One-day Conference for Office Professionals
Fostering Communication, Teamwork, & Productivity

A conference designed for Office Managers, Executive Assistants, Administrative Assistants at all levels, and other Office Professionals

Sheraton Harborside Hotel
Thursday, May 28, 2015
Portsmouth, New Hampshire

- Expand and enhance professionalism and administrative skills
- Discover new ways to manage your priorities and communications

www.learn.unh.edu/pros
Creating a Blame-Free and Gossip-Free Environment

Efforts to create a blame-free and gossip-free environment are easy to understand but hard to do. Once accomplished, however, the workplace is a safer and more trusting environment, and productivity and motivation increase. It doesn’t matter who is to blame. What matters is that what’s not working gets fixed. When the environment is not punitive, people are much more willing to own up to mistakes and take responsibility when something goes wrong. Gossip-free means that people talk to each other rather than about each other. At the outset, both of these concepts seem impossible to implement. “It’s not natural,” you might say. But, it is worth a try! Consider the benefits of a work environment where fear, worry, resentment, and suspicion are absent? A place where the work flows because the avenues previously cluttered with destructive chatter have been cleared, and the people doing the work become a team. In this session, you’ll look at ways to break through work cultures where blame and gossip are part of the norm. You’ll look at how to deal in a positive way with mistakes that are made; and you’ll look at how you can help create a work environment where every worker is respected, and where gossip is minimized, if not eliminated entirely.

Presenter: Gerri King

Dealing with Generational Differences

Because this is the first time in American history where there have been as many as four generations in the workplace, a new kind of tension has emerged. It’s not uncommon for groups to stereotype and judge one another, which, naturally, has a negative effect in the workplace. Trying to change someone else’s perspective, approach, and/or style may feel like a losing battle. It is more effective to capitalize on each other’s strengths and assets. Masterful communicators can connect with people from various generations by adapting, collaborating, and negotiating common ground. Engaged employees make all the difference, but employee engagement isn’t one-size-fits-all. In this session, you’ll look at what some of the generational differences are and how to approach them. You’ll discuss how to foster a work environment that supports all generations, responds to diversity, builds on strengths, offers options, develops people’s understanding of differences, and trains people to communicate effectively.

Presenter: Gerri King

Success is about Listening!

Does it surprise you that most of us don’t listen very well? Probably not—we’ve all been in the position of wondering why what we just said wasn’t even heard. It’s frustrating! The worst part is, everyone
falls into this trap—of thinking we hear what the other person is saying, without really listening. Being a good listener is one of the most important characteristics of being an effective communicator. Without this skill, life can be frustrating! In this session, we'll identify the barriers to effective listening. You'll have the opportunity to learn about your own listening and responding style. We'll discuss factors that affect how a listener can affect the person who is trying to tell you something, like the listener's body language and responses. You'll also have the opportunity to practice several types of responses and explore how they affect the flow of conversation. You'll practice listening in an interview setting as well as in a conversational setting. Finally, you'll learn what to listen for, and how we all can adapt our message and responses based on what we hear.

Presenter: Tess George

Whatever Life Brings...
Finding Serenity and Vitality through Resilience

Today’s world of unrelenting change and uncertainty requires that we possess a level of resilience far greater than ever before. Traditional stress management techniques aren’t enough to develop the adaptability, vitality, and serenity needed to face the demands of the world we live in. Drawing from both leading edge research and time-tested wisdom traditions, this session’s approach to resilience will provide you with provocative perspectives and practical strategies for increasing your capacity to live in the midst of change, challenge, and uncertainty with serenity, optimism, and vitality. Anyone wishing to reduce stress, feel greater serenity, and have more energy will benefit from this! We will learn techniques for increasing our capacity to deal with the pressures, demands, and hassles of everyday life. We’ll explore ways to increase our ability to remain serene and empowered in the face of major life changes and crises. And we’ll leave with specific strategies for greater flexibility and adaptability and ways to “keep our well filled,” thereby bringing more energy and vitality into our lives.

Presenter: David Lee

2:30-2:45 p.m. Break

2:45-4:00 p.m. Concurrent Sessions

Everyone’s Got Style—That Can be the Problem!

At the root of many co-worker and customer misunderstandings are behavioral style differences that one or both parties don’t recognize or adapt to. Often when we think another person is trying to be difficult, what we are really experiencing is a behavioral style mismatch. We all could use an owner’s manual on how people who are very different from us think and communicate. If we can recognize and adapt to behavioral style differences, our ability to establish rapport and work productively with a broad spectrum of people definitely increases. In this session, we will discuss how to recognize our interpersonal blind spots that create unnecessary conflict. We’ll also develop a clearer understanding of how to leverage our style’s unique talents and strengths, and look at how we can adapt our approach so we’re able to connect more effectively with someone with a different style.

Presenter: David Lee

Peak Performance for “Office Athletes”

Just as an elite athlete must master the mental game of their sport, so the “office athlete” can master the mental game in the sport of business. This session will teach you “to get in the zone” and maximize your potential when the pressure is on. You will learn how to expand your capacity and improve your productivity by tapping into the power of performance rituals. You will gain a new perspective on how to build mental toughness, employ laser focus, and become more resilient. Strategies to perform at a superior level will enable you to achieve a heightened level of workplace engagement and job satisfaction.

Presenter: John Brubaker

About the Presenters

JOHN BRUBAKER is a nationally renowned performance consultant, speaker and author, who teaches organizations and individuals how to develop their competitive edge with straightforward tools that turbo charge performance. Forbes Magazine recently cited him as one of their “Top 10 Consultants Who Avoid The B.S.” He is author of the award-winning book, “The Coach Approach: Success Strategies From The Locker Room To The Board Room” and a new book, “Seeds of Success: A Leader, His Legacy and The Lessons Learned.” He also co-authored “Leadership: Helping Others To Succeed.” He is host of “Maximum Success: The Coach Bru Show” on Sunday evenings on NBC Sports Radio. He has a master’s degree in personnel psychology and completed his doctoral coursework in Sport Psychology.

TESS GEORGE, M.A. in Speech Communication, is founder and principal of Speakwell, a communication training firm, focusing on communication skills in the workplace. She has taught a variety of communication classes at many colleges, including Penn State and UM. With over 20 years’ experience in training, teaching, singing, acting and storytelling, she helps participants to reach their communication goals.

JOYCE JAMROZ, MBA, is a partner in the consulting practice of Jamroz and Katz. She has over 25 years’ experience in organizational development, consulting, and training. Her passions lie in helping organizations build customer loyalty, develop strong teams, and enhance communication. In addition to her consulting practice, she has taught a variety of communication classes at many colleges, including Penn State and UM. With over 20 years’ experience in training, teaching, singing, acting and storytelling, she helps participants to reach their communication goals.

GERRI KING, Ph.D., is a social psychologist and organizational consultant to corporations, nonprofits, governmental agencies, and educational and healthcare institutions. She works throughout the U.S., Asia, and Canada with a focus on Mergers and Acquisitions, Strategic Planning, Leadership and Supervisory Training, Conflict Resolution, Managing Change, and Enhancing Teams. Based in Concord, NH, she is a founding partner of Human Dynamics Associates. Gerri also has a new book out, available on Amazon.com, called “The ‘DUH’ Book of Management and Supervision—Dispelling Common Leadership Myths”.

DAVID LEE is the founder and principal of HumanNature@Work. He is an internationally recognized authority on organizational and managerial practices that optimize employee performance, morale, and engagement. He is author of “Managing Employee Stress and Safety” as well as nearly 100 articles and book chapters on organizational and individual performance published in trade journals and books in the U.S. and abroad. He has held positions as a supervisor and trainer in the corporate world and a clinician and trainer in the healthcare field.
Conference Fee & Refunds
Cost is $195 if registered by May 14 ($235 after May 14). Cost includes lunch and materials. Refunds, less a $25 processing fee, will be given if written cancellation is received at least 10 business days prior to the conference.

What the Cost Includes
Cost includes conference materials and handouts, continental breakfast, lunch, coffee breaks, and parking. Cost does not include overnight accommodations. Participants will receive .6 CEUs (continuing education units), attesting to your professional development.

How to Register
• On the Web. Go to www.learn.unh.edu/pros
• By Mail. Mail the form below with payment to UNH Prof. Dev. & Trng., Room G50, 11 Garrison Avenue, Durham, NH 03824
• By Phone. Call (603) 862-7380 with VISA or MasterCard.
• By Fax. Complete and fax the registration form with credit card information to (603) 862-7381.

Forms of Payment
• Check, E-check, or money order
• VISA, MasterCard, Debit Card

Overnight Accommodations
Overnight accommodations are not included in the conference fee. If you wish to reserve lodging, call (888) 627-7138.

For More Information
Call (603) 862-7380 or send an email to: professional.development@unh.edu

Be an Exhibitor!
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