

# 2017 NAEOP Briefings

## Briefing Sessions #1 – Wednesday, 7/12/17 – 9:00 AM – 10:30 AM

### **101 – Active Shooter/ALICE/4 E'S/Etc.**

#### **Master Deputy Travis Forrester, Greenville County Sheriff's Department**

This presentation will give a brief history about active shooters. It will also teach about what to look for when it comes to active shooters, suspicious persons, and things that seem out of the norm. We will cover ALICE (Alert, Lockdown, Inform, Counter, Evacuate), and briefly discuss tactics seen by active shooters and tactics by law enforcement. We will discuss the rules of Run, Hide, Fight and the 4-E's (Educate, Evade, Escape and Engage).

### **102 – Working with Pride, Purpose & Passion**

#### **Dr. Mason Gary, Assistant Superintendent, Greenville County School District**

This will be a motivational session describing how to work with pride, passion and purpose every day as you perform your calling.

### **103 – How to Present Like a Pro: Overcoming Your Fear of Public Speaking**

#### **Georgette Council, CEOE, Executive Assistant to the Superintendent and Board of Trustees, Richland School District Two**

Do you hate public speaking? You are not alone. In this briefing, participants will gain useful tips on overcoming the most common fears associated with public speaking. Tips and tricks for presenting like a professional will be shared and participants will find out how to utilize skills they already possess to refine their presentation style. Through active engagement and role playing, participants will be given tools to help them overcome their public speaking anxiety.

### **104 –SOP's – What Are They Good for?**

#### **Louise Snipes, CEOE, Administrative Assistant, Richland School District Two**

Think about the last time you took a day off, went for training, or attended a conference. How long did it take before your phone started ringing with questions about how to do everyday things? That is what a Standard Operating Procedure (SOP) is good for. Join Louise Snipes in exploring how to create a well-written SOP.

### **105 – Save the Assistants: Surviving and Thriving in the Workplace**

#### **Gloria Tisdale, CEOE, NAEOP Past President**

A large part of being successful is realizing what you can and what you cannot control. There will always be annoying bosses and pushy co-workers, and a never ending list of deadlines. The trick for thriving in any environment is learning to not take anything personally. You may not be able to control what happens, but you can choose how to handle it. This workshop will help you choose positive ways of handling stressful situations that may occur.

## Briefing Sessions #2 – Wednesday, 7/12/17 – 10:45 AM – 12:15 PM

### **201 Diversity and Multicultural Inclusion**

#### **Helen Grant, Chief of Diversity and Multicultural Inclusion, Richland School District Two**

This session will explore some of the many ways we are diverse and how that diversity may be used as a strength. It will also help participants identify biases that can hinder inclusion. Participants will leave with a better understanding of themselves and the people they work with, and tips on how to build more inclusive relationships.

### **202 – Avoid, Deny, Defend**

#### **Deputy Brian Osborne, Greenville County Sheriff's Department**

We will discuss basic survival skills if confronted with an active shooter situation (4-E's Educate, Evade, Escape and Engage).

### **203 – What Does Balance Look Like in Your Life?**

**Dr. James Ann Sheley, Assistant Superintendent, Richland School District Two**

Stressed? Overwhelmed? Life at its tipping point? Let's talk about some possibilities for helping to manage stress and to find balance in life.

### **204 – Managing Up**

**Keith Price, Assistant Superintendent, Richland School District Two**

Managing up is a valuable skill. Do you know how to consciously work with your boss to obtain the best possible results for you, your boss, and the organization for which you both work? The key to managing your boss effectively is to have a good understanding of your boss and of yourself, particularly strengths, weaknesses, work styles and needs. Bring your best self to work every day and get the most out of your relationship with your boss. Learn the art of keeping your boss involved and informed of the incredible work you do without coming across like you are bragging.

### **205 – The Leader's Mindset**

**Dr. Baron Davis, Superintendent Elect, Richland School District Two**

Mindset is a set of attitudes, ideas, beliefs and assumptions held by a person that shapes the way an individual interprets, acts and reacts to everything that goes on in their world. Participants will get an in-depth look at how mindset plays a role in one's ability to lead effectively while inspiring others to maximize their gifts and talents. Participants will learn that leadership and the ability to lead is not determined by position or title but by passion and purpose.

## **Briefing Sessions #3 – Wednesday, 7/12/17 – 1:30 PM – 3:00 PM**

### **301 – Choir Practice**

**Sharon Griffith, CEOE, NAEOP Past President**

Have you sat in the audience and enjoyed the NAEOP Choir and wished you could be a participant? Here's your chance! Join your fellow NAEOP singers as they prepare for performances during the conference. There's no charge for this session ... nor will you receive any type of PSP credit.

### **302 – K-9**

**Master Deputy/K-9 Handler William C. Jumper, Greenville Police Department**

We will discuss the role of K-9 in narcotic detection within the school, case law and substances commonly abused by students.

### **303 – Managing Up**

**Keith Price - Assistant Superintendent, Richland School District Two**

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### **305 – It's Not Just a Job! How to Navigate into a Satisfying and Rewarding Career**

**Christie Knight, Secretary to the Principal/Bookkeeper and Reggie Wicker, Principal, Newberry Elementary School, Newberry County School District**

As educational office professionals we set the standard for the service of our offices. How can we facilitate the relationship with our administrators to be a strong partnership and successful team? This session will allow each office professional the opportunity to explore their personal reasons for becoming an office professional, and how to include personal goals with the professional goals outlined by our profession. The session will also provide attendees with strategies on how to obtain a satisfying and rewarding career as an educational office professional.

## **Briefing Sessions #4 – Wednesday, 7/12/17 – 3:15 PM – 4:45 PM**

### **401 – Servant Leadership: Leader vs. Boss**

**Dr. Shawn Suber, Richland School District Two**

This session will explore the difference between servant leadership and traditional model of leadership. Increasing the capacity and leadership skills of everyone throughout the organization is of vital importance to the servant leader. The servant leader understands placing the emphasis on growing others within the organization improves outcomes. The culture of the organization is then transformed to meet the needs of the employees and in turn the employees meet the needs of the customer.

### **402 – Who in the WORLD are You??**

**Debbie Wade, CEOE**

Are you down to earth or out of this world? Do you “cheer” others on? Do you “finish” your projects? Are you “nice,” “sensitive,” “sweet,” “traditional,” “fresh”? As we explore the WWW (it's not what you think), we will find out who you are and what you do! We will examine Words, Words, Words, WWW, from products we use every day to discover the real you!

### **403 – Milkshake Moment**

**Vickie McIntyre, CEOE, Richland School District Two**

Based on Steven Little's book, “Milkshake Moment,” the presentation will build on his true story of the inability to order a simple milkshake and how self-imposed barriers can prevent personal growth and professional satisfaction. We will explore ways to develop both the action and attributes of leadership and foster a “grow” attitude versus maintaining the status quo.

### **404 - Filing the Easy Way - Electronically**

**Mary Beth Bowers, CEOE, Travelers Rest High School, Greenville County School District**

Is your office still full of file folders overstuffed with papers? Are you always searching for that piece of paper that you can never find? You remember where you put it but you still can't find it. Welcome to the digital age of electronic filing. Once you master the simple procedures of electronic filing, you will know exactly where to find that missing piece of paper. Please email any specific questions you would like to be answered to [mbowers@greenville.k12.sc.us](mailto:mbowers@greenville.k12.sc.us) at least one week in advance of the session. We will have time to cover any questions you may have.

### **405 – Sharpening the Saw**

**Donna Lazar, CEOE, Benefits Administrator, Spartanburg School District 5**

A well-worn saw can't do its job well, but a sharp saw can quickly and efficiently get the job done. Sharpening the saw in an ongoing process of ongoing change. Learn how to balance your attitude and renew your enthusiasm in all four areas of your life: physical, social/emotional, mental and spiritual.

#### **406 – S.U.R.F. the Waves**

**Teresa Himmelberger, CEOE, Granite AEOP President, GSD Payroll Administrative Secretary, Granite Schools, Salt Lake City, UT, and Georgette Council, CEOE – Executive Assistant to the Superintendent and Board of Trustees, Richland School District Two**

Have you ever wanted to learn how to SURF? In life, we encounter awesome waves, but also some gnarly wipe-outs. In our everyday work environment, so many things are happening and most of the time all at once. Bring your creative mind as we work together to S.U.R.F (Survey, Understand, Respond, Focus) the Wave to a Positively Charged Life. Let's hit the SURF ~ Cowabunga!!!!

### **Briefing Sessions #5 – Thursday, 7/13/17 – 11:00 AM – 12:30 PM**

#### **501 – Roots of Success**

**Sam Glenn, The Attitude Guy**

Every day, we choose the face of our attitude and give it away through the experiences we create for others: customers, co-workers, strangers, associates, employees, family, and friends. This speech highlights how to use your attitude to connect with others and create a meaningful gift that makes others feel remarkable, recognized and valued.

If you are in the business of creating positive experiences for customers and making a difference, this presentation is all about using your gifts and a positive attitude to make a positive impact.

#### **502 – Emotional Intelligence**

**Mary Guest, CEOE, Office of Research and Economic Development, University of Nebraska Lincoln**

What is that one intangible thing that can help you be successful in your job and personal relationships? Most likely, it is emotional intelligence. This session will define emotional intelligence, examine the four abilities that constitute EQ (self-awareness, self-management, social awareness, and relationship management), and help you to understand how you can improve your EQ and become a star performer. It isn't so much your IQ that makes you successful, but rather your EQ!

#### **503 – Google Goodies**

**Denise Duke, Technology and Learning Coach, Forest Lake Elementary, Richland School District Two**

Want to know more about what Google has to offer? This is the session for you! Come learn the exciting new Google Apps that are available to help make your day a breeze!

#### **504 – Membership Essentials**

**Susan Belliston, CEOE, NAEOP Vice President, Registrar, Burley High School Counseling Center, Cassia County School District, Idaho**

What does it take to attract people to our associations and encourage them to become active members? What role do you play in leading and inspiring those to join, participate and grow? In this presentation, we will look at what potential members are seeking and what it takes to draw them in, help them feel connected and have ownership in NAEOP and their local or state associations.

#### **505 – All Things Google**

**Stephanie Rees, Instructional Coach, Travelers Rest High School, Greenville County School District**

The Google Suite is a very useful tool for collaboration and document sharing. Attendees will be introduced to Google Documents, Spreadsheets, Presentations, and Forms, and will have the opportunity to compare them to other programs they may have used. Attendees will need to come with a Gmail account and a laptop or tablet with WiFi capabilities.

#### **506 – Parliamentary Procedure**

**Dr. Jon Hall, Emeritus Professor, University of Northern Iowa**

Discussion of basic principles underlying the practice of Parliamentary Procedure as well as opportunity for attendees to ask questions. Questions are encouraged.

### **507 – You’re Going to be President! So, What’s Next?**

**Wendy Heslink, CEOE, NAEOP President and Patricia Stelmach, CEOE, Past President**

Learn what you need to know to work with your Board, the members and be an active participant. Talk about which resources you might want to use. This briefing is an opportunity to network with others in your position and learn more about what to expect in your new position. Bring your questions, concerns, and suggestions. Together we will discuss how to help each other in an open discussion with other presidents.

## **Briefing Sessions #6 – Thursday, 7/13/17 – 1:30 PM – 3:00 PM**

### **601 – Google Goodies**

**Denise Duke, Technology and Learning Coach, Forest Lake Elementary, Richland School District Two**

Want to know more about what Google has to offer? This is the session for you! Come learn the exciting new Google Apps that are available to help make your day a breeze!

### **602 – Work that Dress**

**Carla Young, CEOE, Administrative Assistant, Westwood High School, Richland School District Two**

Let’s talk Fashion – Fashion Forward, Fashion Trends, Fashionista, Fashion on Fleek and Fashion Faux Pas! In today’s world, fashion can run from one extreme to the other with not a lot in between. However, when it comes to the workplace, there are some DO’s and DON’Ts. In this session we will talk hair, shoes, make-up and clothes for the workplace. And, to spice things up, we will throw in a little workplace etiquette, too.

### **603 – The A, B, C’s of Team Building**

**Cathy Eberle, Secretary, PS 100, Brooklyn, NY, NAEOP Past President**

We all work in positions where it is important to work as a team. This workshop will focus on the various aspects of team building. Cathy utilizes fun and engaging activities and discussion to build teamwork among team members.

### **604 – Discover the Leader Within**

**Carol Bom, CEOE, Administrative Professional, Nebraska Department of Education**

“Leadership is not an exclusive club for those who were ‘born with it’. The traits that are the raw materials of leadership can be acquired. Link them up with desire, and nothing can keep you from becoming a leader.” John C. Maxwell  
During this briefing we will explore the elements of this quote. We will define leadership. We will look at leadership skills within ourselves and learn how they may be developed. Does your heart yearn to share your leadership, but you lack the confidence to begin that journey? Attend this briefing to begin to see yourself as the leader you were meant to be.

### **605 – Useful De-Escalation Techniques: Lessons from Other Sectors**

**Dr. Theodore D. Mauro, Educational Consultant**

Today’s educational office professional faces numerous challenges to the good and timely operation of their work. One of the biggest challenges to an EOP is the difficult parent, student, employee, volunteer or supervisor. What is the best way to handle these people when they are placing you in an uncomfortable, or even potentially dangerous situation? Using the most recent research from sectors such as security, emergency rooms, first responders and commercial theme parks we will review de-escalation methods. You will be updated on the newest personal health and safety recommendations all office staff should be familiar with.

### **606 – Board Docs**

**Sherri Wilbanks, Administrative Assistant for Academics/Board Recorder, Greenville County School District**

Board Docs is a paperless program used by Greenville County Schools Board of Trustees for their Board meetings. I will be explaining Board Docs, how it works, benefits of being paperless and answer questions that attendees may have.

## **Briefing Sessions #7 – Thursday, 7/13/17 – 3:15 PM – 4:45 PM**

### **701 – Gang Awareness**

**Investigator Dustin A. Woodall, Greenville County Sheriff's Office**

This gang awareness presentation provides the audience with the “Who, What, When, Why and How” of gangs, focusing less on gang specific information and more on the intervention and prevention of gangs.

### **702 – Leadership**

**Dr. Robin L. Hardy, Principal, Fairfield Middle School, Fairfield County School District**

Working in a school means never the same day twice. As an office professional you are a vital part of the educational system, learn how one middle school facilitates ongoing professional development for support staff so they can comfortably and successfully contribute to the learning environment. By utilizing Positive Behavior Interventions and Supports (PBIS) school-wide, office professionals demonstrate PRIDE on a daily basis. As a result, the administrative team promotes shared leadership to ensure continuous school improvement.

### **703 – Protecting the Privacy of Student Education Records**

**Maria Beltran, Director for Information Assurance and Archives, Greenville County Schools**

While there are many important uses of student data, schools must balance the benefits of use with the need to protect students' privacy rights. The Family Educational Rights and Privacy Act (FERPA) is a federal law that protects the privacy of student records of any education institution that receives federal Department of Education funds. It is critical that school employees understand and carry out their responsibilities under FERPA.

### **704 – Suicide Prevention**

**Rob Rhodes, District Director of Guidance, Greenville County School District**

Presentation on youth suicide, including current statistics and efforts/best practices in suicide prevention.

### **705 – Internet Security**

**Rick Floyd, GCS Information Security, Greenville County School District**

This session will include discussions on cyberbullying, dangers of talking to strangers and posting personal information online, dangers of cell phones and cell phone apps and how to monitor what children are doing online and on their cell phone. Webpage: <https://sites.google.com/a/greenvilleschools.us/rifloyd/>

## **Briefing Sessions #8 – Friday, 7/14/17 – 7:45 AM – 9:15 AM**

### **801 – PSP**

**Malinda Larey, CEOE, NAEOP PSP Chairman, Southeast Area Director, Technology Services Specialist, Fort Smith Public Schools, Arkansas**

What's in PSP for me? Will PSP make a difference in my life? Why should I get my PSP? These and many more questions will be answered as we delve into the world of PSP. Learn what PSP can do for you.

### **802 – Microsoft Office**

**Luke VanWingerden, Director of Client Services, Adjunct Faculty, School of Business, Information Technology & Services (ITS), USC Upstate**

This session will include practical tips and tricks using Microsoft office which will allow you to be more efficient, not waste time. Essentially you will learn to do more with the precious hours you have in your day. Tips and demonstrations will be shown using Microsoft Outlook, Word and Excel. You are encouraged, but not required, to bring a device that you can use to follow along or take notes.

### **803 – Taking the Puzzle Apart and Putting It Back Together**

**Debbie Wade, CEOE**

We'll take our jigsaw puzzle apart first and learn a little bit about ourselves: our similarities and differences; our likes and dislikes; our unique qualities; our work habits. Then we'll learn how our puzzle pieces fit together with others to

create successful relationships in our work places, professional organizations, and personal lives. Come ready to explore, learn, and create in a most fun and puzzling way!

#### **804 – Gang Awareness**

##### **Investigator Dustin A. Woodall, Greenville County Sheriff's Office**

This gang awareness presentation provides the audience with the “Who, What, When, Why and How” of gangs, focusing less on gang specific information and more on the intervention and prevention of gangs.

#### **805 – Self Defense**

##### **Richland County Sheriff's Department Victim Services Division, Richland County, South Carolina**

This is a crime prevention program that utilizes techniques that are specifically designed for women to reduce the likelihood of victimization. This program empowers women to recognize their strengths and make sound decisions when faced with potentially dangerous situations.

### **Briefing Sessions #9 – Friday, 7/14/17 – 9:30 AM – 11:00 AM**

#### **901 – PSP**

##### **Malinda Larey, CEOE, NAEOP PSP Chairman, Southeast Area Director, Technology Services Specialist, Fort Smith Public Schools, Arkansas**

What's in PSP for me? Will PSP make a difference in my life? Why should I get my PSP? These and many more questions will be answered as we delve into the world of PSP. Learn what PSP can do for you.

#### **902 – Microsoft Office**

##### **Luke VanWingerden, Director of Client Services, Adjunct Faculty, School of Business, Information Technology & Services (ITS), USC Upstate**

This session will include practical tips and tricks using Microsoft Office which will allow you to be more efficient, not waste time. Essentially you will learn to do more with the precious hours you have in your day. Tips and demonstrations will be shown using Microsoft Outlook, Word and Excel. You are encouraged, but not required, to bring a device that you can use to follow along or take notes.

#### **903 – FOCUS**

##### **Lou Lavelly, Principal, Travelers Rest High School, Travelers Rest, South Carolina**

Focus – Fidelity, Opportunity, Compassion, Urgency, Sustain

A motivational discussion on the attributes of a successful NAEOP member will be provided to enhance professionalism and job satisfaction.

#### **904 – Self Defense**

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This is a crime prevention program that utilizes techniques that are specifically designed for women to reduce the likelihood of victimization. This program empowers women to recognize their strengths and make sound decisions when faced with potentially dangerous situations.

#### **905 – Learn, Inspire and Lead Through a Crisis**

##### **Libby Roof, Chief Communications Officer, Richland School District Two**

As the chief communications officer for one of the largest school districts in South Carolina, Libby Roof witnesses and benefits from the important work educational office professionals do on a daily basis. It has been during times of crisis, however, when she values your positions the most. Mrs. Roof shares details on how the educational office professionals in her district helped manage and respond to an incident that captured international attention.