



**OSU Extension Annual Conference
Agenda/Session Descriptions
December 16, 2009**

Wednesday, December 16th

On-going Activities **Location**

7:30 am – 8:45	Registration & Continental Breakfast Living Well books	Main foyer Main foyer
7:30 am – 4:00 pm	Honey Bee Lab Biometric Health Screenings	Bowties Lounge Salons F & G
7:30 am – 2:00 pm	CES/ESP Associations Silent Auction Displays	Salons A - E Salon H
7:30 am – 5:00 pm	Group Networking/Meeting Spaces Computer Lab (6 th Floor)	Main foyer Reception

Poster Sessions/Displays/Silent Auction

7:45 am – 8:45 pm	Poster Setup (6 th Floor) Refreshments (6 th Floor) Display Setup/Silent Auction Setup	Columbus Columbus Salons A - E
9:30 pm – 5:00 pm	Poster Session open (Posters manned during breaks after lunch)	

9:00 am – 11:00 am	Welcome/Opening Session Extension Administration Change Team	Salons A - E
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11:00 am- 11:15 am Move to Association Meetings (6th Floor Conference Rooms)

11:15 am – 12:15 am	OAEP Meeting/Recognition	Toledo
	CES Meeting/Recognition	Dayton

Communicating Amidst Controversy: Getting Your Point Across Without Making Enemies Cleveland

Core Competencies Addressed: Flexibility and Change, Customer Service and Communication
 Extension professionals need to know how to work with the media in a timely, appropriate and professional manner, even as they begin covering larger areas with smaller staffs and budgets. Polishing these skills will enhance our communications, customer service, and ability to handle unexpected situations.
 Martha Filipic

Business Office Update

Cincinnati

Business Office

This Business Office Update will provide information for Directors and Staff on updates to policies and procedures over the past year related to fiscal processing. Specifically we will be discussing the new University systems for Travel and Payment Requests, accessing imaged documentation, processing online registration fees using Certain and a discussion about signature authority rules. We will also provide updates and recommendations from the 2009 OSU Internal Audit of Extension. There will be time for questions from participants.

Using an Online Registration Program

Board Room 1

Core Competencies Addressed: Technology Adoption and Application, Flexibility and Change

Using an online registration system enables a meeting planner to streamline meetings and events. Programs such as Certain provide access to all event and registration information in one single view thus reducing costs and improving the handling of meeting and conference information. Online registration software also allows a planner to process internal payments using 100Ws for internal transfers or processing credit cards for external participants. In this session, participants will learn about using an online registration system to streamline their meeting processes.

Julia McCafferty, Cindy Buxton, Cheryl Buck and Terri Gustafson

12:15 am- 12:30 am

Move to Lunch (downstairs in Salons)

12:30 – 2:15 p.m.

Lunch

Salons A - E

Keynote speaker - Phil Sorentino

“Humor: Your Key to Enjoying Your Work, Family and Yourself”

Award Presentations:

OAEP Appreciation Awards, ESP Excellence in Extension

Extension Support Staff Excellence Award

ESP Meritorious Support Service in Extension

2:15- 2:30pm

Move to Session I (upstairs on 6th Floor)

2:30 to 3:15

Concurrent Session I

Work Smart, Have Fun and Increase Revenue—Being a Leader in Uncertain Times

Toledo

Core Competencies Addressed: Communication, Flexibility and Change

Work Smart - Phil will show you six ways to motivate yourself and four ways to help others motivate themselves. Have Fun - Enjoy a Servant's Attitude. Today, we must position ourselves to be different by enjoying the process of taking care of yourself and the people we touch. Customer Satisfaction - Customer Service. These concepts are the basics. Phil will present the four key factors in creating customer loyalty based on research from the Gallup Organization.

Phil Sorentino

Ohio Plant Diagnostic Network and OSU Extension

Dayton

Core Competencies Addressed: Customer Service, Resource Management

This program focuses on the current and planned capacities of the Ohio Plant Diagnostic Network (OPDN) to help OSUE educators, professionals and volunteers with plant diagnostic troubleshooting with diverse clientele. Through our partnerships the OPDN connects with county, regional, statewide and national needs. We will provide tools to help you in your counties and EERAs

Mike Boehm, Denise Ellsworth, Greg LeBarge, Pam Bennett, Jim Chatfield,

Nancy Taylor

An Introduction to Blogging, Extension-Style

Cleveland

Core Competencies Addressed: Communication, Technology Adoption and Adaptation

The blog-o-sphere has exploded in the past couple of years, yielding massive amounts of information in a short amount of time...but what does that have to do with Extension? Come and learn more about the world of blogging: how to get started and why this new medium is vital for Extension to reach and maintain new and existing audiences.

Kara Newby, Andy Kleinschmidt, Julie Shertzer, Cora French-Robinson,
Lynnette Goard, Melinda Hill, Jeff McCutcheon, Sharon Seiling, Jamie Seger

Say Hello to the World of Social Media: Make Life Easier With eXtension and Technology Tools

Cincinnati

Core Competencies Addressed: Communication, Technology Adoption and Application, Flexibility and Change

Social media applications, such as Twitter, Facebook, and blogs, are rapidly growing as new mediums of communication among family, friends and colleagues. Many professionals are finding value in using these applications in the work environment, yet are finding the line blurred between personal and professional approaches when sharing information through such tools.

Candace Pollock, Jerry Thomas, Mitch Moser, Lynnette Goard, Emily Rhoades

Marketing Your Extension Program In the New EERA: It's More Than Just a Brochure!

Board Room 1

Core Competencies Addressed: Communication, Flexibility and Change

In the midst of change and restructuring, there is a need to gain a better understanding of what it means to effectively market Extension programs. We'll show you how to evaluate your program marketing efforts and their impact on clientele. This workshop will provide you with the tools you need to apply marketing principles in the design of your educational programs.

Kennetha Peebles, Debby Lewis

3:15-3:30

Break (Refreshments on 6th Floor in Columbus Room)

3:30- 4:15 pm

Concurrent Session II

ESP Meeting/Recognition

Toledo

Competency-based HR in OSUE: What does it mean for me?

Cleveland

Core Competencies Addressed: Communication, Continuous Learning, Customer Service, Diversity, Flexibility and Change, Interpersonal Relationships, Knowledge of Extension, Professionalism, Resource Management, Self-Direction, Teamwork and Leadership, Technology Adoption and Application, Thinking and Problem Solving, Understand Stakeholders and Communities

What is it, how will it be used, and what does it mean for me? This seminar will answer these questions and bring you up to speed on OSUE's transition to a competency-based approach to HR management. Learn about competency-based HR, the OSUE Competency Model, the Employee Self-Assessment, integration with performance review, and more

Graham Cochran, Lisa Jinks and Treva Williams

Protect Yourself and Your Volunteers; Make Sure You are Up to Date With the Policies

Dayton

Core Competencies Addressed: Customer Service

As Extension Educators lean more and more on volunteers to help "get the job done," we also need to make sure we protect ourselves and our volunteers in regards to financial issues and liability. Volunteers become organized and a structure is developed; typically this also includes the decision whether or not to have a separate checking account. As the presenters have been working with various county Educators and staff as well as OSUE volunteer groups over the last year, we have learned that there are a variety of "ways to do business," with many of them groups at risk in terms of liability issues. Participants will be able to analyze their situation and make the best recommendation to their group/organization regarding financial transactions and risk-management.

Pam Bennett, Cindy Buxton, Vicki Schwartz

Leading During Tough Economic Times: Leadership Lessons Learned from FDR

Board Rm 1

Core Competencies Addressed: Flexibility and Change, Customer Service, Communication, Team/Leadership, and Technology

Using the lessons learned during tough economic times and the successes of President Franklin Roosevelt is an innovative way to examine and apply the OSU Extension Core Competencies. This presentation explores lessons learned from another point of time in U.S. History allowing participants to restore resilient leadership, courage, and responsibility.

Susan Shockey, David Crawford, Pat Holmes, Donna Green

Show Impact and Effectiveness through Clear Writing

Cincinnati

Core Competencies Addressed: Communication

Ramp up your impact writing skills in this hands-on seminar. You'll learn the basics of impact writing, apply that information to sample statements, and then write an impact and receive feedback for improvement.

Suzanne Steel

Searching for External Funding: Getting Set up for Funding Alerts

Reception

Core Competencies Addressed: Communication, Technology Adoption and Adaption

The best idea and plan will not get funded if it is presented to the wrong sponsor. This presentation will offer tips for identifying and talking with potential local private and government sponsors. Sarah Staff, OSP Director of Funding from OSURF/OSP (Office of Sponsored Projects) will help attendees set up their own personal funding alerts that will electronically notify them of funding opportunities. She will demonstrate how she works with university professionals to help them think about possible funding sources and how to be part of larger proposals.

Sarah Starr

4:15-4:30

Break (Refreshments downstairs outside of Salons)

4:30 pm – 6:00 pm

Concurrent Session III -- Program Areas/AD Sessions/National Associations (Move back downstairs to Salons A - H)

Program Areas/AD Sessions/National Associations

AGNR AD

Salon E

FCS AD

Salon C

NAE4-H AD

Salon D

CD AD

Salon F

Business Office Update/Blue Ribbon Update (combined session)

Salon A - B

4:30-5:15 - Business Office

This Business Office Update will provide information for Directors and Staff on updates to policies and procedures over the past year related to fiscal processing. Specifically we will be discussing the new University systems for Travel and Payment Requests, accessing imaged documentation, processing online registration fees using Certain and a discussion about signature authority rules. We will also provide updates and recommendations from the 2009 OSU Internal Audit of Extension. There will be time for questions from participants.

Cindy Buxton

5:15-6:00 - Blue Ribbon Youth Enrollment Update

During this session we will discuss some of new aspects of version 3.0. We will also discuss the pilot program with National 4H utilizing their new on-line Access Enrollment program. We will talk about what are the training needs and the best way to deliver those programs. There will be time for questions from the group.

Jim Elder

Best Practices – CES

Salon G

Core Competencies Addresses: Communications, Flexibility and Change, Teamwork

Extension Professionals (that's you), come prepared to share and to learn how you as Support Staff are working across county lines or have developed a more efficient way of doing tasks in your office.

CES Members

Best Practices from Your Peers for Reaching Non-Traditional Audiences

Salon H

Core Competencies Addressed: Communication, Diversity, Flexibility and Change

The purpose of this session is to share success stories and best practices of Extension professionals in Ohio who have been successful in reaching out to non-traditional or underserved audiences. By making some alterations/modifications in how we advertise, recruit and market we can increase participation of non-traditional and underserved audiences

Diversitypanel discussion

