

## NEW 30<sup>th</sup> CONFERENCE KEYNOTE SPEAKERS & PRESENTERS 2005 Anchorage, AK Conference:

Opening Keynoter: **Jerry W. Friedman**

Executive Director, American Public Human Services Association (APHSA)

**"A NEW Day – NEW Opportunities and a NEW Vision"**

Mr. Friedman explored how traditional values and ethics coupled with new opportunities can help shape a new vision for Human Services.

APHSA

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Closing Keynoter: **Marilyn Grey**

Author, Speaker & Trainer

**"Celebration"**

Ms. Grey's presentation guided the audience through the many and varied opportunities for celebration in everyday events - from getting up in the morning, to noticing a spring rain.

Marilyn Grey

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**"The Right Brain In Action:**

***Programming Yourself for Success"***

Sometimes we set goals and reach them with little effort. Almost magically things fall into place; we are in the right place at the right time. At other times, we reach a goal only after considerable struggle--two steps forward and one backward. We may aim for a goal that forever eludes us while achieving things we never expected. Some days we're lucky, other days we are not. Why? How is it that just when we have the answer...we don't? Is it fate? Is it something "out there" or, as Shakespeare said, "Is the fault not in our stars but in ourselves?"

This workshop will explore:

- Right/left brain research that applies to our behavior
- Characteristics of the two sides of the brain
- Techniques for programming the subconscious
- Possible applications to achieving everyday goals

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## 2005 CONFERENCE WORKSHOPS & PRESENTERS

### **“Waves of Respect”**

Respectful work place – what does it mean? What does it look like? How can only one person make a difference? Come ride the *Wave of Respect* and learn what makes an acceptable work place; how attitude affect the work place; how you can turn a morale buster into a morale booster. In addition, we will look at tips on how to be respectful over the “wires” AND strategies for taking care of yourself and how you, too, can become a memorable contributor. It starts with YOU! YOU can be that pebble, a small people that when thrown into the pond causes waves to ripple across the water. You CAN make a difference!

#### **Debbie Simpkins**

Staff Training Instructor

San Bernardino County, CA

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### **“Building Teams With Diversity”**

In our every day environment at work and at home we face many challenges. Attend this session to gain a greater understanding how you rate as a team player. Learn the stages of team growth and how a diverse group of individuals from the *Wizard of Oz* face their challenges and reach their goals as a team.

#### **Ellen Sevall**

Program Consultant

Wyoming Department of Family Services

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### **“One Voice, One Sound, One Song Collaborative and Cooperative Communication”**

Researchers (e.g., Tony Alessandra, Karl Albrecht, and Marilyn Wheeler) all agree that individual differences affect communication both positively and negatively but recognizing and adjusting these communication patterns and differences result in more positive work relationships. The key to effective communication is directly related to your preferred communication style. This highly interactive workshop will focus on four different communication styles (Soprano, Alto, Tenor and Bass). These styles are set to an easily identifiable voice theme that is both entertaining and memorable. It will allow you to identify your goals and motivations in communication and to then give it a name or as we like to say “a voice”. In addition to allowing you to identify your preferred style and to understand how your style impacts your ability to effectively communicate with others, it will also provide you with tips to identify the styles of others. This workshop will provide useable guidelines for interacting with those who have a style that differs from your own.

#### **Demetrice Bryant**

Project Administrator/Education & Training Services

Georgia Department of Human Resources

### ***“Cultural Competence:***

#### **The Challenges of a Diverse Society”**

We live in a country that is home to individuals and families from diverse background. Diversity refers to differences in race, ethnicity, language, gender, national origin, religious beliefs, sexual orientation, physical and/or mental abilities, etc. As social service professionals, we continue to encounter clients from a variety of different backgrounds, and must recognize that each individual is a product of their upbringing and environment. Therefore, it is essential to prepare ourselves to work competently and sensitively with all our clients. Cultural Competency is the ability to work effectively and not only with clients who share our perspectives and experiences, but also those whose perceptions, abilities, experience, values and belief systems are different from our own. This workshop will engage participants, through a variety of activities and exercise, in recognizing their own beliefs, biases, values and perceptions as a product of their life experiences. Additionally, participants will be challenged to explore their selves (*personal and professional*) and how that impacts on their work with clients.

#### **Manoj Pardasani, PhD, LCSW, ACSW**

Assistant Professor, Indiana University Northwest  
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### ***“Effective Case Management: Know What Works in 2005”***

If you assess need, determine eligibility, develop plans for service and change, and link consumers with service providers, you are using case management skills. There are frequently too many needing services and too few of us providing these services. This interactive workshop will challenge those who attend to think about what we know about successful work and will update the discussion with recent data about success. Each participant will leave with a list of ten core practices for success.

#### **Scott Mueller, M.S.W.**

Facility, School of Social Work  
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#### **Pamela G. Watson, LICSW**

Senior Vice President  
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### ***“Making Risk Management Part of Effective Supervision”***

We normally do not think about the endless things that can go wrong in our program until we hear about someplace where it has gone wrong or we experience the crisis ourselves. This workshop is designed for supervisors and those who hope to be supervisors. Participants will be given an easily implemented approach to think about things that can go wrong. Identification of risks and steps in planning for prevention and rapid response will be emphasized. Each participant will identify risks at their own work site and will build an action

plan to address one of those risks. Each participant will receive workshop materials to promote implementation to learning at their work site.

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**“A Critical Survival Skill for Eligibility Professionals: *Ethics*”**

Nothing can black list you for promotion or actually get you fired faster than a serious breach of ethics.

Definitions:

Ethics: The principles of conduct governing an individual or group

Ethical Behavior: Conforming to accepted professional standards of conduct

Survival: To continue to function and prosper

Skill: The ability to use one’s knowledge effectively and readily in performance

In this workshop we will:

Do a quick review of the field of ethics

Talk about ethical issues facing eligibility professionals in their jobs on a regular basis

Think about why and how people make unethical decisions

Develop a draft “Code of Ethics for Eligibility Professionals”

Compare our draft with published codes of ethics from other groups

**“How to Influence Public Policy”**

Unemployment—Budget Cuts—Public programs being scaled back or eliminated? Caseloads growing beyond your capacity to manage them well? Training budgets being reduced or eliminated? What is your responsibility as you struggle to implement a new state or federal law? How can you make a difference?

Come to this session and find out how you—**Yes, You Personally**—can improve the quality of the laws and regulations that impact your clients.

**Ruth Krueger**

Director of Employment & Economic Assistance

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**“Relax, Relate, Release”**

This is an interactive stress workshop where the main focus will be to learn how to relax, relate and release within the workplace. During this workshop, stress “dots” will be given to participants to measure their particular stress levels. Also, characteristics of stress are discussed as well as healthy ways to reduce stress. A test will also be given to determine “how vulnerable you are to stress?” Participants will be given materials to take home that will assist them in their daily lives to help minimize their stress.

**Shanitra J. McNealy,**  
Intake Specialist

**Marya Long,**  
Intake Specialist

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### ***“Successful Fundraising: For Charity, For Work, For N.E.W.”***

This workshop will consist of marketing and promoting ideas and techniques that are easy, successful and fun to do. The techniques will show you how to get our office involved in raising money for charity, for work events and even for N.E.W. Some of the ideas that will be discussed are drawings, setting up a snack store and holding a breakfast/lunch event. Fundraising is an excellent way to provide your office with fun activities to promote teamwork and morale, while providing the extra funding needed for your organization.

#### **Sarah Ross**

Human Services Technician

Kern County, CA

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### ***“Leadership: A Personal Discovery”***

Do you ever find yourself thinking – if only I was in charge things would be different? No matter what your position is within an organization, you can be a leader. This workshop provides practical tips and techniques to help participants discover how they can use their strengths to practice leadership every day.

#### **Kitty Brown**

Hennepin County Human Services and Public Health, MN

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### ***“Interviewing with Style”***

Eligibility staff have a limited amount of time to gather and distribute critical information about a person and their circumstances. The interview is critical in establishing accurate benefits while determining how to set the applicant on a path of self-sufficiency. The emphasis of this workshop is to have fun while learning about assessment style interviewing and is designed to provide all experience levels with a balanced approach to positive interviewing. The overall goal of this workshop is to allow the participant to identify and overcome any barriers that may inhibit good communication, to share best practices regarding new technically effective methods of interviewing AND discuss ways to maintain a strong sense of self-esteem during the interview process.

#### **Tim Gard**

Tim Gard International

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## ***"Relationships: The Key to Healthy Child Development"***

Much is written about child development and what contributes to a child's well being. Most of it can be summarized in one word—relationships. Parents, teachers, caregivers, neighbors and eligibility workers have distinct roles in helping families and communities maintain relationships that support the health of children and their development into productive adults. This workshop will explore those roles and relationships.

### **Michael Lawler**

Director of The Center for Human Services

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