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” Jan Carothers, Carothers, Bornfeld and Associates, Inc.
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: Lyn Cook, Gresham-Barlow SD; Miranda Sandi, Riverdale SD; Kelly Douglas, West Linn-Wilsonville SD
1:45 – 2:45 p.m.  Public Meetings
Lisa Freiley, OSBA, Staff Counsel/PACE Administrator
2:45 – 3:00 p.m.  Break
3:00 – 4:00 p.m.  Hot Topics - Table Numbers:
   1. Social Media Tools – Rachel Fleenor
   2. Ethics – Lucy Schwallie
   3. Meeting the March 15th renewal/non-renewal deadline – Catherine Cusimano
   4. Hot Issues in Policy – Peggy Holstedt
   5. Transgender Issues – Spencer Lewis
   6. Minutes – Haley Percell
   7. Complaints – Therese Holmstrom
   8. Board Training – Steve Kelley
   9. Board Hearings – Kate Wilkinson
  10. Getting the Most out of Media – Alex Pulaski
4:00 p.m.  Adjourn and Opening Reception
*No Host Bar and hors d’oeuvres