

The Power Within



**Western Region
2008
Support Staff
Conference**

March 31 to April 2

***The Pillar and Post,
Niagara-on-the-Lake***

The Power Within

Conference Schedule



DAY 1 – Monday – March 31, 2008		
TIME	EVENT	LOCATION
11:00	Arrival and Registration	Upper Canada Hall Foyer
11:45 – 12:15	Lunch	Second Room/Upper Canada Hall
12:15 – 12:30	Welcome	Upper Canada Hall
12:30 – 2:00	Plenary Session “Live Well, Laugh Lots and Play Often” Susan Stewart	Upper Canada Hall
2:00	Break	Upper Canada Hall Foyer
2:15 – 4:00	Concurrent Session # 1: 1. Emotional Intelligence (EQi) Dee Cox	The Gallery
	2. Dealing with Difficult or Angry People – Finding Your Voice in the Difficult Conversation Bill Urie	Simcoe Room
	3. Go With The Flow Susan Stewart	Queenston Hall
4:00 – 5:30	Check-in and Wellness ‘booths’	Upper Canada Hall
5:30 – 7:30	Dinner at the International Table <i>(Cash Bar Available)</i>	The Gallery
7:30	Entertainment – Best Improv Troupe in Canada	Queenston Hall

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DAY 2 – Tuesday April 1, 2008		
TIME	EVENT	LOCATION
7:30 – 8:30	Breakfast	Dining Room
8:30 – 10:30	Concurrent Session # 2: 1. The Genius of your Strengths Cate Walker Hammond	The Gallery
	2. Today's Generation Jilaine Parkes	Queenston Hall
	3. Email and Phone Etiquette /Speed reading/ Managing Your Inbox Lori Read	Simcoe Room
10:30 – 10:45	Break	Outside Gallery
10:45 – 12:45	Concurrent Session # 3: 1. Violence Prevention Training Bob Earle & Crystal Boyd	Queenston Hall
	2. Performance Reviews Edie Torbay	The Gallery
	3. Technology Today – The Top 10 Tips and Tricks for Word, Excel, PowerPoint and Outlook Gary Genereaux	Simcoe Room
12:45 – 1:45	Lunch	Dining Room
1:45 – 4:30	The Power Within... Charting Our Future in an Open Space Valerie Grabove	Upper Canada Hall
4:30 – 5:30	Free Time / Networking	
6:00	Dinner	The Gallery
8:00	Evening event – Wii Tournament	Simcoe Room

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DAY 3 – Wednesday – April 2, 2008		
TIME	EVENT	LOCATION
7:30 – 9:00	Breakfast / Check out	Dining Room
9:00 – 11:30	Plenary Session ACT NOW Jay Quinlan	Upper Canada Hall
11:30	Wrap up, Evaluation, Lunch-to-go	Upper Canada Hall Foyer

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Opening Keynote Address

Live Well, Laugh Lots & Play Often

Susan Stewart

Based on her smash-hit workshops, "**Live Well, Laugh Lots**" and "**The Power of Play**", this light-hearted hour is the wellness version of an "Inconvenient Truth"! Through hilarious personal stories about her own journey to wellness, her straight-up honesty about human nature, and sharing the "greatest hits" of health information, Susan brings an entertaining and inspirational hour about taking time for the three sides of wellness: eating whole foods, moving our bodies, and positivity - are we laughing and playing enough? Are we balancing what we "*gotta do*" with what we *love to do*?

Susan Stewart will leave you laughing and understanding the magnificent power of aligning our everyday habits with our desires for health and happiness. When we feel good, all other things are possible!

Susan Stewart is both a recovering stand-up comic and an Ontario government rookie. After touring Canada with three one-woman shows and performing at comedy clubs around Toronto for five years, Susan decided to leave stand-up comedy in 2003. Through life's uncanny ability to shock and entertain, Susan then found herself working in a human resources branch within the Ontario government. She was asked to write and facilitate a humour-in-the-workplace workshop for the Ministry of Citizenship & Immigration's All Staff Day, and that went very well. The following year, Susan was asked to do a follow-up wellness workshop for MCI's 2005 All Staff Day, and that went very well too. She discovered that she actually liked doing this and has found a way to combine the HR and comedy worlds by presenting workshops and keynote/motivational speeches. Susan's presentations deliver her messages of teamwork, risk-taking, work-life balance, health and humour.

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Closing Keynote

ACT NOW

Jay Quinlan

ACT NOW is a programme designed and developed by Jay Quinlan of Global Learning Solutions Inc. and is about “*Winning in Life*” and the means to achieve it. By a process of learned Actively Controlled Thinking anyone can develop the skills to obtain the Neurology of Winning.

Elite performers in life, be it either in sports, as successful business people or as managers of others, they all have a universal similarity....their ability to utilise '*Mental Acuity*'. *Mental Acuity* is a learned skill in which the individual has a dimension of cognitive astuteness for developing mental strategies for dealing with issues in life or training. To be consistently successful as a high performance individual this quality is essential. As with any physical skill or fitness level *Mental Acuity* has several frames which need to be mastered. The powerful tools taught within the *ACT NOW Programme* can be used individually and inter-connectively. This allows for a variety of determined goals to have a tailored recipe of success created to meet the immediate needs of any given situation. The more the intense and complex the task the greater the effort and time that will be required to ensure success of that task.

Jay Quinlan is an educational consultant and president of Global Learning Solutions Inc. Jay holds both B.A and M.A. degrees in psychology and specialises in personal improvement, motivational training and transformational life skills. Jay has been in the educational field for over seventeen years and is a regular presenter at international conferences and seminars. As an educator in Hypnology (the study of hypnosis) and Neuro Linguistic Psychology as well as a fitness consultant, he is well versed in the needs of those individuals seeking peak performance. Using a unique blend of humour and adult learning principles students are encouraged to think beyond self imposed limitations and expand their abilities. Jay Quinlan's style of teaching leaves people knowledgeable, enthusiastic and eager to learn more!! Jay delivers services to a variety of clients. These clients include the private business sector, law enforcement, sports and health, government agencies, colleges and universities.

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Emotional Intelligence (EQi) – Dee Cox

Emotional Intelligence is an array of non cognitive capabilities, competencies and skills that influence ones ability to succeed in coping with environmental demands and pressures. This workshop will define what EQi is and is not. You will discover why its important to understand your EQ and will go away with the tools to assess your EI. Interactive and Fun!!

Dealing with Difficult or Angry People – Finding Your Voice in the Difficult Conversation – Bill Urie

Dealing with an angry or hostile person is a skill that not many of us have. The first step is learning that you must defuse yourself before you can defuse others ! We will identify the difficult and/or angry people in our lives and their behaviours. We'll identify our own anger 'triggers' and discuss how our triggers influence the cycle of aggression. Through discussion, we'll develop a personal positive attitude toward these difficult encounters and we'll learn some techniques to deal with an angry person.

Bill Urie is the Niagara Region Representative with the Education Safety Association of Ontario (ESAO).

Go With the Flow! – Susan Stewart

Once upon a time, Susan Stewart wanted to be a famous actress so she went to the University of Waterloo and got a theatre arts degree. Throughout her degree, Susan performed in many school productions, took many acting classes and learned a great deal of fun rhythm and improvisation exercises that actors use to warm-up before an acting class or going on stage. Many years and many dreams later, Susan has now brought these "theatre sports" and improv exercises to the corporate world to offer groups an extremely unique learning opportunity! The experience of Go With The Flow will challenge and develop your group's ability to: *take risks, use their creativity, work together as a team, focus and think quickly under pressure, listen to and accept each other's ideas* and the most important thing...**LAUGH AND HAVE A GOOD TIME!** This workshop is all about leaving our egos at the door and creating a supportive and light hearted atmosphere with no judgements or fear...the ideal workplace!

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The Genius of your Strengths! – Cate Walker Hammond

Do you have the opportunity to do what you do best every day?

Chances are, you don't. All too often, our natural talents go untapped. From the cradle to the cubicle, we devote more time to fixing our shortcomings than to developing our strengths. To help people uncover their talents, Gallup introduced the first version of its online assessment, StrengthsFinder, in the 2001 management book *Now, Discover Your Strengths*. The book spent more than five years on the bestseller lists and ignited a global conversation, while StrengthsFinder helped millions to discover their top five talents.

This interactive workshop will change the way you look at yourself, focusing on your natural talents, knowledge, and the skills you use to create your unique combination of strengths.

PLS NOTE: Participants will need to complete the online assessment before attending the workshop (approximately 20 minutes online). Please make sure your college email address is included with registration and you will be forwarded an assessment code and website info.

Today's Generation – Millennial / Generation Y – Jilaine Parkes

This two-hour interactive workshop will provide insight, perspective and appreciation of diversity found in today's generation. The session will focus on a generation that is arriving in droves and deals head on with the social, technological and cultural impact of their contributions and presence.

This induction combines humour and straight advice on effectively managing and leveraging the differences and similarities among generations

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Controlling E-mail and Voicemail, with Finesse! – Lori Read

Are you overwhelmed by e-mail? During this 2-hour workshop, participants will improve e-mail productivity instantaneously! With a few smart tips to manage the increasing numbers of e-mail messages daily, participants will find they have more time to address their critical workload. Participants will learn to manage their email and voice mail messages, using proper etiquette and keeping customer service excellence at the forefront.

Are you feeling buried under with voice-mail messages? You aren't alone! Most business people receive dozens of phone calls and voice-mail messages each day and for many, this is wasted time. Participants will learn tips to manage voice mail messages such as how to leave messages that will result in action. There's no reason to play long rounds of 'telephone tag' or to have a dozen messages saved on your voice mail. Effective voice-mail management is an essential management skill today that's just as important as managing priorities, communications or planning.

Lori Read has been a full-time employee of Fanshawe College since 1988. During the first 14 years at the college, Lori worked as a Program Consultant, managing the delivery of all Computer Software Applications and Computer Programming courses offered through Continuing Education. Since 2002 Lori has been the Administrative Assistant to the Chair of the School of Business & Management. A purely administrative support role for the Chair, this position has allowed Lori to hone her time management, desktop publishing, Internet research and office computer skills to meet the heavy demands of her fast-paced office environment. Over the years Lori has taught one-day workshops and 15 week courses in the Microsoft Office Suite of products including Word, Excel, Power Point, Outlook, and Publisher, both classroom and online formats. Lori has delivered workshops in Customer Service Excellence and Telephone Etiquette to fellow Fanshawe College employees. Recently Lori became certified to deliver Personality Dimensions Training.

Violence Prevention Training – Bob Earle and Crystal Boyd

Bob and Crystal will lead the group through exercises and scenarios to learn how to respond to potentially violent situations. Holds, blocks, kicks, etc. will be practiced.

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Performance Reviews – Edith Torbay

It's that time again. You have just been notified that your manager wishes to meet with you for your annual performance review, and you can't decide whether to run or hide. Come to this session and learn how to prepare so you don't have to do either of those things.

You will also learn how to receive feedback on your performance, how to give feedback to your supervisor, and what to do with the results. Best of all, you will learn what to do before the next PR so you won't be tempted to flee again.

Technology Today – The Top 10 Tips and Tricks for Word, Excel, PowerPoint and Outlook – Gary Genereaux

Gary will demonstrate the top 10 tips and tricks for the various Microsoft products commonly used in offices today. Come and learn short cuts and better and more efficient ways to get the job done! A comprehensive Tips and Tricks guide will be provided.

Gary Genereaux is a Staff Trainer in the Organizational Development and Learning Department at Fanshawe College. Gary is a Microsoft Certified Master Trainer and holds the Specialist certificate from Microsoft for Word, Excel, PowerPoint, Access and Outlook. Gary provides classroom and one-on-one training for all staff groups at Fanshawe.

The Power Within... Charting Our Future in an Open Space – Valerie Grabove

By "opening the space", Valerie will tap the wisdom of the group: participants will come together using their own knowledge, skills and experience to solve problems, innovate and facilitate change at their own Colleges.

Valerie Grabove is Chair for the Centre for Educational and Professional Development at Niagara College and 2004 recipient of Niagara College's Administration Award of Excellence. Valerie uses a consultative and integrated approach to professional, personal and organizational development for faculty, administrators and support staff drawing on the theoretical underpinnings of adult education, reflective practice and transformative learning.

In her "other" life, Valerie is a traveler, canoeist, wilderness camper, musher, wine taster, lifelong learner and is particularly proud to call herself a fly fisher.

REGISTRATION FORM

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NAME: _____

COLLEGE: _____ CAMPUS: _____

HOME ADDRESS: _____

PHONE # (HOME): _____ (WORK): _____

COLLEGE E-MAIL ADDRESS: _____

MALE: FEMALE: ACCOMMODATION CHOICES: SINGLE DOUBLE
SHARING WITH: _____

DEAN / CHAIR / SUPERVISOR SIGNATURE: _____

PLEASE LIST ANY MEDICAL PROBLEMS/SPECIAL NEEDS/DIETARY REQUIREMENTS OF WHICH WE SHOULD BE AWARE:

IN CASE OF EMERGENCY, CALL:

NAME: _____ PHONE #: _____

IT IS OUR INTENTION TO INCLUDE A LIST OF PARTICIPANTS ALONG WITH THEIR COLLEGE E-MAIL ADDRESSES IN THE INFORMATION PACKAGE THAT WILL BE GIVEN OUT AT REGISTRATION. IF YOU WOULD LIKE TO HAVE YOUR INFORMATION INCLUDED, PLEASE SIGN BELOW.

SIGNATURE: _____ DATE: _____

Register on-line at www.niagaracollege.ca/supportstaffconf or
fax your completed registration form AND workshop selection sheets to:

Niagara College
Centre for Educational & Professional Development
Attention: Shari Carpenter, Project Assistant
FAX: 905-736-6040
TEL: 905-735-2211 Ext. 7594

WORKSHOP SELECTION SHEET

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Name: _____ College: _____

Please indicate 1st, 2nd, and 3rd choice for each time segment.

MONDAY March 31 • 2:15 – 4:00	Choice
1. Emotional Intelligence (EQi) – Dee Cox	
2. Dealing with Difficult or Angry People – Finding Your Voice in the Difficult Conversation	
3. Go With The Flow – Susan Stewart	

TUESDAY April 1 • 8:30 – 10:30	Choice
1. The Genius of your Strengths – Cate Walker Hammond	
2. Today's Generation – Jilaine Parkes	
3. Email and Phone Etiquette/Speed reading/Managing Your Inbox – Lori Read	

TUESDAY April 1 • 10:45 – 12:45	Choice
1. Violence Prevention Training – Bob Earle & Crystal Boyd	
2. Performance Review: What Do You Do Now? – Edith Torbay	
3. Technology Today – The Top 10 Tips and Tricks for Word, Excel, PowerPoint and Outlook – Gary Genereaux	