

Creating *H*ealthy *A*ttitudes and *N*urturing *G*reat *E*xpectations

Extension Support Staff Annual Conference

November 2-3, 2000

November 2

Book Exchange (available during conference or until books are gone)

Office Posters (displayed near meeting rooms during conference)

Door Prizes (displayed near meeting rooms during conference)

9:00 - 10:00	Registration Table	Outside Deshler I-IV	
9:00 - 9:40	CES Presentation	Deshler I-IV	
9:00 - 10:30	Continental Breakfast	Atrium	
	GENERAL SESSION	Deshler I-IV	
10:00 - 10:15	* Announcements	<i>Nikki Conklin</i>	
10:15 - 11:30	* Changing Roles of the Office Professional	<i>Kay Stephan</i>	
	<i>Success Requires the Four T's. The role of the office professional has changed dramatically during the last century and especially during the last decade. The role of the office professional requires new skills including the "Four T's" of Technology, Teamwork, Hi-Touch, and Tenacity. This session will provide insight and ideas on how to cope in the fast-paced office.</i>		
11:30 - 12:00	* Administrative Update	<i>Keith Smith, Barbara Ludwig and Nikki Conklin</i>	
12:15 - 1:15	Lunch	Wallick I	
1:30 - 2:30	Keep Your Life in Balance	Deshler II-IV	<i>Jan Thompson</i>
	<i>Mood swings are nothing compared to the jumps, swings and other feats we make to take care of our work, family and ourselves. Talk about stress! Since there's no "one size fits all" solution, come and explore some ways to keep your life in balance---some days.</i>		
1:30 - 2:30	Dress for Success	Atrium	<i>Cindy Nicula</i>
	<i>Some of the support staff conference participants will model clothing that will make you look successful as you go about your workday. (After the session, clothing will be on display in the Upper Atrium.)</i>		
1:30 - 2:30	Web Page Development	Deshler I	<i>Eleanor Ames</i>
	<i>Learn about good web page design. You will learn about creating, updating and using county web sites.</i>		
1:30 - 2:30	ARMS General Ledger Update	Wallick II-III	<i>Cindy Crawford</i>
	<i>Information you need to know about the ARMS General Ledger will be presented during this session.</i>		

November 2 (continued)

- 2:45 - 3:45 **4-H Database** Deshler II-IV **Teresa Johnson and Tim Murawski**
Now that one year is over, we will review the program and answer questions that you may have. We will also discuss rollovers and determine what the next step is for this program.
- 2:45 - 3:45 **Supporting Your Co-Workers Through Mentoring** Wallick II-III **Linda Kutilek**
Sharing your experiences can help a new co-workers! In this session, we'll discuss and practice the skills needed to be a helpful mentor or coach to others.
- 2:45 - 3:45 **OSU Learning Centers: Linking Ohioans to Opportunities** Deshler I **Karen Bruns**
Interactive video, computer labs, continuing education courses, credit courses. These are all providing new opportunities for Ohioans as a result of the OSU Learning Centers. Come and learn about these centers, the vision for the future, how they are partnering OSU Extension with others across the university, and how you and your local programming can benefit.
- 3:45 - 4:00 **Snack and Beverage Break** Upper Atrium
- 4:00 - 5:00 **Business Office Update** Wallick II-III **Cindy Crawford**
Information on what is new in the Extension Business Office.
- 4:00 - 5:00 **Computer Update and Trends** Deshler II-IV **Panel of Computer Specialists**
Is it fact or fiction? Get the latest information on computers and trends for Extension.
- 4:00 - 5:00 **Dining Table Etiquette** Deshler I **Kay Stephan**
Gaining the competitive edge in the business world today requires more than technical skills; it requires poise and expertise in conducting yourself at a business dining function. This session will provide participants with the dos and don'ts of polished business dining including how to handle difficult foods. This session will be fun and very informative.
- 4:00 - 6:00 **Massages** Capital Boardroom I **Jeremiah Tann and Sairadawn Miller**
It's been a long day! Take a few minutes and get a massage before heading out for the evening activities.
- 6:00 - 9:30 **CES Registration** Wallick I
*Dinner
*Meeting
- 8:00 - 11:00 **Activity Room** Wallick II-III
* Participants can demonstrate how to make craft items
* Games available for use by participants

Or, evening on your own. The hotel provides transportation to and from the new Easton Mall. An information sheet with other things to do/places to go will be available at the registration table.

November 3

- 7:30 - 8:40 **Registration Table** Outside of Deshler I-IV
7:30 - 8:30 **Breakfast** Wallick I-III
- 8:00 - 12:30 **Bone Density Testing** Capitol Boardroom I *University Health & Wellness*
Learn why osteoporosis, the silent disease, places people at an increased susceptibility for fracture, especially Caucasian women around the age of menopause. Steps will be discussed to help you protect your bone health! You will also receive a heel ultrasound to determine if you are at risk for osteoporosis and recommendations for further help, if indicated. (Please wear a removable stocking/sock.)
Massage Therapy Capitol Boardroom I *Stephanie Schleappi*
Flu shots are not available due to a shortage of vaccine. However, take 10 minutes from your busy schedule for a massage.
- 8:40 - 12:15 **GENERAL SESSION** Deshler I-IV
8:45 - 9:15 **Round Table Discussions with moderators (choose 1)**
9:30 - 10:00 **Repeat Round Table Discussions with moderators (choose 1)**
- *Professional Development--Where Can You Go?** *Nikki Conklin*
Round table discussion of professional development opportunities.
- *OSU Admissions Procedures** *Jill Pfister*
Do you, or someone you know, want to enroll at The Ohio State University? If so, plan to attend this round table discussion to find out procedures.
- Professional Courtesy** *Cindy Oliveri*
What is Professional Courtesy? How does it affect your working relationships with others? These and other questions will be discussed at this round table session. Participants will be encouraged to share their experiences and suggestions for developing positive interactions with coworkers.
- *OSURF Business Office Procedures** *Susan Conrad*
A sponsored projects management overview will be provided, along with ample opportunity for questions!
- *Conflicts in the Office/Team Building** *Gail Gunderson*
Conflict is a reality when people work together in organizations. Let's explore together what's working for people as they turn conflict into positive energy for productive working relationships and personal effectiveness. Conflict doesn't always have to be bad. And when it is...there are ways to cope.
- *Designing Newsletters** *John Victor*
There will be a 10-15 minute presentation with handouts and examples on designing newsletters. Mary will then take questions and critique newsletters that participants bring to the session.
- 10:00 - 10:15 **Take a short break with beverages available at the registration table**
10:15 - 12:15 **GENERAL SESSION CONTINUES**
- 10:15 - 11:15 ***Civil Service Classification System** *Daney Jackson and Gabrielle Reinicke*
11:30- 12:15 ***It's Just Like Riding a Bike: Dealing with Change, Adversity and Setbacks**
Rosemarie Rosetti
- 12:30 - 1:30 **Lunch** Wallick I-III

November 3 (continued)

- 1:45 - 3:00 **RETURN TO GENERAL SESSION** Deshler I-IV
***Showcase Ohio** *Amir Eylon*
This is an opportunity to learn about all the fun things to see and do in Ohio in a day or week-end.
***Support Staff Awards Program** *Nikki Conklin*
Evaluations, CES awards, Years of Service Awards, Outstanding Support Staff Awards, CES Raffle Drawing and Door Prizes Drawings
- 3:00 ADJOURN for 2000

2000 Planning Committee

Nikki Conklin	Coordinator/Employee Development Network
Mary Detty	Jackson County
Don Ordaz	Community Development
Jennifer Dobbs	East District Office
Rae Sabo	Cuyahoga County
Sherry Ferrell	Entomology - Bee Lab @ OARDC
Liz Barringer-Smith	Community Development
Michelle Chambers	CES Representative
Kay Berning	Employee Development Network