

Conference Schedule of Events

Wednesday, October 28, 2009

9:30 Registration
 11:15 Welcome and Ice-breaker
 12:15 Buffet Lunch
 1:30 Workshop 1A/1B
 4:00 Scavenger Hunt—Wild Blue Yonder Lounge
 6:00 Dinner
 7:15 Group Photos
 7:30 Getting Connected—Wild Blue Yonder Lounge

Thursday, October 29, 2009

7:30 Buffet Breakfast
 9:15 Workshop 2A/2B
 12:00 Buffet Lunch
 1:30 Workshop 3A/3B
 4:00 Leisure Activities
 6:00 Costume Dinner
 "Vegas Night"
 7:30 Getting Connected

Friday, October 30, 2009

7:30 Buffet Breakfast
 8:45 Check out time
 9:30 Close—Keynote



2009 Planning Committee

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Location: This three day conference will once again be held at the historic Elmhirst's Resort which sits on 340 acres of rolling views of beautiful Rice Lake and its many islands. Directions to the resort can be found at www.elmhirst.com

GETTING CONNECTED 2009



Eastern Region Support Staff Conference

October 28-30, 2009

This year's conference will focus on the skills set and operational competencies that we all require to complete our day to day tasks and assignments. Look for workshops to introduce new, effective communication skills, career development strategies and hone our interpersonal skills. Our diverse group of qualified presenters will make this a conference to remember!

Conference Workshops



Workshop 1 A

Power of Body Language & Voicing

Scott McBride

In this interactive workshop you will learn how you can use voice and gestures to animate and increase the impact of your message. You will explore the subliminal impact of body language (persona, hands, eye contact, facial expression, and platform) and voicing (volume, rates, pitch, pausing and articulation). You will leave this workshop with tips and tricks for using body language and voice to really get your message across. Participation in this workshop will give you the opportunity to become aware of and actualize a unique speaking character ("persona"), recognize and use nonverbal aspects of powerful, successful speaking, and prepare, design, and practice speech elements aimed at enhancing topic delivery.

Scott is a full-time Professor of Financial Studies at Algonquin College where he teaches a wide variety of subjects in the field, including Sales Communication. Scott also is involved as Coach in a special initiative at Algonquin called the Performance Institute. This program focuses on building Non-Verbal Communication skills (Voicing and Body Language) for all staff at the college. He also presents similar material in the 'Presentation Skills' course, which is part of the TALL professional development program for part-time teachers.



Workshop 1 B

Putting Your Best Foot Forward

Nigel Parker

Too many of us miss out on the job we have wanted for so long because we did not represent our skills and experiences to the best of our abilities. This workshop will give you the tools to prepare yourself for the behavioural interview process. Topics will include concrete tips on how to prepare for the interview, what the selection committee is looking for in your answers, and how to present yourself in a confident and professional manner at the time of the interview.

Nigel Parker is currently the Recruiting Officer in the Human Resources Services Department at Algonquin College in Ottawa. He has over 19 years of experience in all facets of HR. Through his employment as a Senior Recruiter, HR Generalist and Independent Consultant, Nigel has developed advanced knowledge and expertise in organizational design; change management; competency based hiring; benefit and salary administration; performance management; succession planning; staff relations; employee retention; recruitment strategy development; behavioural interviewing; international recruiting; employee downsizing and outplacement counselling. Using principles of adult learning, Nigel's workshops are designed to be practical and hands-on.

Conference Workshops



Workshop 2 A

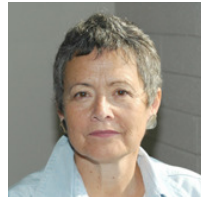
Respectful Encounters

Kathy Bouma

When we are in a position of providing service to others, it is sometimes challenging to manage the difficult situation or the difficult person while also maintaining respect of others and ourselves.

This workshop will assist participants to communicate with respect in a variety of interpersonal encounters. This means developing strategies that ensure the prevention of, or appropriately responding to, any behaviours or activities that impact our commitment to contribute to a respectful work and learning environment.

Kathy Bouma joined the Organizational Development and Learning Department at Fanshawe College in London in 2006 and was instrumental in the 2007 rollout of the Respect in the Workplace initiative where she contributed her expertise to the development of all of the learning and training materials. Prior to joining Fanshawe College, Kathy accumulated extensive experience working with numerous businesses, industry and not-for-profit organizations as well as Lambton College in Sarnia, assisting them in developing their 'people resources' through training and motivational development. Kathy brings to her presentations a high energy level, good sense of humour and fun approach to learning.



Workshop 2 B

Leading Through Conflict Pt 1

Workshop 3B

Leading Through Conflict Pt II

Danielle van Dreunen

Conflict is a natural, normal part of our everyday work lives. The question is: does it run/ruin our lives or can we make conflict the spark for innovation and excellence? Using both cases and examples from our professional experiences, this interactive workshop will consider various approaches for addressing conflict, ways to anticipate it, and discuss useful methods for defusing inappropriate conflict. Participate in meaningful dialogue with colleagues. Learn more about conflict, its nature, origins and impact and how to harness it to meet your goals.

Danielle van Dreunen joined St Lawrence College in 1987 as a faculty member in the School of Business, and is currently seconded as Coordinator of the College's Development Centre. Danielle's portfolio includes professional development of faculty, managers and support staff.

Conference Workshops



Workshop 3 A

Oh No! Not you again!

Vale Geen

Do you ever get that sinking feeling when certain people need your help? Perhaps the person is loud and belligerent? Perhaps they use a wheelchair or just do not seem to understand what you are saying? Maybe they are dressed like a woman but obviously have a five o'clock shadow. You do not want to offend, yet you just do not feel confident about interacting with the person. Or, you may have your own personal judgments about certain people that make it very difficult for you to deal with them.

This workshop will give you confidence to handle the more challenging situations. Important new expectations about cultural competency, inclusion, respect and diversity are opening doors for us to open our minds. New attitudes are rarely simply a matter of intellectual understanding. Openness of mind requires developing new levels of self awareness. This benefits us both professionally and personally.

Vale Geen is a Registered Nurse with a special passion for the mental health community. She is part of the Student Success Team at Loyalist College in Mind & Wellness Services working closely with the Disability Services Office at Loyalist. She also facilitates a Loyalist student group for those of alternative sexuality.



Closing Keynote

Rosita Hall

Rosita Hall is a Professional Speaker, Trainer, Author, Facilitator and a certified Laughter Leader. She believes in living life to the fullest and along the way leaving an imprint on the hearts of those she is privileged enough to meet. She is a former Social Worker, Executive Director and a volunteer extraordinaire. She believes in giving back to her community unconditionally. She has won numerous awards for her generosity and her ability to lead organizations through change and leadership issues. She has made numerous television appearances and has also been interviewed by various local and national newspapers and magazine groups. Most importantly however, she is Josh and Chris' Mom and married to the man of her dreams. Fasten your seatbelts and get ready for some high energy insight from Rosita!