2019 Support Staff Conference

Nationwide & Ohio Farm Bureau 4-H Center
2201 Fred Taylor Drive, Columbus, Ohio 43221

Wednesday, May 29
Evening networking event – optional, details TBD

Thursday, May 30
8:00-9:00 am  Registration and Networking
9:00-9:15 am  Welcome and Introduction
  Roger Rennekamp, Ph.D, Associate Dean and Director,
  Ohio State University Extension
9:30-10:15 am  Breakout Session 1 – see page two for topics
10:30-11:15 am  Breakout Session 2 (repeat topics from session 1)
11:30-12:30 pm  Lunch and Networking
12:45-1:30 pm  Breakout Session 3 – see page two for topics
1:45-2:30 pm  Breakout Session 4 (repeat topics from session 3)
2:45-3:45 pm  Conference Keynote and Adjourn
  Beth Flynn, MS, Leadership Consultant and Trainer,
  Agricultural Communication, Education & Leadership OSU
  Leadership Center

go.osu.edu/2019supportstaffconference
**Breakout Session 1 (9:30-10:15am) and Session 2 (10:30-11:15am)**

*Updates from Your Operations Fiscal Team*
Jesse Buxton, Extension Operations County Fiscal Officer

**Mastering Office: An Introduction to Excel, Word, and PowerPoint**
Danae Wolfe, Learning and Organizational Development Educational Technology Specialist
Brian Butler, Learning and Organizational Development Program Evaluation Director

**Dealing with Difficult People and Situations**
Dr. Jeff King, PhD, Associate Professor, Department of Agricultural Communication, Education, and Leadership, Co-Director of the OSU Leadership Center

> When preparing for and engaging in conversations with difficult people we have a tendency to become stressed and unsure of how to best proceed. We often put things off hoping that it will just go away. However, situations rarely change on their own and often get worse. We will explore barriers when dealing with difficult people/situations and identify strategies to use when encountering these difficult people and situations.

**Breakout Session 3 (12:45-1:30pm) and Session 4 (1:45-2:30pm)**

*Navigating OSU Travel Policies – Tips and Updates*
Jesse Buxton, Extension Operations County Fiscal Officer

*Registrations, Applications, and Scholarships...OH MY – Using Qualtrics in Your County*
Carol Wagner, Hardin County Office Associate

**Marketing and Communications Update**
Cheryl Buck, Extension Communication Manager, Assistant to the Director

> Learn about college and Extension expectations for marketing and applying the university brand – including how to use templates, appropriate colors, and basic style guidelines. We will share answers to the questions received most often by the CFAES brand approval team, and provide time for on-site Q&A.

**4HOnline – Q&A and Application**
Judie Gaerke, Shelby County Office Associate
Kay Kramer, Union County Office Associate
Lisa Parker, Stark County Office Associate

> Join the 4HOnline Wranglers to rustle up answers to your toughest 4HOnline questions. Whether you are just beginning with 4HOnline or are ready to tackle some of the more advanced features, the wranglers are here to help. Submit your questions with your registration – your questions become the basis of the presentation. The session will include a presentation to answer questions submitted during registration as well as a time for Q and A to answer those questions that your forgot to ask, or others that come to mind. As a bonus, your questions will lead to the creation of additional help-sheets to be posted on the Intranet.