

2018 National Training Institute Office Manager/Administrative Staff Group “OM Group” Agenda

SUNDAY, JULY 29, 2018

OM Participants are invited to attend Sunday events (including lunch and Opening/Welcome) if their travel schedule allows.

8:00 AM – 5:00 PM **Registration** – Michigan League, 1st Floor

1:00 PM – 2:30 PM **C/SC Group Opening Session**–Rackham Auditorium

Welcoming Remarks – Todd Stafford

Blended Learning Updates - featuring Coordination (CLCS), Enrollment (TMS) and Reporting (LMS) – Greg Greiner

2:30 PM - 3:00 PM **Refreshment Break**

3:00 PM - 5:00 PM **C/SC Group Opening** – Rackham Auditorium

Implicit Bias: What is it, and Why does it Matter? – Dr. Marc De Simone

Almost all people, even well-intentioned people have biases of one kind or another. We will discuss various biases. In this session, we will explore what social science research teaches us about “implicit bias,” and its impact on fair and impartial human interactions. We will attempt to recognize our unconscious biases, so we can implement unbiased behavior resulting in Fair and Impartial Customer Service! People trained in fair and impartial interactions are more likely to be effective at responding to dealing with others and handling conflict and enhance/promote trust on the part of the people they serve.

5:30 PM **Group Photograph** – Hill Auditorium

5:45 PM **Opening of the 2018 National Training Institute** – Hill Auditorium

Dining for Dollars Voucher Program: Any participant (and family member) attending opening session will receive a voucher worth \$25.00 for use at any participating local restaurant Monday through Thursday evening during NTI. You must be in attendance and seated in the auditorium to receive the voucher. Participating restaurants are listed in the Event Guide.

Immediately Following: **Welcome Reception** – Ingalls Mall (next to Hill Auditorium)
Reception is a relaxed, informal atmosphere.

MONDAY, JULY 30, 2018

Michigan League-Koessler Room or as noted

7:30 AM – 8:45 AM **GENERAL SESSION** – Modern Languages Building (MLB) Auditorium #4

Lessons in Leadership from the Battle of Baltimore – Dr. Marc De Simone

Imagine this: The United States of America invaded! Washington, DC, destroyed - the White House, the Capitol, and other public buildings, burnt to the ground. *Many people think: “This could never happen . . .” but it already has happened - during the War of 1812!* America’s “forgotten” Second War for Independence. Against all odds, **one American heroically led the defense** of the United States that inspired Francis Scott Key at Ft. McHenry and helped save us as a nation.

General Samuel Smith became a military hero for the second time in his illustrious life. His efforts are immortalized in our country’s National Anthem, *The Star Spangled Banner*. **This training investigates Leadership Lessons from the life of Sam Smith and helps participants to apply those timeless lessons today!**

8:45 AM – 9:00 AM **Refreshment Break**

9:00 AM – 10:15 AM **JATC Insurance dos and don’ts** – Jared Burrell and Melissa Garrett

Michigan League, Koessler Room Insurance is a vital part of how a JATC protects the Trust, employees, apprentices and beneficiaries. We will go over the recommended options for coverage, explain what and how various claims are covered and what to do when an issue or a claim arises.

10:15 AM – 10:30 AM **Presenter Change / Break**

10:30 – 11:45 AM **Construct Your Future, A Recruitment Campaign** – Tom Germuska

Construct Your Future is an *electrical training ALLIANCE* recruitment initiative to promote registered apprenticeship programs. The program's website, www.ConstructYourFuture.com, acts as a center point for digital recruitment campaigns and can serve as a center point for JATC/AJATCs actively recruiting apprentices by providing them a place to host a customized landing page(s). Construct Your Future is also on Facebook (www.facebook.com/CYFutureCareer) and Twitter (www.twitter.com/CYFutureCareer). The *electrical*

training ALLIANCE worked with BMA Media Group to build the program and create branding for all JATCs to use as a tool for recruiting the next generation of electrical workers.

- 11:45 AM – 12:45 PM **Lunch - Michigan League**
- 12:45 PM – 2:00 PM **Toward a Model of Service Excellence** – Dr. Joey Shorter
Technologies are impacting the front office, but they have not changed our need for continued service improvement. Office managers still need to be highly organized; efficient; tech savvy; hawkish with the budget and spending; able to read the minds of their employers, employees and customers; maintain professionalism peppered with kindness; and in general shape overall satisfaction from a frontline point of view. Is that all?!? Participants are invited to come unleash your inner super power for unsurpassed office management service and skills.
- 2:00 PM – 2:15 PM **Refreshment Break**
- 2:15 PM – 3:30 PM **The Administration of the Blended Learning System** – Greg Greiner
- 3:30 PM – 3:45 PM **Presenter Change / Break**
- 3:45 PM – 5:00 PM **The New EEO Plans** – Allison Feldstein

TUESDAY, JULY 31, 2018

Michigan League-Koessler Room or as noted

- 7:30 AM – 8:45 AM **electrical training ALLIANCE's Social Media** – Laura Ziemianski
The *electrical training ALLIANCE* is utilizing social and digital media as a way to connect with internal and external audiences. With channels on Facebook (www.facebook.com/IBWENECaetA), Twitter (www.twitter.com/IBWNECAetA), LinkedIn (www.linkedin.com/company/electrical-training-alliance), and YouTube (channel titled: electrical training ALLIANCE), the *etA* is growing its digital presence and the quality of material put on those channels. These channels are maintained as a resource, with information ranging from upcoming Train-The-Trainer classes to recruitment messages and everything in between. Come to this session to learn about some best practices and what resources are available to you.
- 8:45 AM – 9:00 AM **Refreshment Break**
- 9:00 AM – 10:15 AM **The New Test Generator** – Bill Ball
- NQ Room 2255**
- 10:15 AM – 10:30 AM **Classroom Change / Break**
- 10:30 – 11:45 AM **Roundtable Discussion** – Todd Stafford and Steve Strickland
- 11:45 AM – 12:45 PM **Lunch** – *Michigan League*