A map of New York State is shown in the background, divided into counties. Overlaid on the map is the text 'Workforce Development Education & Successful Training' in large, bold, blue and brown letters. Below this, the text 'Getting to the Point II' is written in large, bold, blue letters. A red flag with 'SDTI' written on it is positioned in the lower right quadrant of the map, with a large black 'X' below it. Dashed lines connect various points on the map to the text elements.

Workforce
Development
Education
&
Successful
Training

Getting to the
Point II

SDTI

X

The 19th Annual New York
Staff Development
Training Institute

June 16 - 19, 2008
Thayer Hotel
West Point, New York

New York State Office of Children & Family Services, Bureau of Training
Office of Temporary and Disability Assistance, Bureau of Training & Management Analysis
Under Contractual Agreement with Brookdale Center for Healthy Aging & Longevity
of Hunter College / The City University of New York

Day One – Monday, June 16

- 3:00 – 5:00 p.m. **Training Institute Registration
& Hotel Check-in**
- 4:30 – 6:00 p.m. **Networking**
(Structured Get Acquainted Activity)
- 6:00 – 7:45 p.m. **Dinner**
- 7:15 – 7:45 p.m. **Welcome & Opening Remarks**

WELCOME

Mikki Ward-Harper

*Associate Commissioner for Human Resources
New York State Office of Children and Family Services*

OPENING REMARKS

Peter D. Miraglia

*Director, Bureau of Training
New York State Office of Children and Family Services*

Will Zwink

*Director, Bureau of Training and Management Analysis
New York State Office of Temporary and Disability Assistance*



The Cyber Café

The CyberCafé will give you a great chance to ask experts your most difficult technical questions and see demonstrations on a variety of technical topics. Visit the Panasonic® Laptop table and witness the latest in portable technologies. Explore the world of ergonomics, and chat with the teams of OTDA and OCFS about your distance learning needs. From talking with the SITTS team, to the intricacies of Commissioners' Dashboard and SOS, the Cybercafé has it all.

As usual, access to your state email will be provided, keeping you in touch with your colleagues. The Cybercafé will run in the **Crest Room** from Tuesday morning through Thursday morning.

A complete listing of CyberBoosts and Cybercafé participants will be posted to the Blog and included in your folder.

See page 4 for details!

Day Two – Tuesday, June 17

- 7:30 – 8:30 a.m. **Breakfast**
- 7:30 – 8:30 a.m. **Changes to the Mandated Reporting Law Breakfast Meeting**
- 8:30 – 9:30 a.m. **Commissioners Panel**
- **David Jolly, Commissioner**
Orange County Department of Social Services
 - **Gladys Carrión, Commissioner**
New York State Office of Children and Family Services
 - **David A. Hansell, Commissioner**
New York State Office of Temporary and Disability Assistance
- 9:30 – 11:00 a.m. **Plenary**
Tim Gard of Tim Gard International
“Are you Training in a Business or a Bureaucracy?”
- 11:00 – 11:15 a.m. **Break**
- 11:15 – 12:45 p.m. **“New Initiatives Serving Children and Adults”**

Introductions by:

Mikki Ward-Harper, NYS OCFS
*Associate Commissioner for Human Resources
Division of Administration*

“Our Kids: The Continuum of Care for our Youth: The Reality and the Vision for Districts, Agency and OCFS Partnership”

Jane Lynch, Deputy Commissioner
NYS OCFS, Division of Child Welfare and Community Services
Joyce Burrell, Deputy Commissioner
NYS OCFS, Division of Juvenile Justice and Opportunities for Youth


“Responsible Fatherhood 101: Fundamentals of Programming and Philosophy”

Ken Braswell, Director
NYS OTDA, Fatherhood Initiative Center for Child Well-Being,


- 12:45 - 1:45 p.m. **Lunch**
NYS Staff Development Association Recognition Ceremony
- 1:45 - 2:45 p.m. **Mini-Series**
“Training on the Forefront”
- MS1 - Things that Make you go Hmmm?
- MS2 - SDC Local District Best Practice Panel
- MS3 - Staffing Public Service and Progressive Discipline
- 2:45 – 3:00 p.m. **Break**

Day Two – Tuesday, June 17 (continued)

NOTE: Some workshops come with a 25 minute **CyberBoost** within the two hour workshop time frame. This time will be spent either before or after the workshop exploring the Cyber Café (SEE PAGE 4 for details).

 If this icon appears before a workshop title then it indicates that the CyberBoost is before the workshop. If the icon appears after the workshop title then it indicates the CyberBoost is after the workshop.

3:00 – 5:00 p.m. Series “A” Workshops

- 101) Interviewing with Style
- 102) You Lead... I'll Follow! Developing Good Followers - An Essential Skill for Organizations
- 103) Moving from CAN'T to CAN:  Changing Client and Staff Attitudes and Behavior

5:00 - 6:00 p.m. Staff Development Association Meeting

6:00 - 7:30 p.m. DINNER

8:00 - Midnight Informal Networking



Forging Your Path to Training Success

Here are five workshops that will be of special interest to those new to the field of Staff Development:

- 102)** You Lead... I'll Follow! Developing Good Followers - An Essential Skill for Organizations
- 202)** Read Your Teams: Assessing and Understanding Team Dynamics
- 302)** The Multi-Generational Challenge: Training, Engaging and Motivating Today's Multi-Generational Workforce
- 401)** Increasing Motivation and Reducing Stress
- 502)** The Coach: A New Role in Staff Development




Day Three – Wednesday, June 18

7:00 – 8:30 a.m..... Breakfast

7:00 – 8:30 a.m..... STARS User Group Breakfast Meeting




7:00 - 8:30 a.m..... Child Welfare CPS Training Update Breakfast Meeting

8:30 – 10:30 a.m..... Series “B” Workshops

- 201) FUNdamentals of Learning Facilitation: The Lighter Side of Training 
- 202) Read Your Teams: Assessing and Understanding Team Dynamics
- 203)  Going Back to Basics: Group Supervision for Field Instructors
- 204) The Latest in SmartClassroom Videoconferencing 



10:30 - 10:45 a.m. Break

10:45 - 12:45 p.m..... Series “C” Workshops

- 301) A Brain-Based Model for Managing Change 
- 302)  The Multi-Generational Challenge: Training, Engaging and Motivating Today's Multi-Generational Workforce
- 303)  Creating a “WIN-WIN”: The Art of Adaptive Leadership
- 304) What's New on TrainingSpace

12:45 - 1:45 p.m..... Lunch

1:45 - 3:45 p.m..... Series “D” Workshops

- 401) Increasing Motivation and Reducing Stress
- 402)  Understanding the Value of the Experienced Worker
- 403) Preventing Workplace Violence 
- 404) Best Practice Panel Discussion: Professional Development at a Distance

4:00 - 6:00 p.m..... Team Building Activity

6:00 - 7:00 p.m..... Dinner

8:00 - 12 Midnight Informal Networking



Day Four – Thursday, June 19

7:30 - 9:00 a.m. Breakfast

8:30 a.m. Closing Remarks

Bruce Muller
Assistant Director
Bureau of Training, NYS OCFS

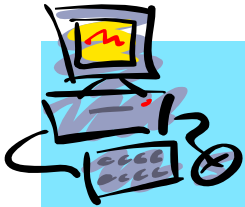
9:00 - 11:00 a.m. Series “E Workshops”

501) Leaders: Stop Playing the Executive Whack-a-Mole Game

502) The Coach: A New Role in Staff Development

503) NYSBlogs and Beyond: The Case for Government Blogs

11:00 - 11:30 a.m. Training Institute Evaluation
(Lunch on your own)



Techie Workshops and NEW CYBERBOOSTS!

This year, the technology track of workshops will be returning as follows:

Technology Workshops

- #204 The Latest in SmartClassroom VideoConferencing
- #304 What’s New on TrainingSpace
- #404 Best Practice Panel Discussion: Professional Development at a Distance
- #504 NYSBlogs and Beyond- The Case for Government Blogs

NEW CYBERBOOSTS!

A CyberBoost is a small 25 minute presentation in the Cybercafé on a particular technology topic. The presentation can be hands on, working with laptops, or it can be in more of a lecture format, depending on the topic. There will be many CyberBoosts to choose from. Check the blog as well as your folder for the schedule and presenters of these mini learning sessions!

New Initiatives

Serving Children and Adults (Tuesday, June 17, 11:15 a.m.—12:45 p.m.)

“Our Kids: The Continuum of Care for our Youth: The Reality and the Vision for Districts, Agency and OCFS Partnership”

Presented by:

Jane Lynch, *Deputy Commissioner, NYS OCFS*
Division of Child Welfare and Community Services

Joyce Burrell, *Deputy Commissioner, NYS OCFS*
Division of Juvenile Justice and Opportunities for Youth

Commissioner Carrión has identified that the “transformation of New York State’s juvenile justice system is a major priority for the Office of Children and Family Services”. OCFS must focus on creating a rehabilitative and treatment environment to give our youth an opportunity to heal from the trauma they have experienced and take responsibility for their actions. Youth in facilities must be provided with the same opportunities as youth in our child welfare system. That is, to obtain effective education and social skills and to ensure that they have caring adults that will be there to guide and support them as they reintegrate into society. These children are a part of our communities and “our programs must be a pathway to opportunities, not a pipeline to prison”. “Our Kids” will be a joint presentation between two divisions within OCFS, whose goal is to strive to open these pathways through collaboration and partnership, providing opportunities for all children and families in New York State.

“Responsible Fatherhood 101: Fundamentals of Programming and Philosophy”

Presented by

Ken Braswell, *Director, NYS OTDA*
Fatherhood Initiative Center for Child Well-Being

The issue of fatherlessness negatively impacts society at the local, state, and national levels. Empowering responsible fathers could have positive implications for many public and private agencies, yet many do not understand how they can benefit from, or contribute toward the strengthening of families.

Fatherhood expert Ken Braswell will outline the history of responsible fatherhood. He will explain the impact of fatherlessness on our society as evidenced by staggering social trends. Mr. Braswell will highlight some truths that have been established about fatherhood and discuss what must be done to overcome the barriers fathers face and incorporate these philosophies into programs that work for fathers and families. Finally, Mr. Braswell will share the successes achieved, and challenges still faced, by five pilot Fatherhood programs and the Noncustodial Earned Income Tax Credit in New York

MINI-SERIES WORKSHOP DESCRIPTIONS

(Day 2 - Tuesday, June 17, 1:45 - 2:45 p.m.)

MS1 Things That Make You Go... “Hmmm?”

Critical Thinking consists of mental processes of discernment, analysis and evaluation. All members of the social services work force must be able to interact and make decisions, solve problems, and figure out what to believe and what to do. Being trained in frameworks that focus on planning, implementation, and evaluation can improve ones ability to critically think.

8 counties have participated in a training project called “Getting to Outcomes with Results Oriented Services.” Hear first-hand from these counties how this training has improved their critical thinking.

Upon completion of this workshop participants will be able to:

- Understand how critically thinking will help them solve problems and form good judgments.
- Observe and understand how the GTO model helps counties plan, implement and evaluate existing and new practices.
- Examine their current work environment and establish if it critically thinks about planning, implementation, and evaluation.

Presenters: John Thompson, MSW, Training Program Coordinator, Professional Development Program, University at Albany, SUNY, Marilyn Ray, PhD, Project Manager, GTO/ROS.

- Understand ways to increase the value of staff development to your agency.

Moderator: Joan Smrtic, Staff Development Supervisor, Cayuga County Health & Human Services;

Presenters: Marilyn Rooney, SDC, Fulton Co. DSS; Michele Hildreth, Sr. Coordinator of Research & Planning, Monroe Co. DSS; Regina Russ, Ass't Deputy Commissioner, NYC HRA; Sue Iona, SDC, Schenectady Co. DSS; Mike Soltish, Director of Staff Development, Dutchess Co. DSS.

MS3 Staffing Public Service & Progressive Discipline

In this workshop, we will discuss civil service and personnel issues and provide legal insight and practical tips to individuals in positions with personnel/civil service/discipline responsibilities on the best practice for effective discipline.

Upon completion of this workshop, you will understand:

- the Merit system requirements in NYS
- how and when to discipline in the public sector
- the historical context of the Merit System.

Presenters: Paul J. Eldridge, BS, Director of Personnel, Putnam Co. Personnel Department; Stuart S. Waxman, JD, Donoghue, Thomas, Auslander & Drohan, LLP.

MS2 SDC Best Practices Panel

A favorite saying at West Point is "much of the history we teach was made by people we taught". This is certainly the case with West Point graduates who often go on to history-making careers in the fields of science, education, law, business, politics and yes, even the world of movies and reality TV after their military service. The same can be applied to the world of staff development.

This panel discussion will provide an opportunity for you to draw upon the wealth of knowledge your staff development colleagues possess. The panelists will come prepared to share tips, insights, ideas and best practices that may help you in your current staff development role and also as you travel along your own professional development path.

Upon completion of this workshop participants will be able to:

- Learn strategies for working more effectively with State agencies
- Learn methods to ensure the effectiveness and appropriateness of the training your staff receives
- Learn best practices and tips on managing the logistics of staff development (ie: STARS, technology, mentoring, information flow, travel arrangements, etc.)

(continued on next column)



Your Passport To Technology!

This year, you may have noticed that some workshops will be less than 2 hours. SDCs who attend these workshops are expected to use that extra time to visit the Cyber Café, or attend a CyberBoost in the Cyber Café.

As an incentive, each table in the Cyber-Café will stamp your name tag/passport. Visit all the tables, and be entered to win a great prize!

WORKSHOP DESCRIPTIONS

Series "A" Workshops (Tuesday, June 17, 3:00 – 5:00 p.m.)

101 Interviewing with Style

IWS training is tailored to fit the needs of the State to support Eligibility Professionals in accurately determining applicable assistance options for incoming petitioners, both in person and over the phone. Correct and timely issuance of benefits can be achieved, as well as enhanced and elevated worker morale, by following the easy to assimilate and put into practice interviewing techniques outlined in the seminar. Providing all experience levels with a balanced approach to positive interviewing, the overall goal is to better the quality of the Human Services interviewing experience on both sides of the desk, while reducing and/or eliminating costly errors.

Employees have only a limited amount of time to gather and comprehend critical information about an applicant's circumstances. The interview is critical as it is meant to accomplish establishment of need and eligibility, while also providing encouragement toward a path of self-sufficiency. The Interviewing With Style program combines lecture and voluntary audience participation throughout the duration of the seminar. Participants work together in an open forum setting to solve shared interviewing frustrations and develop solutions to frequent situations that may often derail an interview. Completion of this training allows the participant to swiftly identify and overcome any barriers that inhibit good communication, to share best practices regarding new technically effective methods of interviewing, and uncover how to maintain a strong sense of self-esteem in times of challenge and aggravation.

Presenter: **Tim Gard**, CSP, CPAE, *Tim Gard International*

102 "You Lead... I'll Follow!" Developing Good Followers—An Essential Skill for Organizations

John Maxwell stated, "If you think you are leading and no one is following, you are only taking a walk!" It's so common for organizations to focus training efforts on leadership, but has anyone ever heard of training followers? Let's face it; leaders can only exist and accomplish extraordinary goals because they have supportive followers. This workshop will explore the Art of Followership. What does it take to be a good follower? Why is good followership essential to the organization? How can we develop good followers in our agencies? Participants will learn about the relationship between good leaders and good followers and strategies to take home to develop good followers in their organizations.

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Upon completion of this workshop participants will be able to:

- Identify the characteristics of good followers.
- Define the relationship between good leaders and good followers.
- Identify strategies to gain good "followership" in their organizations.

Presenters: **Nancy LeBlanc**, B.A, *Trainer/Consultant, High Performance Consulting*, **Paul LeBlanc**, MSW, *Commissioner, Tioga County Mental Health Services*

103 Moving from CAN'T to CAN: Changing Client and Staff Attitudes and Behavior

This workshop will expose participants to the underlying theories and the active learning methods embodied in the Adkins Life Skills Program: Career Development Series, and its accompanying Staff Training Program. This is a group career and personal development program now in its third edition which is used extensively throughout NY State and in over 2000 agencies in the US. Over 16,000 staff members have been trained to conduct the Program. There is also a Spanish Language edition.

Participants will learn how a well-developed Life Coping Skills Program, which gives specific attention to learning processes and the emotional issues of self and career development, can be used to empower staff to strengthen client motivation, competence and success in employment and to facilitate engagement in other learning areas such as: literacy, GED, ESL, Vocational Training. The workshop will demonstrate learning activities and will engage participants actively in as many of them as time permits. Other issues addressed are: psychological competence, needs assessment, program development and evaluation, creating an environment of learning, facilitating critical thinking, team building, group facilitation, communication, ethical counseling, networking, coaching, mentoring, client/staff performance evaluation, program planning strategies, and workforce development.

Upon completion of this workshop participants will be able to:

- Understand the kind of psychological learning essential for helping clients make and carry out life-affirming personal and vocational choices
- Understand how to use group dynamics in creating a positive, dignified, learning environment for clients
- Understand the way behavioral learning can be enhanced, with advance organizers, behavioral rehearsal, modeling, feedback, role play, simulation, group dynamics and the positive use of emotion. Workshop also demonstrates use of technologies of video, audio, group dynamics, and Internet search as programmatic means for enhancing learning.

Presenters: **Winthrop R. Adkins**, PhD, *Prof Emeritus, Columbia University, Teachers College*; **Caroline M. Adkins**, PhD, *Prof Emerita, Hunter College School of Education, CUNY*

Series “B” Workshops (Wednesday, June 18, 8:30 – 10:30 a.m.)

201 **FUNdamentals of Learning Facilitation: The Lighter Side of Training**



In this FUNtastic, laugh full session participants will experience the positive power of humor to facilitate personal learning and retention. Clinical research has demonstrated the healthy effects of humor in building resilience, reducing stress, connecting people and, remarkably, accelerating the learning process. Participants will learn methods and strategies to apply the serious humor that abounds in stories, visuals, videos and their own life experience.

Caveat emptor: Not for everyone! Some participants may experience giggles, side holding, knee slapping, mouth wide grins, joyful balderdash, and watering eyes of mirth. Humor beings welcome.

Upon completion of this workshop participants will be able to:

- Value the importance of humor in creating a safe, brain-friendly learning environment that enhances learning
- Apply techniques and strategies to use humor in opening and closing learning programs, at breaks and to support learning
- Apply exercises that use humor in supporting team work and team building

Presenter: Jo Newell, MA, Trainer, Consultant, and Chief Learning Officer, Ideas 2B

202 **Read Your Teams: Assessing and Understanding Team Dynamics**

In his groundbreaking work on Emotional Intelligence, Daniel Goleman has studied the impact of emotional intelligence competencies on individuals and organizations. This class will provide participants with an understanding of how to apply emotional intelligence competencies to team situations within their organizations. We will use a management grid model that has been translated to behaviors that indicate how productive and positive the team environment is. Interactive exercises will allow participants a means to start reading the dynamics within the teams that they work with, and we will then discuss methods to increase the positivity and productivity of a team by focusing on those team competencies that translate specifically to increased productivity or increased positivity within a team environment.

The last component of the class will involve spending some time reviewing different types of team assessments including a model of team assessment that statistically measures specific productivity and positivity factors impacting the effectiveness and efficiency of the team environment, and as a result the rest of the organization. This workshop is recommended for anyone working within an organizational environment that encourages the use of teams or for organizations looking to increase the effectiveness of their teams through better understanding of the dynamics impacting team interactions. Join Kate Ebersole, Certified Professional Coach, Team Coach and Authorized Facilitator of the Team Diagnostic

(Continued at top of next column)

Team Assessment tool as she guides you through the world of reading and understanding team dynamics.

Upon completion of this workshop participants will be able to:

- Read the dynamics within a team environment in order to determine the basic level of productivity and positively within that team
- Understand how certain team behaviors translate back to emotional intelligence competencies that are required for teams to operate in a highly efficient and effective manner
- Recognize and understand different types of team assessments and what kinds of information different types of assessments will provide and when to apply each kind

Presenter: Kate Ebersole, BS, CPCC, Principal, KEE Concepts, Coaching and Training Solutions



History of the U.S. Military Academy at West Point

(Courtesy of www.USMA.edu)

West Point's role in our nation's history dates back to the Revolutionary War, when both sides realized the strategic importance of the commanding plateau on the west bank of the Hudson River. General George Washington considered West Point to be the most important strategic position in America. Washington personally selected



Thaddeus Kosciuszko, one of the heroes of Saratoga, to design the fortifications for West Point in 1778, and Washington transferred his headquarters to West Point in 1779. Continental soldiers built forts, batteries and redoubts and extended a 150-ton iron chain across the Hudson to control river traffic. Fortress West Point was never captured by the British, despite Benedict Arnold's treason. West Point is the oldest continuously occupied military post in America.

Several soldiers and legislators, including Washington, Knox, Hamilton and John Adams, desiring to eliminate America's wartime reliance on foreign engineers and artilleryists, urged the creation of an institution devoted to the arts and sciences of warfare.

Resident Thomas Jefferson signed legislation establishing the United States Military Academy in 1802. He took this action after ensuring that those attending the Academy would be representative of a democratic society.

(Continued on page 8)

203 Going Back to Basics: Group Work Supervision for Field Instructors

The Child Welfare Field Education Project evolved as a result of the death of a child and the ensuing crisis ACS' staff experienced in January of 2006. The Child Welfare Field Education Model requires faculty members from the Schools of Social Work to go to ACS various sites to work with the small groups of field instructors onsite to enhance the development of Field Instructors and support their ability to competently supervise MSW interns.

Some of the learning objectives are to develop or enhance field instructors' clinical skills, provide onsite coaching on the integration of child protective practice and social work practice, mentor on the role and expectations of the field instructor, and provide support to Field Instructors.

The faculty used a variety of group work techniques to facilitate the seminars. In the end of year panel discussion, nine of the eleven groups presented on the following areas:

- Ecomap in Action
- Parallel Process
- Field Education's Seminar-its all in the Mix
- Reframing Skills and their Relevance to the mission of ACS
- Our Model for Skill Building Supervision of MSW Interns
- The Collaborative Relationship
- Envisioning Change Through the Formalization of a Field instructors' Committee

Upon completion of this workshop participants will be able to:

- Describe the program and its development
- Share the results of the two years evaluation
- Demonstrate a typical group process

*Presenters: **Christiana Best-Cummings**, PhD, MSW, LCSW, Executive Deputy Director of Professional Development and Inservice Training, NYC Administration for Children Services; **Alexis Howard**, LCSWR, NYC Social Work Consortium.*

(History of West Point, continued from page 7)



Colonel Sylvanus Thayer, the "father of the Military Academy," served as Superintendent from 1817-1833. He upgraded academic standards, instilled military discipline and emphasized honorable conduct. Aware of our young nation's need for engineers, Thayer made civil engineering the foundation of the curriculum. For the first half century, USMA graduates were largely responsible for the construction of the bulk of the nation's initial railway lines, bridges, harbors and roads.

After gaining experience and national recognition during the Mexican and Indian wars, West Point graduates dominated the

204 The Latest in SmartClassroom Video Conferencing

In February of this year, OCFS sponsored the pilot of an exciting new training methodology, employing SmartClassroom Video Conferencing technology to deliver training for the course, "Best Practices in Achieving Permanency through Surrender and Terminating Parental Rights." Region 5 was selected to participate, with an eye towards reducing both the high costs associated with travel, as well as the disruption of family life for trainees who are normally required to attend overnight trainings in NYC or Albany.

For Module I (the first three days), this Best Practices Pilot was a unique training experience in many ways, employing high quality, state-of-the-art video conferencing technology to bring together two training sites in an interactive and creative learning opportunity. For Module II (the last 3 days), a traditional model was used to deliver the training in NYC, and all the participants were required to travel to the city. By presenting this training using a mix of the new technology and the standard approach, we were able to collect valuable evaluation data from the participants, asking them to give us feedback about their experience with both modalities.

This workshop will look at the Design of the Pilot, the Curriculum: Module I vs Module II, the SmartClassroom Technology, the Results of the Evaluations and future SmartClassroom Initiatives.

Upon completion of this workshop participants will be able to:

- Understand SmartClassroom technology and how it performs
- Understand the Best Practices Pilot and its outcomes
- Understand the future of OCFS SmartClassroom initiatives

*Presenters: **Judith Williamson**, MS, Education Technology Specialist, CDHS/OCFS; **Dave McGann**, MSW, Coordinator for Satellite Programming and Distance Learning, CDHS/OCFS; **Joan Richardson**, MSW, Human Services Training Specialist, OCFS.*

highest ranks on both sides during the Civil War. Academy graduates, headed by generals such as Grant, Lee, Sherman and Jackson, set high standards of military leadership for both the North and South.

The development of other technical schools in the post-Civil War period allowed West Point to broaden its curriculum beyond a strict civil engineering focus. Following the creation of Army post-graduate command and staff schools, the Military Academy came to be viewed as the first step in a continuing Army education.

In World War I, Academy graduates again distinguished themselves on the battlefield. After the war, Superintendent

(Continued on page 11)

Series “C” Workshops (Wednesday, June 18, 10:45 a.m. – 12:45 p.m.)

301 A Brain-Based Model for Managing Change



The Triune Brain Theory helps explain a lot of the discomfort that is often associated with managing change. Looking at the survival oriented brain stem, the emotionally laden mid brain and the so called “thinking brain”, participants will experience a changed process of learning about “managing change.” Changing topics include: assumptions and feelings about change, types of change, responding to and/or resisting change, getting change into the brain, a change model, how emotions affect change, the old New York House of Change and keys to success with change. Participants may change their minds about managing change, or not.

Upon completion of this workshop participants will be able to:

- Learn and value the principles of change
- Apply brain theory to understanding and managing change processes
- Apply a change model to current or future change processes

Presenter: Jo Newell, MA, Trainer, Consultant, and Chief Learning Officer, Ideas 2B

302 The Multi-Generational Challenge: Training, Engaging and Motivating Today’s Multi-Generational Workforce



For the first time in history, there are four generations represented in the workplace: the Traditionalist, the Baby Boomer, Generation X and the new Millennials. Each generation has a unique approach to viewing the world: “generational” values which motivate personal success; collective and individual opinions and commitment to work and family; and a level of comfort/familiarity with very different learning styles, tools and techniques. This workshop will identify the differences within each generational group as they apply to work, identity, learning and motivation. We will address ways to integrate learning tools, curriculum design and training technology to maximize the engagement of each generational learner while utilizing their unique contribution to the classroom community.

Upon completion of this workshop participants will be able to:

- Identify the unique differences between each of the four generational types present in today’s workforce
- Understanding ways to engage and motivate each generational group in the learning environment
- Structure curriculum design, exercises, simulations, training roles and technology in ways that will engage the entire multi-generational classroom community.

Presenters: Julie Glosband-Mendez, MS.Ed., Director, Staff Development and Organizational Improvement, HRA and Buffalo State College; Joshua Mendez, New Millennials, Generation Y.

303 Creating a Win-Win: The Art of Adaptive Leadership

Utilizing Ken Blanchard’s Situational Leadership framework, this session focuses on the four stages of the skill development process and the supervision styles that best suit each stage. By the end of this hands-on session, participants will better understand their own supervisory leadership style and the skills needed to be more effective when managing others.

Upon completion of this workshop participants will be able to:

- Understand the Situational Leadership model – including the four stages of the skill development process and the supervision styles that best suit each stage.
- Identify the supervisory styles that are most and least natural to them.
- Experience using supervisory styles that do not match developmental needs, and practice adapting leadership styles to facilitate better matches with needs.

Presenter: Shoshanna Cogan, MS, International Consultant, Shoshanna Cogan & Associates, International Consulting

304 What’s New on TrainingSpace



TrainingSpace is your source for up-to-date training and support materials designed to assist local district social services staff and workers at New York State’s Office of Temporary and Disability Assistance (OTDA) and Office of Children and Family Services (OCFS).

TrainingSpace offers a variety of interactive, web-based courses, video conferences, shared resources, and online community meeting places. This extensive site provides just-in-time training and support designed to assist state and local district staff in their daily operations.

This program presentation will focus on exploring new features and information available on TrainingSpace. Future plans and upcoming events will be highlighted, and site developers will solicit opinions and feedback on how TrainingSpace can be improved to better suit your needs. A variety of different strategies for effectively using all that TrainingSpace has to offer will be discussed.

Upon completion of this workshop participants will be able to:

- Better integrate TrainingSpace into your local district’s training plan
- Understand recent additions to TrainingSpace
- Identify future expansions of TrainingSpace

Presenters: Dan Feinberg, MEd, Senior Education Specialist, Ed Skawinski, MEd, Senior Education Specialist and Rebecca Stanley, MA, Manager, Dept. of Instructional Technologies, Professional Development Program, University at Albany / SUNY.

Series “D” Workshops (Wednesday, June 18, 1:45 – 3:45 p.m.)

401 Increasing Motivation and Reducing Stress

How can employees be motivated to act more professionally? How can clients be motivated to work towards goals? The secret to motivation is: understanding the human brain has a built-in system for prioritizing and rewarding certain behaviors. This natural feedback system between brain and behavior is stronger than any external reward system. This workshop will share strategies for capitalizing on natural motivation to help individuals learn new skills and move toward goals.

A different brain system is activated when we encounter situations that are threatening. Our bodies automatically go into stress mode, preparing us for fight or flight. While a stress response can save a life in a physical crisis, in less critical situations the stress response can be problematic. This workshop will introduce, Brain Gym, a program of easy and enjoyable physical movements that reduce the effects of stress, help individuals overcome learning challenges, and become more focused and organized. Brain Gym provides a healthy pick-me-up when stress tries to shut you down.

Upon completion of this workshop participants will be able to:

- Describe the brain’s natural reward and motivation system
- Identify individuals’ strengths based on their underlying motivation
- Use strategies to encourage natural motivation promoting learning and personal change
- Perform and teach Brain Gym movements
- Identify ways Brain Gym could be utilized in the workplace to reduce stress and promote more productive functioning

Presenters: **Ginger S. Thomas, MS, Consultant;** and **Constance Elen, MEd, Consultant, Teacher’s Desk Consultants**

402 Understanding the Value of the Experienced Worker

New York State and today’s counties have workers who have served 20, 30 even 40 years... but all are not ready to retire. This workshop will introduce 12 attributes an experienced and seasoned worker brings to an agency. They are a valuable resource. The future depends on the progress of every worker.

Upon completion of this workshop participants will be able to:

- Overcome the myths and stereotypes
- Understand the value of the experienced worker as a supervisor, mentor and coach
- Enhance the employees’ opportunities
- Learn techniques that motivate seasoned workers
- Learn how to assess productivity and performance
- Help seasoned workers make positive transitions

Presenters: **Barbara A. Walker, MA, Owner/Director,** and **Patricia Kelley, BA, Administrator/Consultant, COPE Consulting Services**

403 Preventing Workplace Violence

New York State enacted section 27-b of the NYS Labor Law requiring public employers to perform a workplace risk evaluation at each worksite and to develop and implement programs to prevent and minimize workplace violence. Broome County government has been committed to providing a work environment free from violence for all employees and the public we serve. This interactive presentation is designed to train employees in ways to recognize early warning signs of violence, tips to avoid certain risk, and to implement techniques on how to defuse situations. Social Services employees’ statewide deal with threats of violence in their everyday jobs from customers, co-workers, strangers, and personal relationships whether in the agency setting or in the high risk situations of visits to homes in the field. This training program is designed to specifically target these challenges social services employees face and to offer solutions for them to remain safe.

Upon completion of this workshop participants will be able to:

- Define workplace violence and the employees responsibilities to report incidents
- Learn early working signs of violence and how to minimize their risk
- Safety tips to use in the field and methods to defuse threats of violence

Presenter: **James D. Dadamio, Director of Security, Broome County Government Security Division**

404 Professional Development-at-a-Distance: A Best Practices Panel Discussion

Staff Development Coordinators have a wealth of knowledge, skills and experience to share with those who are new to staff development or who may be looking for training solutions in their local districts.

This Best Practice Panel discussion will include members of the Staff Development Training Workgroup as they share their experiences in developing and delivering training and professional development activities on iLinc.

In this workshop, participants will explore how to unlock the potential of the virtual classroom, to meet the growing demands of staff training and development in an information-rich environment. In addition to solutions currently being implemented by the staff development community, new ideas about journaling, blogging, wrap-around materials, blended learning and more will propel this discussion beyond the limitations of any one training modality into an exploration of the possibilities for professional development-at-a distance.

Presenters: **Laura Forster, MDE, Educational Services Technology Instructor, Center for Development of Human Services;** **Jeannette Davis, Orange Co. DSS,** **Robin Coffey, Regional Training Coordinator, Syracuse**

Series “E” Workshops (Thursday, June 19, 9:00-11:00 a.m.)

501 Leaders: Stop Playing the Executive “Whack-the-Mole” Game

Executives and professionals are often caught in a time trap of solving an unending supply of problems, like playing “Whack-a-mole” at a carnival. In this entertaining session, you will learn how to get out of this rat race to allow more time for planning and building the right kind of culture and reduce the chance for burn out.

Upon completion of this workshop participants will be able to:

- Recognize the danger signs of playing the “Whack-a-Mole” game and how to eliminate the problem
- Chart a course that reduces many of the problems faced by leaders, creates more empowerment to have lower levels resolve issues without the leader, and greatly reduce the tendency for burn out
- See the opportunity to change the culture as the most expedient way out of the “Whack-a-Mole” dilemma

Presenter: Robert Whipple, BSME, MSCbE, MBA, CPLP, CEO of Leadergrow Inc.

502 The Coach: A New Role in Staff Development



Management coaching has increased in popularity in the business world, with many organizations in both the private and public sectors implementing coaching programs for their managers and employees. Since high performance is essential to the maintenance of a skilled workforce, organizations who want to maximize the investment they make in people are choosing to engage in performance coaching.

This workshop will focus on:

- Coaching models that will help staff developers maximize the knowledge and skills of agency personnel
- The coaching process as an effective tool for motivation, participation and leadership development.
- The coaching relationship as an important staff development dynamic between the “coach” and the worker
- The link between coaching for performance improvement and learner retention

Presenters: Vicky L. Bryan, M.Ed., Project Manager, Training Core; and Amanda Mills, LMSW, Project Managers, Training Core, Brookdale Center for Healthy Aging and Longevity of Hunter College/CUNY

503 NYS Blogs and Beyond: The Case for Government Blogs

Sharing best practices is pivotal to all our jobs. At the state level, more counties are turning to the recently implemented NYS-Blogs as a possible answer that gives their staff a venue to communicate daily challenges and solutions in a secure online environment.

NYSBlogs is a portal that houses multiple Blogs (including the iLinc IDP Blog and SDTI 2008 Blog) around NY State. Each user is associated with one or more blogs on this site –and the portal brings all these blogs together in one place. NYSBlogs can be a powerful tool for employee reflection, professional development, and much more.

This session introduces participants to “Web 2.0” through business case studies in government blogging. We will also discuss blogging best practices, and look at tools to assess if NYSBlogs has the potential to address your own county’s needs.

Upon completion of this workshop participants will be able to:

- Understand what a Blog is, and why blogging is important
- Understand the framework of NYS Blogs
- Assess the challenges and potential of a Blog for their county

Presenter: Phoebe Shimpf, BA, Distance Learning Specialist, OCFS Bureau of Training/CDHS

(History of West Point, continued from page 8)



Douglas MacArthur sought to diversify the academic curriculum. In recognition of the intense physical demands of modern warfare, MacArthur pushed for major changes in the physical fitness and intramural athletic programs. “Every cadet an athlete” became an important goal. Additionally, the cadet management of the Honor System, long an unofficial tradition, was formalized with the creation of the Cadet Honor Committee.

Eisenhower, MacArthur, Bradley, Arnold, Clark, Patton, Stilwell and Wainwright were among an impressive array of Academy graduates who met the challenge of leadership in the Second World War. The postwar period again saw sweeping revisions to the West Point curriculum resulting from the dramatic developments in science and technology, the increasing need to understand other cultures and the rising level of general education in the Army.

In 1964, President Johnson signed legislation increasing the strength of the Corps of Cadets from 2,529 to 4,417 (more recently reduced to 4,000). To keep up with the growth of the Corps, a major expansion of facilities began shortly thereafter.

(Continued on page 13)

Training Institute Planning Committee

New York State
Office of Children and Family Services
Bureau of Training

Peter D. Miraglia
Director

Bruce Muller
Assistant Director

Jill Tobin
Human Services Training Specialist

Shelley Lambert
Human Services Training Specialist

Maria Andriano
Human Services Training Specialist

Robin Coffey
Regional Training Coordinator

New York State
Office of Temporary and Disability Assistance
Bureau of Training and Management Analysis

Will Zwink
Director

Carlise Lovelady
Assistant Director Training 2

Brookdale Center for Healthy Aging & Longevity
of Hunter College / The City University of New York

Andrea Schmidt
Training Institute Coordinator

Amanda Mills
Project Manager/ Sr. Training Associate

Local District
Staff Development Representatives

Stephanie Clarke
Staff Development Coordinator
Clinton County DSS

Christiana Best-Cummmings
Executive Deputy Director of Professional and Inservice Training
NYC Administration for Children's Services

Julie Glosband-Mendez
Director, Staff Development and Organizational Improvement
NYC Human Resource Administration

James Pratt
Staff Development Coordinator
Orleans County DSS

Michael Soltish
Director of Staff Development
Dutchess County DSS

Paulette Torto
Staff Development Specialist
Broome County DSS

Sue Vaughn
Staff Development Coordinator
Oswego County DSS

Jeannette Davis
Staff Development Coordinator
Orange County DSS

Fees

There is no Training Institute registration fee. Registrants will be paired in double rooms if a roommate is not selected. You may designate a roommate on your registration form/STARS or one will be assigned to you. If you choose a single (private) room, you will be required to pay **\$54.00** directly to the hotel for each overnight.

NOTE: Any cancellations must be received by 06/09/08 to avoid charges to you for any lodging. State employees and State contractors will be responsible for paying for their own accommodations at the Thayer Hotel, by either direct bill or agency credit card. Meals will be provided for Institute attendees only. Guests will be charged per meal.

Transportation

As per trainee travel guidelines, reimbursement for travel to and from West Point will not exceed the trainee travel rate of \$.21 per mile from your county seat. For those who are traveling less than 35 miles one way, travel IS NOT reimbursable through Brookdale. Transportation will be arranged for eight ACS and twelve HRA employees to arrive and depart the Training Institute.

**Brookdale Center for Healthy Aging & Longevity
of Hunter College / CUNY**

Andrea Schmidt, *Training Institute Coordinator*
Paul G. Fleischmann, *Publication Design / IT Coordinator*
Leah DeVries *Project Assistant, Registration Coordinator*



West Point Scavenger Hunt Team Building Activity

Many ideas were kicked around for this year's team-building activity, and we all agreed— what would be more fun than a *scavenger hunt*? So, this year we developed “**The West Point Scavenger Hunt**”. It will be lots of fun, a strong relationship-builder, an active way to get to know the academy and the history behind it, and best of all enjoy the beautiful outdoors at West Point. The Scavenger Hunt is an enjoyable team building activity that is based on a list of questions to be answered with a funny picture.

Teams will be given a guide map, a survival bag, and a list of questions to be answered with a picture— all to be completed within the allotted time. Some answers can be found at specific locations, while others will need to be asked of cadets or military personnel. Each answered question earns points and funny pictures earn double points. Teams are challenged to determine their optimal route and to prioritize the tasks within the allotted time.

Each team will select a unique route so that teams won't follow each other around, however they will frequently see each other along the way, adding to the competitive nature of the event. Pictures will be taken during the hunt and will be available at the end of the event.

The West Point Scavenger Hunt will be held at the West Point grounds on Wednesday, June 18 from 4:00— 6:00pm. For those who wish to participate, the fee of \$15.00 will be collected at the Institute Registration table anytime before the event. **Only personal checks or money orders will be accepted. Check should be made payable to: “The Blue Hudson Group”.** You may check this item off in STARS if you wish to attend and bring your check with you to the Training Institute.

To sign up for the Scavenger Hunt Team Building Activity, check the box at the bottom of the Registration Form on page 14. For further information, please stop by the registration desk anytime during the event for details.

(History of West Point, continued from page 11)

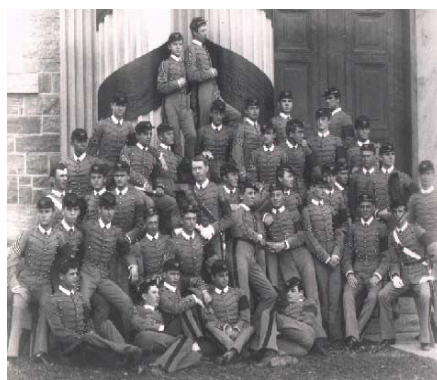


In concert with the increasing role of minorities and women in society and the military over the past three decades, greater numbers of minorities and the first women were brought to the Military Academy and the Corps of Cadets. Their presence has enhanced the quality and maintained the traditional representativeness of the institution.



In recent decades, the Academy's curricular structure was markedly changed to permit cadets to major in any one of more than a dozen fields, including a wide range of subjects from the sciences to the humanities.

Academy graduates are awarded a bachelor of science degree and a commission as a second lieutenant in the U.S. Army, serving a minimum of five years on active duty.



West Point Academy approached its bicentennial in 2002, and the institution continues to ensure that all programs and policies support the needs of the Army and nation now as well as

in the foreseeable future. The Academy, with its long and noble history, remains an energetic, vibrant institution that attracts some of the best and brightest young men and women. It offers a challenging and comprehensive array of opportunities while retaining its enduring commitment to Duty, Honor, Country. ☼

REGISTRATION FORM

Deadline for Submission: June 2, 2008

Name (please print or type)

Agency/local district office

Street Address

Suite/Floor

City

State

Zip code

(_____) _____
Business Phone (including area code)

(_____) _____
Cell Phone (including area code)

Email address (please print *CLEARLY!*)

() Single room preferred (no roommate name needed below)

() Please assign me a roommate (same gender)

() Roommate's name _____
(Indicate name if you have chosen a roommate)

_____/_____/08
Date of arrival

_____/_____/08
Date of departure

of Days

NEED ASSISTANCE?

If you are unable to register on **STARS** for any Workshops or activities, please mail or fax this form to:

Andrea Schmidt
Training Institute Coordinator
Brookdale Center for Healthy Aging & Longevity
of Hunter College/CUNY
425 East 25th Street, 13th Floor North
New York, NY 10010-2590
Fax: (212) 481-4656

For additional questions, please contact:

Andrea Schmidt, (212) 481-4598
Email: aschmidt@hunter.cuny.edu
or
Leah DeVries, (212) 481-5422
Email: Ldevries@hunter.cuny.edu

WORKSHOP SELECTIONS

Please fill in the circles next to the workshops you plan to attend.

Series:

Mini-Series: 1 2 3

A: 101 102 103

B: 201 202 203 204

C: 301 302 303 304

D: 401 402 403 404

E: 501 502 503



**SCAVENGER HUNT
TEAM BUILDING ACTIVITY**
() Yes, I WILL be participating