilion
6:30-End	Experience Cincinnati	Refer to Program

WELCOME & KEYNOTE ADDRESS

pavilion 8:30-9:45



DARE TO BE DIFFERENT! THREE KEYS TO GOAL SETTING SUCCESS

Jan Spence

Jan Spence & Associates

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

makes you successful and then capitalize on these new methods as you move forward.

During this keynote you will learn to...

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

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

Jan Horton Spence is an international consultant, professional speaker, trainer and one-on-one business coach.

As a former full-tackle football player in a professional national women's league, Jan has the crowd roaring as her story inspires listeners to believe that they truly CAN do anything if they want it badly enough. She will provide participants with a new perspective on how to develop a game plan and maintain momentum. Attendees will be able to implement her easy step-by-step process right away and also share these techniques with others to promote further success. Participants will learn new ways to empower themselves and others to get rid of unnecessary roadblocks, focus on what makes them successful and then capitalize on these new methods. Based on Jan's extensive experience helping organizations and individuals explore their full potential, she will expose attendees to a different approach to goal-planning.

CONCURRENT SESSIONS

fourth floor 10:00-11:30

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

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

THE ROLE OF PERSONALITY IN CAREER DEVELOPMENT

caprice 2/3

Stephanie Licata
Stephanie Licata



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

- Understand the 12 Essential Skills of Leaders
- Conduct a gap analysis between your skills and the desired skills
- Create and develop a plan of action to close the gaps

12 ESSENTIAL SKILLS OF LEADERS

salon f/g

Pam Nintrup
Project and Process
Professionals



The Rethinking Job Search program is transforming the way people search for work and gain employment.

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

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

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

WELL DEVELOPED CURRICULUM + EXPERT FACILITATING= RETHINKING JOB SEARCH

caprice 1/4



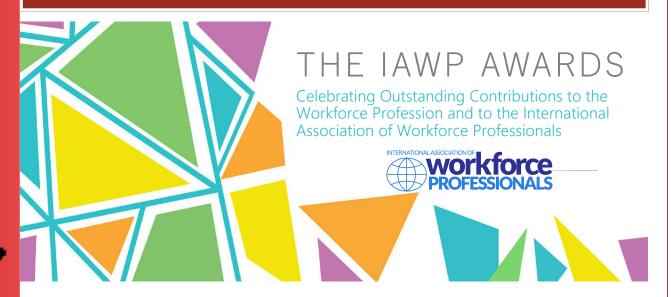
Susan Barksdale Willamette Workforce Partnership

Meredith Howell Willamette Workforce Partnership



AWARDS LUNCHEON

hall of mirrors 11:30-1:00



CONCURRENT SESSIONS

fourth floor 1:00-2:30

DEEPER DIVE INTO GOAL SETTING

caprice 2/3



Jan Spence & Associates

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

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

THE ART AND SCIENCE OF ONBOARDING

caprice 1/4



Aubrey White
Human Capital
Institute



Jenna Flipkowski Human Capital Institute

In most organizations, onboarding activities stop after the first week; this is not nearly enough time to orient, prepare, and develop a new hire to be successful in a new position and organization. HR practitioners and leaders may see the value of onboarding as a continuation of a positive candidate experience and a method to help reduce time to proficiency, but this perspective needs to be shared and embraced more broadly across an organization.

In this session, we detail successful onboarding practices, budgets, stakeholders, challenges, and outcomes from research from 2016 and 2017 HCl research. We pair case studies and best practices from leading organizations with notable research trends in this dynamic presentation.

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

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



GENERAL SESSION

pavilion 2:45-4:45

SOLUTIONS TO AMERICA'S WORKFORCE CRISIS

What Works Media Project

The US is crying out for solutions to its growing jobs crisis. Many adults—particularly individuals with no more than a high school education—struggle to obtain and maintain jobs that pay enough to support their families and permit upward mobility. At the same time, some employers report difficulty finding employees with the right skills to meet their needs. While public funding for employment and training has dwindled over the past several decades, there has been considerable development of alternative approaches to help people of low incomes gain skills for particular sectors. Solutions to America's Workforce Crisis illustrates how evaluation is baked into the DNA of two workforce programs, Per Scholas and Apprenticeship Carolina.

Through the stories and experiences of students, program leadership, employees, and employers, audiences are brought to a shared understanding of what makes these models successful as well as the potential for positive impact, made possible by investments in what works.

Following the film, enjoy a panel discussion on employer-facing job training, the value of cross-sector collaboration and using evidence to drive innovation in the workforce.

- Jason Skidmore, CEO, Vernovis (Moderator)
- Paul Cashen, Managing Director, Per Scholas
- Leslie Courtney, Senior Director, The Kroger Company
- Lauren Moore, Software Quality Analyst, Thrive Impact Sourcing
- Jordan Vogel, Vice President, Cincinnati Chamber of Commerce

GLOBAL PERSPECTIVES: INNOVATION IN WORKFORCE SYSTEMS

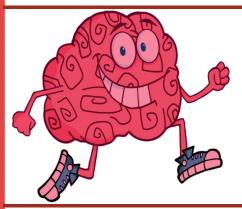
Join Moderator Rebecca Stancil, for a panel discussion of workforce development issues in Japan and Taiwan. International delegates from both nations will focus on innovative solutions and strategies being utilized abroad that could be employed in the United States to address similar workforce issues.

International participation in the Workforce Development Conference has been a highlight of the conference for many years and we're excited and honored to gain new insights into the successful workforce system practices utilized in these great nations.



AFTERNOON BRAIN BREAK

pavilion 4:45-5:00



Don't miss the last **Afternoon Brain Break** of the 2018 Workforce Development Conference. Join us to share your learning, talk about how will you use will what you've learned back at work, get details on Experience Cincinnati, and maybe even win a prize!

EXPERIENCE CINCINNATI

preregistration required (see information booth)



Head to the Great American Ballpark on the banks of the Ohio River as the Cincinnati Reds take on the Detroit Tigers. Attendees will meet in the 4th floor lobby at 6:10 PM to travel together to the stadium.

Tickets include seats in the group field box and a ballpark buffet dinner at the Old Smoky Party Barn.

J.A.C.K.

Try your luck at Jack Casino, where no matter what you play; they've got your game. Attendees will meet in the main lobby at 6:30 PM. Complimentary transportation will be provided to the casino at 6:45 PM, with return transportation at 8:45 PM.

Tickets include a Jack Card valid for a complimentary dinner buffet and \$5 of play.



Check out what's brewing at Rock Bottom Restaurant and Brewery where you can enjoy a casual dinner buffet with friends. Rock Bottom is a small craft brewery featuring local ales made on site. Attendees will meet in the hotel lobby at 6:30 PM and walk together to the restaurant. After dinner stroll and enjoy the beauty of Fountain Square, which features the Genius of Water fountain regarded as the city's symbol and one of the most visited sites in Cincinnati.



AN ENGAGING CURRICULUM FOR BUILDING WORKPLACE SKILLS

- TRAIN-THE-TRAINER
- SOFT SKILLS ASSESSMENT
- PARTICIPANT CERTIFICATION

The Center for Work Ethic Development is proud to announce our CEO, Josh Davies will deliver the IAWP Keynote!

Don't miss his Work Ethic workshop Monday, June 18th at 1:00pm!

www.BRINGYOUR-AGAME.com

A SOLUTION FROM



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

CONCURRENT SESSIONS

fourth floor 8:30-10:15

MOTIVATION IN THE WORKPLACE

caprice 2/3

Candy Sebert
University of Central Oklahoma

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

During this workshop you will learn to identify what motivates people and discuss the effect of feedback for employees.

OUTSTANDING EXPECTATIONS

caprice 1/4



Amber Drake
Oregon
Employment
Department

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

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

THE LOST ART OF POSITIVE & POWERFUL COMMUNICATION

salon f/g



Nancy Fink
Professional
Outplacement
Assistance Center

In this world of instant gratification and wired communication, it is so easy to become negative and to let negativity seep into our communication.

Come to this interactive and fun workshop to learn how to communicate powerfully. You will learn how to read people and how to effectively communicate with them.

During this session you will become aware of your communication styles and how to tap into them, learn ways to speed read others, and learn how to enhance your positive communication so that you can effectively convey your message.

CLOSING KEYNOTE AND CEREMONIES

pavilion 10:30-12:00

BEYOND LEADERSHIP: PRACTICING THE ART OF MEMBERSHIP

Stephanie Licata
Stephanie Licata

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



During this engaging keynote you will learn to...

- Understand the specific strategies, behaviors and attitudes that contribute to team success.
- Evaluate your own ability to be a productive member of a team.
- Identify realistic and tangible actions to take to improve the success of teams you participate.

After Stephanie's keynote, stay to celebrate as we close out the 2018 Workforce Development Conference and look ahead to next year's conference in San Antonio.

As a consultant, business strategist, training specialist, coach, and full time game changer, Stephanie Licata has worked and consulted in a variety of industries and with dozens of entrepreneurs running their own show.

Stephanie's rapid ability to respond to the needs of your business, training challenge, event, or career desires will motivate you to design and implement new ideas and practices to increase productivity and profitability.

ANNUAL IAWP BUSINESS MEETING

pavilion 1:30-3:00

Join the 2017-18 IAWP Officers for the Annual IAWP Business Meeting. The agenda includes the reading of resolutions, presentation of life memberships, and the annual cement of the 2018-19 election results. President Cheryl Brown will present the annual stewardship report.

Come prepared with questions about the association as there is plenty of time for members to ask questions of the officers.

After the meeting, join us for light snacks in the Pavilion Foyer.



All conference attendees are welcome to attend this meeting.



BANQUET & BALL

hall of mirrors 7:00-11:00

You are cordially invited to the... 2018 Workforce Development Conference BANQUET & MASQUERADE BALL

Join us as we close the 2018 Workforce Development
Conference with the annual banquet and ball. The evening
includes a delicious dinner, the final awards of the year,
and the pinning and swearing in of the new association
officers. After the formal festivities, join us for dancing,
drinks, and a roll of the dice in the casino.





STREAMLINED LOBBY MANAGEMENT FOR A BETTER CUSTOMER EXPERIENCE





Janet Arrowood, The Write Source, Inc.

Janet Arrowood has been a writer, technical editor, and writing trainer for over 35 years. Ms. Arrowood is a mathematician by degree, an engineer by training, and a writer by profession. She specializes in training professionals to write in "plain English."

Janet Arrowood is the author of *Plain Language, Please: How to Write for Results.* She is an international author, speaker, and trainer. Ms. Arrowood has developed and presented plain/practical language and technical document writing training programs and provided writing and presentation skills training to numerous government agencies, organizations, and companies.

Janet brings both engineering and military backgrounds to her work. She served as an Army Signal Corps Officer, a member of the technical staff at MITRE, and a staff engineer at Martin Marietta and NATO. She holds a degree in Mathematics from Vanderbilt University and has completed graduate level courses in Operations Research at George Washington University.

Grant Axtell, Oregon Employment Department

Joining the Organization and Talent Development Team in 2004, Grant Axtell is Learning Specialist 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 on the International board of IAWP as President-Elect.

Susan Barksdale, Willamette Workforce Partnership

Susan Barksdale has extensive experience developing and evaluating workforce training programs. She has published numerous articles and books and presented her theories and practices at international and national conferences. Susan has been the Director of Special Projects at WWP for 7 years and is the Cognitive Behavioral Specialist for Rethinking Job Search and designed and developed the curriculum. In addition to her 20+ year consulting career, she has held senior management positions at two training and development firms. Susan holds Masters Degrees in the behavioral sciences from the University of Wisconsin and is a Certified Cognitive Behavioral Therapist.

Rebekah Clarke, Holman/Clarke Group, Ltd.

Rebekah Clarke is an accomplished learning and project management professional with extensive experience managing global training programs and leading large business transformation projects to meet critical business strategy and goals within organizations. She is the founder of Holman/Clarke Group, Ltd. which offers consulting and design services for learning and development project managers and has been described as having "that rare mix of 'big picture' thinking and 'get it done' work ethic that is so difficult to find in an executive".

Prior to starting her own business, Rebekah worked in management roles in training and development, sales and marketing, and process improvement. Rebekah is a certified Project Management Professional (PMP), a member of the Association for Talent Development and has a master's degree in Organizational Leadership from Gonzaga University.

Josh Davies, Center for Work Ethic Development

Josh Davies is passionate about helping others make a difference in their lives, jobs, and community. Through his work as a speaker and trainer, he has engaged and encouraged professionals across North America, the Middle East, and Asia. An in-demand speaker, Josh gives keynote presentations and workshops to more than thirty education, workforce, and corporate conferences annually. In preparation for the 2008 Democratic National Convention, he led the training for all 10,000 volunteers and more than 4,000 local service professionals for the event. *Training Magazine* named him as one of the top 10 trainers under 40 in America and the *Denver Business Journal* tapped him as one of Denver's 40 Under 40.

Davies is currently the CEO of The Center for Work Ethic Development, an organization committed to developing foundational soft skills in the global workforce. Partnering with organizations in 47 states and 8 countries, they equip trainers to build the in-demand skills of the 21st Century. He is a published author, and frequently cited in national publications, including the *New York Times*. An avid runner, Josh has been awarded the Mile High Energy Award by Visit Denver, and an honorary Doctorate of Foodservice by the North American Food Equipment Manufacturers Association for his contributions to the industry. He has been appointed by the Governor to serve a second term on the Executive Board of the Colorado Workforce Development Council, and to Chair the State Education and Training Steering Committee. He also chairs the P-Tech Selection Committee for Colorado, and serves on the board of the Colorado Opportunity Scholarship Initiative. Josh previously served on the Board of Directors for the National Association of Workforce Development Professionals, was President of the Council of Hotel and Restaurant Trainers (CHART), and co-chaired the Colorado State Youth Council.

Linda DeMore, Illinois Department of Employment Security

Linda DeMore is the Chief Financial Officer for the Illinois Department of Employment Security (IDES). She is responsible for the financial operations of the department including budget, accounting, procurement, UI tax functions and Quality Assurance. Ms DeMore has a 34 year tenure with IDES with careers including: UI Auditor, Accounting Supervisor, Accounting Manager and Business Architect.

Ms. DeMore most recently lead agency in implementation ERP SAP system and on September 11th implemented GenTax system replacing 5 legacy tax systems.

Amber Drake, Oregon Employment Department

Who am I? Simply stated, I am "The DIVA"; Dynamic, Intelligent, Vivacious and Awesome!

I love all things Disney and Wizard of Oz from participating in the annual Disney Princess Half Marathon at WDW, to wearing red ruby slippers at my wedding. I grew up in Philomath, OR, and was a cheerleader throughout high school. I love to travel, and celebrated my 25th birthday in Australia, snorkeling the Great Barrier Reef. Overall, I fully embrace the motto Stand Proudly Before the World and Declare Your Place Within It--best fortune cookie EVER!

With almost 20 years of training and recruiting experience in both the private and public sectors, I joined the Oregon Employment Department in 2003 as a Business & Employment Specialist. In 2005 I transferred to central operations, and in 2011 I became the WorkSource Oregon Training Coordinator and was certified as a national Career Development Facilitation Instructor.

Tim Duffy, Geographic Solutions

Tim Duffy has over 20 years of experience promoting and implementing new technologies within service industries. At Geographic Solutions, he is responsible for managing the company's central regional customers and demonstrating software functionality. He has worked with state and local workforce boards to develop and implement the Virtual OneStop system for over 16 years. Tim holds a B.A. in Economics from Southern Methodist University and an M.B.A. from Florida Metropolitan University

Jenna Filipkowski, Human Capital Institute

Jenna N. Filipkowski, Ph.D. is the Head of Research at the Human Capital Institute (HCI). Over the past five years at HCI, she has authored over 40 research papers on a variety of talent management topics such as coaching, leadership development, talent acquisition, and employee engagement. She received her M.S. and Ph.D. in Industrial-Organizational Psychology from Wright State University and her B.S. degree from Ursinus College.

Because of her passions for improving people's experience in the workplace and helping others find meaning and purpose from work, Jenna has trained at an International Coach Federation (ICF) Accredited Coach Training Program at the University of Texas, Dallas. Her business, Movement Leadership Coaching LLC, helps leaders move with intention and possibility. She resides in Cincinnati with her husband, toddler son, and two dogs.

Nancy Fink, Maryland Professional Outplacement Assistance Center

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.

Darlene Groomes, Oakland University

Dr. Groomes is an Associate Professor in the Department of Human Development and Child Studies at Oakland University. She serves as the Area Coordinator for Special Education Programs and conducts research in areas of performance management in vocational rehabilitation, human-animal interactions among individuals with autism spectrum disorder, and psychosocial adaptation to disability. Educated as a rehabilitation counselor, Dr. Groomes worked in the field as an independent living specialist and counselor to individuals seeking employment outcomes following spinal cord and/or traumatic brain injuries. Dr. Groomes serves as the national Chair of the Standards & Examination Committee with the Commission on Certification of Rehabilitation Counselors (CRCC) and as a Summit Group Navigator, which is the national steering committee that guides the Summit Group community of practice for performance management in Vocational Rehabilitation. She actively collaborates in the areas of disability and employment with key stakeholders across systems including administrators, researchers, service providers, individuals with disabilities and families.

Jan Horton Spence, Jan Spence & Associates

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

Jan Horton Spence is an international consultant, professional speaker, trainer and one-on-one business coach.

As a former full-tackle football player in a professional national women's league, Jan has the crowd roaring as her story inspires listeners to believe that they truly CAN do anything if they want it badly enough. She will provide participants with a new perspective on how to develop a game plan and maintain momentum. Attendees will be able to implement her easy step-by-step process right away and also share these techniques with others to promote further success. Participants will learn new ways to empower themselves and others to get rid of unnecessary roadblocks, focus on what makes them successful and then capitalize on these new methods. Based on Jan's extensive experience helping organizations and individuals explore their full potential, she will expose attendees to a different approach to goal-planning.

Meredith Howell, Willamette Workforce Partnership

Meredith Howell is a well-respected grant writer, trainer, and facilitator in both organizational development and workforce development. Her background in scientific research, teaching and curriculum development at the university level helps her effectively communicate complicated and abstract concepts to audiences of adult learners. Meredith currently works as facilitator for Rethinking Job Search, at two pilot sites on the Oregon Coast. Meredith holds a Ph.D. in Biochemistry and Biophysics from Oregon State University. She has been accredited by the National Association of Cognitive-Behavioral Therapists.





Mary Jeneverre Schultz, National Endowment for Financial Education

Mary Jeneverre Schultz is the Director of Financial Workshop Initiatives for the National Endowment for Financial Education (NEFE) in Denver, Colorado. She manages the website, www.FinancialWorkshopKits.org. This website is designed to help leaders, community volunteers and educators teach financial education to under-served audiences. The tools and resources include PowerPoint presentations, talking scripts, activities and informational handouts.

She has received the Bronze Quill Award in the Denver chapter of the International Association of Business Communicators for the American Foundation for Suicide Prevention. In the regional chapter, she has received the Award of Merit for the same project.

Jeannette graduated from California State University Fullerton as a Communication and Political Science major with an emphasis on Journalism and International Politics. Her hobbies include writing travel pieces from the Philippines, reading books by Asian American authors and cooking Filipino cuisine. She resides in Aurora, Colorado, with her husband, three children, Tibetan terrier and a parrot.

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

As a consultant, business strategist, training specialist, coach, and full time game changer, Stephanie Licata has worked and consulted in a variety of industries and with dozens of entrepreneurs running their own show.

Stephanie's rapid ability to respond to the needs of your business, training challenge, event, or career desires will motivate you to design and implement new ideas and practices to increase productivity and profitability.

Russell McMahon, University of Cincinnati

Russ McMahon has been teaching IT related subject matter for over 37 years and is a faculty member in the School of Information Technology at the University of Cincinnati. He has been teaching full-time at University of Cincinnati since 1999 and helped create the BS Information Technology degree which started in 2004. Prior coming to UC he has taught at several area high schools and spent more than 8 years in the IT world. He teaches courses in computer programming, database administration, business intelligence, and cyber security. He is very active in the IT user group community having served on the boards of multiple groups (currently on the Cincinnati Chapter of Infragard) and helped create TechLife Cincinnati. In 2014, he spent 6 months working at three universities in three different countries (Rwanda, Kenya, and South Africa) in Africa doing IT curriculum development. While at Mount Kenya University in Thika, he traveled to their various campuses giving a talk on creativity and creative problem solving. He maintains a blog about the local IT groups and another on UC's computing history.

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

Pam works with individuals and teams to improve productivity, achieve strategies and enhance success. She has a passion for helping others increase skills, improve performance and develop plans to ensure progress and success. Pam has assisted many individuals and organizations with these improvements through effective and engaging training, consulting and coaching.

Prior to founding her own Company in 2007, Pam spent over 25 years in Corporate America in senior management positions in a variety of industries including consumer products, insurance, financial services, and information technology and facility management. She has delivered training on topics including Leadership, Communications, Teambuilding, Employee Engagement, Project Management, Lean, and Six Sigma. Pam has also managed international teams and helped others develop to full potential

Pam earned BS Degrees in Administrative Management and Information Processing Systems, from the University of Cincinnati. She is a certified Project Management Professional, Six Sigma Master Black Belt and a Certified Professional Coach. Pam is a past President of the Greater Cincinnati of the Association for Talent Development and former President of the Southwest Ohio Chapter of the Project Management Institute where, under her leadership, the chapter won an international award for Component of the Year.

Kaci Roach, New Growth Group

Kaci Roach is a Project Manager for many of New Growth's strategic planning projects in Northeast Ohio. In this role she manages strategic partnerships, adds capacity to evaluation projects, and maintains external communications. Kaci is currently supporting Generation Work, an initiative to improve employment outcomes for young adults in Cuyahoga County. This project has an intentional focus on closing disparity gaps between young adults of color and their white peers.

Before joining New Growth, Kaci was the Senior Manager, Knowledge at StriveTogether. In this role she helped communities across the nation connect their K-12, post-secondary, and workforce sectors to better and more equitably prepare students for successful employment after graduation. Kaci also worked with the Northeast Ohio Council on Higher Education where she facilitated the development and design OhioMeansSuccess, a college preparedness website, with Ideastream for the Ohio Board of Regents.

Kellie Scott, MRC, CRC, CPM, University of Kentucky

Kellie Scott is an administrator with the Kentucky Office of Vocational Rehabilitation (OVR) where she has worked as a program evaluator since January 2011. Before that she was a vocational rehabilitation counselor for 17 years. Most of that time she spent working with individuals concerned with a variety of issues including transition, hearing loss, developmental disabilities, physical disabilities as well as others. She has been on numerous teams with OVR including school transition, communication specialists, Ticket to Work and mentoring. She is a Certified Rehabilitation Counselor (CRC) and a Certified Public Manager (CPM). Kellie is currently the treasurer for the Rehabilitation Program Evaluation Network (RPEN).

Candy Sebert, University of Central Oklahoma

Candy Sebert has been with the University of Central Oklahoma for 28 years. She is the department chair in the Adult Education and Safety Sciences department as well as the program coordinator of the Career Technical and Workforce Development program and the General Studies program. She has recently designed and developed the major, Workforce Development, that is an online major that can be accessed from anywhere in the world. She has designed many classes for online and/or hybrid delivery and also teaches many classes for both online and on-ground delivery. Some of the online classes she designed are Motivation in the Workforce, Contemporary Issues in Supervision, Workforce Education, Consumer Management, and Hospitality & Tourism. She serves on the board of directors for the Oklahoma Consumer Credit Counseling Service. She received her bachelor's and doctorate degrees from Oklahoma State University and her masters' degree from Northeastern State University.

Prior to her position with UCO she was the Assistant Supervisor for the Family and Consumer Sciences (FACS) division with the Oklahoma Department of Career Tech. In addition, during her ten years for the ODCTE she was the Educational Equity Coordinator and a District Supervisor for the FACS division.

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

Michael Shoemaker has worked for the State of Utah for the past 17 years as an Employment Counselor, Senior Employment Counselor, Vocational Rehabilitation Counselor, Supervising Rehabilitation Counselor, Program Planning and Evaluation Specialist and a Business Relations Intern. He is the cofounder of the Summit Group, a community of practice of Vocational Rehabilitation Performance Management Excellence. This community of practice has 430 members nationally and is it is 12th year of operation. Michael appreciates the knowledge, wisdom, expertise, curiosity, humor and mostly the professional relationships and friendships he has developed over these 12 years by taking an active part of this community of practice. He enjoys interacting with other workforce professionals to find solutions and opportunities for people with disabilities in work settings. When not at work you will find him hiking, biking or taking photographs in the Wasatch Mountains not too far from his home in Salt Lake City, Utah.

Rebecca Stancil, RS Consulting

Rebecca Stancil has worked as a Family Self Sufficiency Coordinator with Missoula Housing Authority for over 12 years. Her focus is to provide support for clients interested in career exploration, utilizing veteran's services, credit repair, medical care, 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 assisted hundreds of clients achieve their employment and financial goals. 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.

Nikki Stoicoiu, New Growth Group

Nikki Stoicoiu's responsibilities as Data Manager at New Growth include compilation and analysis of data from various public and private sources, survey design and implementation, and spatial analysis. Nikki joined New Growth following two years as a Graduate Assistant at Cleveland State University's Center for Economic Development, where she was published in reports covering economic impact, industry and occupational trends, economic indicators, and workforce development.

Nikki received her Master's Degree in Urban Planning, Design, and Development from Cleveland State University, with a specialization in Geographic Information Systems. She is proficient in various GIS platforms, such as ArcGIS and QGIS, and is experienced with statistical packages SAS, R, and Excel.

Carolyn Stern, Carolyn Stern & Associates

Carolyn Stern is a successful entrepreneur who specializes in helping professionals get unstuck. As a life-long learner and academic, Carolyn is a professor, corporate trainer, certified Emotional Intelligence Expert, author and professional speaker.

Carolyn's focus and passion has been on teaching emotional intelligence, leadership and team building into the workplace. She drives individuals and corporations to learn how to connect authentically, communicate effectively and thrive collectively by interweaving emotional intelligence along the way. In addition to her passion for sharing knowledge, she is committed to "Learn More. Be Better. Teach Others".

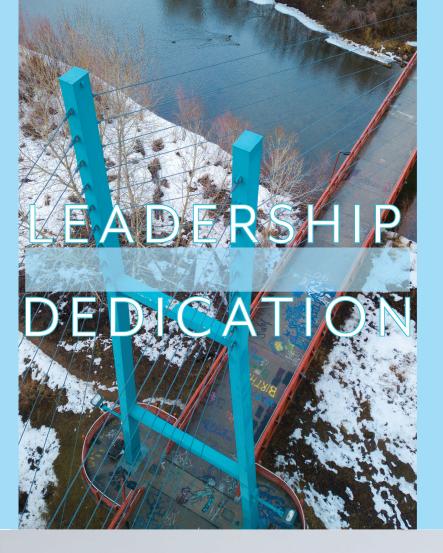
Carolyn holds a Bachelor of Commerce, Marketing, a Bachelor of Education, Business Education and a Post-Baccalaureate Diploma in Primary Education from the University of British Columbia. She has also earned a Post-Baccalaureate Diploma in International Business from the University of Copenhagen in Denmark, and completed a Master of Arts in Leadership from Royal Roads University. Lastly, she is a Certified Facilitator in the area of Emotional Intelligence with MHS Inc.

Aubrey Wiete, Human Capital Institute

Aubrey Wiete, M.A. is the Senior Director of Learning and Enablement at the Human Capital Institute. She helps lead the strategy, design, and development of materials and tools that help HR practitioners manage and improve every aspect of the talent lifecycle. Her areas of interest include effective onboarding programs, team-building practices, and exploring ways to creatively build and sustain organizational cultures and workplaces. She is passionate about HR's unique ability – and obligation – to make work better.

Aubrey has a background in creative writing and earned her M.A. in Organizational Communication from the University of Kentucky. She is currently based in Cincinnati, Ohio and has presented her work regionally and domestically. When she is not busy designing learning for HR, she enjoys writing, Scrabble, (occasionally) running, and spending time with her family and dog.





District 7 thanks Cheryl Brown for her leadership and dedication serving as President of IAWP in 2017-2018.

Congratulations to Grant Axtell moving forward as President of IAWP in 2018-2019.





"We learn something from everyone who passes through our lives...Some lessons are painful, some are painless...
but, all are priceless."

- Unknown

MAA

Congratulations 2017 Public Policy Award Winner
GRAHAM SLATER

Deputy Director, Oregon Employment Department



Thank you to President Brown, the 2017-2018 Board of Directors and the Ohio Chapter for their efforts to present an outstanding educational conference. We are certain that each attendee will enhance their professional knowledge of the issues facing workforce development, enjoy being with old friends, make a new one and obtain ideas to improve services to the public.

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With sadness and respect...the **IAWP PAST INTERNATIONAL PRESIDENTS** remember their fellow past president who passed away last year.

With pride, Gary presided over our 75th Anniversary conference in Chicago.

### **GARY ADKINS**

"A Proud Past – A Brilliant Future" 1987 – 1988



# **President Cheryl Brown**

for your leadership and friendship. Congratulations on a successful year!

Your fellow IAWP Officers: Grant, Mary, Misti, and Terri

# JOIN US ON THE SAN ANTONIO RIVERWALK FOR THE **2019 WORKFORCE DEVELOPMENT CONFERENCE!**



