

CFAES

**SUPPORT STAFF
VIRTUAL CONFERENCE
2021**

OHIO STATE UNIVERSITY
EXTENSION



THE OHIO STATE UNIVERSITY
COLLEGE OF FOOD, AGRICULTURAL,
AND ENVIRONMENTAL SCIENCES



OCTOBER 14-15 & 18-19, 2021

On behalf of the Support Staff Conference committee, we would like to invite you to join us for the OSU Extension Support Staff Virtual Conference: ***We are Zooming Out of This!*** The conference will be held on October 14th & 15th and 18th & 19th. Topics include but are not limited to Workday, Fiscal Update, Qualtrics: Building a Survey, Conflict Management, Branding 101, 4HOnline, and more!

Register at: <https://go.osu.edu/ssc2021>

Breakout Sessions Times:

Breakout Session 1: Thursday, October 14 11:00am-12:00pm

Breakout Session 2: Thursday, October 14 1:00pm-2:00pm

Breakout Session 3: Friday, October 15 9:00am-10:30am

Breakout Session 4: Friday, October 15 11:05am-12:05pm

Breakout Session 5: Monday, October 18 9:00am-10:00am

Breakout Session 6: Monday, October 18 11:00am-12:00pm

Breakout Session 7: Tuesday, October 19 9:00am-10:00am

Breakout Session 8: Tuesday, October 19 11:00am-12:00pm

Opening with Teresa McCoy 9:00am-10:00am

Kick-off the Support Staff Conference with an inspiring message from the Learning and Organizational Development unit Director, Teresa McCoy!

Breakout Session 1: Thursday, October 14 11:00am-12:00pm

Workday Q&A: Navigating Fiscal Processes

This Workday session is an overview of submitting fiscal requests (purchases, spend authorizations, and expenses) and tips and tricks of navigating Workday. We are constantly learning how best to use the Workday system. This year we will cover what we know how best to use the system today. Please feel free to come prepared to share your tips and tricks as well. It is always helpful to learn from our coworkers.

Presenter: Bob Concitis – Fiscal Officer, Cost Center Manager

Breakout Session 2: Thursday, October 14 1:00pm-2:00pm

Qualtrics: Intro to Building a Survey

Did you notice that the Qualtrics User Interface changed in June this year? Maybe you've had an upgraded account for a while, but you haven't used the tool often enough to become familiar with it. In this session you will learn about the different question types available in Qualtrics and how to use the "question menu" to customize your survey, including addressing accessibility issues with the default templates. You'll also learn how to use the OSU Extension "library" in Qualtrics to brand your survey. In short, you'll learn how to build a survey from scratch.

Presenter: Debby Lewis – Resource Planning Analyst, OSU Extension Learning and Organizational Development

Civility at Work

Workplace stress and tension are rising, which manifests as rudeness and inappropriate behavior. To put it bluntly, there is a serious decrease in politeness and common courtesy in the workplace. It may start with unanswered telephone messages, not holding a door for a co-worker, a rude comment or a look, omitting "thank you" and "please," or simply not smiling. These innocuous day-to-day discourtesies often escalate to incivilities such as abrupt e-mails, bickering between co-workers, insensitive and offensive behavior, and other violations of social norms of respect. It's not uncommon for simple rudeness to escalate into acts of violence.

Presenter: Beth Flynn – Leadership Consultant and Trainer, OSU Leadership Center

Breakout Session 3: Friday, October 15 9:00am-10:00am

Extension Operations Autumn Finance Update

In this session, Jesse Buxton will provide a general update on current topics in finance.

Presenter: Jesse Buxton – Fiscal Officer, OSU Extension Operations

Break or Activity Friday, October 15 10:30am-11:00am

Yoga with Jamie Dellifield

Wind down and relax the mind and body with Jamie Dellifield as she teaches us a few beginner-friendly Yoga poses.

Presenter: Jamie Dellifield – Extension Educator 4-H/Area Leader

Breakout Session 4: Friday, October 15 11:00am-12:00pm

4HOnline Update

4HOnline is the primary platform in which enrollment and programming data are tracked here in Ohio. Many offices rely on support staff to manage county data and this topic serves as a vehicle for support staff to learn about the new database version as well as share how they are personally using the database within their position. We will spend 60-minutes covering group enrollments, and rollover with the new system, and I will answer any questions.

Presenter: Kaylee Port – 4-H Data Systems and Eval Manager, Manager Quality Data Reporting

OSU Extension Branding and Marketing

As OSU Extension employees, we represent Extension, the college, and the university at all times. And as such, this makes each of us a brand ambassador. A brand is not something we buy; a brand is something we build. It's more than our name and logo; it's the way we act, the way we talk about who we are, and the way we represent the university.

To represent the Ohio State brand and our OSU Extension identity well with one voice, we need to be consistent, clear, and coordinated in our efforts overall. We do this by using best practices, as well as standard designs and templates where applicable, and getting branding approval. The college and Ohio State have guidelines and many tools in place to help create marketing materials and best tell your local stories with a consistent, branded look. Learn about some of these tools and resources that are designed to help make your job a little bit easier. We will allow time for questions as well.

Presenter: Cheryl Buck – Extension Communications Manager, Executive Assistant to the Director

Breakout Session 5: Monday, October 18 9:00am-10:00am

Conflict Resolution: Dealing with Difficult People

Learn to reframe your view of workplace conflict and “difficult people” (or, more accurately, behaviors) to reduce stress, enhance productivity, and foster success. In this interactive workshop, you'll learn to see both people and conflict in new ways, and you'll develop a solid procedure for courageously addressing them in both your personal and professional lives.

Presenter: Melanie Garcia – Corporate Training Account Executive, OSU ATI Business Training and Educational Services

Bridges Out of Poverty (3-hour session)

Bridges Out of Poverty workshop will help participants understand the causes of poverty and address it in our community. We will focus on how a person can get to the point of having a future story by creating choices and developing their power. Additionally, focus on the framework for understanding poverty and appreciating economic diversity. If we can shift our thinking about economics, then we can shape our reality. The program explores each economic class's hidden rules, mental models of economic class, language barriers, family structure, and more. This workshop supplies the tools, training, and guidance we need to better understand generational poverty and break economic class barriers.

Presenter: Lori Stokes – Employee Engagement Manager/EEO Officer/DBELO/DAPM, METRO Regional Transit Authority

Breakout Session 6: Monday, October 18 11:00am-12:00pm

Employee Assistance Program

Join the EAP for a 60-minute workshop and learn the differences between compassion satisfaction, compassion fatigue, secondary trauma, and burnout. We will explore what is in our control to help manage symptoms, prevent burn out, and work towards compassion satisfaction and wellness.

Presenter: Helka Casey, LPCC-S, Ohio State University

Bridges Out of Poverty Continued (as part of the 3-hour session)

Bridges Out of Poverty workshop will help participants understand the causes of poverty and address it in our community. We will focus on how a person can get to the point of having a future story by creating choices and developing their power. Additionally, focus on the framework for understanding poverty and appreciating economic diversity. If we can shift our thinking about economics, then we can shape our reality. The program explores each economic class's hidden rules, mental models of economic class, language barriers, family structure, and more. This workshop supplies the tools, training, and guidance we need to better understand generational poverty and break economic class barriers.

Presenter: **Lori Stokes** – Employee Engagement Manager/EEO Officer/DBELO/DAPM, METRO Regional Transit Authority

Breakout Session 7: Tuesday, October 19 9:00am-10:00am

Workday Q&A: Navigating Fiscal Processes (Repeat Session)

This Workday session is an overview of submitting fiscal requests (purchases, spend authorizations, and expenses) and tips and tricks of navigating Workday. We are constantly learning how best to use the Workday system. This year we will cover what we know how best to use the system today. Please feel free to come prepared to share your tips and tricks as well. It is always helpful to learn from our coworkers.

Presenter: **Bob Concitis** – Fiscal Officer, Cost Center Manager

Break or Networking Activity Tuesday, October 19 10:00am-11:00am

EFNEP Cooking Demo and Networking Session

Join your fellow colleagues in watching a recipe demo with the Franklin County EFNEP team! We will also have a fun networking activity to participate in!

Presenter: **EFNEP**, OSU Extension

Breakout Session 8: Tuesday, October 19 11:00am-12:00pm

Qualtrics Reports

Have you ever wondered how to use the “Reports” feature in Qualtrics? In this session you will learn about the different data visualizations available to you on the Qualtrics “reports” tab and how to select the most effective visualization option for your data. Tips on how to filter your data and send automated reports right from Qualtrics will also be shared.

Presenter: **Brian Butler** – FCS Eval Program Director, OSU Extension Learning and Organizational Development

“Hello! Let Me Introduce Myself”

Have you ever wondered what your purpose is, what you were born to do? Have you ever shared the real you or a watered-down version of you? By the end of this session, you will be introducing the world to the real you with purpose and power!

Presenter: **Holly Johnson** – Author and Blogger, Registered Nurse Case Manager, Medical Mutual of Ohio

Closing with Dr. Jackie Wilkins 1:00pm – 1:30pm

Join Dr. Jackie Wilkins in the Support Staff Conference closing!

Can't decide which session to attend? All sessions will be recorded for later viewing and will be housed on the [2021 Support Staff Conference: We're Zooming Out of This](#) webpage.