



2016 Administrative Professionals' Workshop

Mt. Hood Room, Marriott Downtown Waterfront, Portland
Thursday, November 10, 2016

- | | |
|--------------------|---|
| 8:00 – 8:15 a.m. | Registration |
| 8:15 – 8:45 a.m. | Welcoming Remarks and Introductions |
| 8:45 – 10:15 a.m. | “Managing the Service Moments of Truth: Succeeding with the Tough Conversations” <i>Jan Carothers, Carothers, Bornefeld and Associates, Inc.</i> |
| 10:15 – 10:30 a.m. | Break |
| 10:30 – 12:00 p.m. | Carothers Workshop, continued |
| 12:00 – 1:00 p.m. | Lunch in Salon E |
| 1:00 – 1:45 p.m. | A Day in the Life of the Administrative Professional
Panelist: <i>Lyn Cook, Gresham-Barlow SD; Miranda Sandi, Riverdale SD; Kelly Douglas, West Linn-Wilsonville SD</i> |
| 1:45 – 2:45 p.m. | Public Meetings
<i>Lisa Freiley, OSBA, Staff Counsel/PACE Administrator</i> |
| 2:45 – 3:00 p.m. | Break |
| 3:00 – 4:00 p.m. | Hot Topics - Table Numbers: <ol style="list-style-type: none">1. Social Media Tools – <i>Rachel Fleenor</i>2. Ethics – <i>Lucy Schwallie</i>3. Meeting the March 15th renewal/non-renewal deadline – <i>Catherine Cusimano</i>4. Hot Issues in Policy – <i>Peggy Holstedt</i>5. Transgender Issues – <i>Spencer Lewis</i>6. Minutes – <i>Haley Percell</i>7. Complaints – <i>Therese Holmstrom</i>8. Board Training – <i>Steve Kelley</i>9. Board Hearings – <i>Kate Wilkinson</i>10. Getting the Most out of Media – <i>Alex Pulaski</i> |
| 4:00 p.m. | Adjourn and Opening Reception
<i>*No Host Bar and hors d'oeuvres</i> |