MINNESOTA FALL SUPERVISORS CONFERENCE

CONFERENCE THEME:

***“Tricks and Treats of Supervision”***

BREEZY POINT RESORT, BREEZY POINT, MINNESOTA

SEPTEMBER 13-16, 2015

### A G E N D A

## SUNDAY, SEPTEMBER 13, 2015

**2:00 p.m. – 4:30 p.m.** – Annual Supervisors Golf Tournament

**4:00 p.m. – 6:00 p.m.** – Registration

**6:00 p.m. – 7:00 p.m.** – Dinner

**7:00 p.m. – 7:10 p.m.** – Local Welcome: Bonnie Tweed, Breezy Point

**7:15 p.m. – 8:30 p.m.**

***The Fun Factor! Using Fun and Creativity to Increase Productivity –*** Michael Monroe Kiefer

When was the last time you had fun at work? Can’t remember? Then you need this session! Research shows that fun and humor increases productivity and creativity. This session provides over a dozen ideas for low-cost events and on-site activities. A long term systems approach to introducing fun and humor in the workplace will be discussed. As part of the session, participants will experience a number of team games and competitions to illustrate the concepts. If you are looking to energize and boost the morale of a workplace, this session has what you need. Dr. Michael Monroe Kiefer is a professional speaker, psychologist, and author. For more than 20 years he has conducted human potential research, worked as a life coach and corporate efficiency trainer. Michael is a frequent guest on radio talk shows. He is the author of: *The Powermind System*, and *Superconscious Power*. Michael earned his Ph.D. degree in psychology from Addison University, his Master of Science degree in genetic engineering from Texas A&M University and his B.S. degree in molecular biology from the State University of New York in Buffalo.

## MONDAY, SEPTEMBER 14, 2015 8:30 a.m. – 10:00a.m. – Keynote:

## *Little is Huge -* Tasha Schuh

Tasha will inspire, motivate, and encourage you to find life in your story by embracing the little things. This message is geared around Tasha’s story and how she learned about purpose, attitude, and hope in her journey of being a quadriplegic. Each person is motivated and challenged to know that they can live life to the fullest and overcome any circumstance or difficulty that they may encounter in life.

Tasha will help you:

* + Realize your purpose to move forward with a renewed spirit
  + Leave the victim mentally behind you
  + See the little miracles in life
  + Embrace a spirit of excitement for your future

Come discover Tasha’s remarkable spirit that seeks to inspire you to handle any adversity you may face at work with your clients or staff. Just days before her opening night performance in the Wizard of Oz, 16-year old Tasha took one step backward and fell 16 feet through an open stage trap door, resulting in her being paralyzed from the chest down. She would never walk again. Today, Tasha is an inspirational speaker and author, a former Ms. Wheelchair U.S.A., and is a recipient of the National Rehabilitation Champion Award as well as receiving the Winona State Distinguished Alumni Award. She is now traveling and speaking across the nation sharing her powerful story of inspiration and hope that impacts every age and every audience.

**10:15 a.m. – 11:30a.m. – Breakout Workshops:**

***New Economy Supervision*** – Michael Monroe Kiefer

People today are rapidly being moved from task-oriented positions to supervisory positions with little to no training. This session provides basic training to build confidence by providing core leadership skills to become a successful supervisor or leader. Participants will learn: leadership concepts, credibility, motivating others, and delegation skills. They will also learn: coaching, discipline, meeting management, and the importance of being a good role model. This session gives solid content for both new and experienced supervisors.

***ICPC****–* Mical Peterson

***Myths You Live By*** – Karen Thompson

This workshop will address the myths of ethical challenges that many of us have come to accept without much thought or consideration. This can keep us from fully advocating for those who need and expect our help. Through the story of her legal battle with her partner’s family of origin and the courts, Karen will discuss the issues of homophobia/heterosexism, sexism, ableism, the need to treat the whole person, and the importance of healthcare directives. Karen Thompson retired after 36 years as a professor at St. Cloud State University. She gained national recognition following the November 13, 1983 car accident of her partner Sharon Kowalski. Sharon sustained a traumatic brain injury after a drunk driver hit her car. Following the accident, Sharon’s biological family refused to acknowledge or accept Sharon’s relationship with Karen and kept them apart for more than 3 ½ years. As a result of these actions, Karen came out and began her nearly decade long legal battle for guardianship and for Sharon’s right to come home. She spoke across the country not just to tell the story of her fight for Sharon to move home, but also to raise awareness for legal protection for all families, regardless of how they are constructed.

**11:30 a.m. – 12:00 noon:** ***Association Business Meetings***.

* Child Support (MCSES); Clerical (MACS); Financial (MAFAS); Social Services (AMSSS)

**1:00 p.m. – 2:30 p.m. – Breakout Workshops:**

***Giving and Receiving Feedback*** – Mandy Larson

Feedback. It’s a word that strikes fear in some because it’s not easy to give effective feedback. But, feedback is essential so employees understand what they do well and where they need to improve. As supervisors who are responsible for getting work done through others, feedback is crucial to your success. In this workshop, participants will learn the fundamentals of feedback, how it can positively influence future performance, explore what makes it difficult and discuss how to overcome barriers to giving effective feedback. Mandy is passionate about coaching and team effectiveness. She is an independent consultant focusing on coaching, facilitation and training. She enjoys working with individuals who are striving to enhance their leadership skills and personal effectiveness.  Mandy has 20 years of experience working with aspiring professionals.  Most recently, she worked at Boston Scientific as a Human Resources Business Partner. In this role, she supported most organizational functions including: Marketing, Regulatory Affairs, Finance, Customer Service, Research & Development, Clinical Affairs and Operations.  Areas of expertise include coaching, performance management, employee and leadership development, facilitation, training and employee relations.  Prior to Boston Scientific, Mandy worked at Northwest Airlines as an HR Generalist and at McGladrey and Pullen as an HR Consultant. Mandy has a Bachelor of Arts degree from Gustavus Adolphus College and is a graduate of the Newfield Network Certified Coach Training Program.

***Sovereign Citizens*** – Jeffrey K. Van Nest, FBI Supervisory Special Agent, Minneapolis Division

Sovereign Citizens are US citizens who openly reject their citizenship status and claim to exist beyond the realm of government authority. Sovereign citizen criminals use this self-appointed status to justify theft and fraud, while sovereign citizen extremists use this status to justify threats, force, or violence. Law enforcement officers, judicial court staff and other government officials, have been victimized by sovereign citizen tactics across the country. This session will give supervisors an overview of sovereign citizen ideology, common criminal tactics, investigate strategies, and successful prosecutions of those engaged in criminal activities in furtherance of their ideology. Supervisors and their staff will then be better prepared to deal with the circumstances that occur when such cases come before them. Jeff Van Nest began his career with the FBI in 2002 as a Special Agent assigned to the Los Angeles Field Office. Mr. Van Nest was involved in the investigation of a variety of International Terrorism matters as a member of the Joint Terrorism Task Force (JTTF). Each of the 56 FBI field offices oversees a JTTF comprised of federal, state, and local partners. JTTF’s are the primary mechanism to investigate terrorist threats within the United States. In 2007, Mr. Van Nest was promoted to FBI Headquarters as a Supervisory Special Agent within the Counterterrorism Division. In November 2011, Mr. Van Nest was selected to lead the newly established FBI Genocide War Crimes Unit. In this capacity, his responsibilities include oversight of all FBI genocide, war crimes, and torture investigations within the continental United States and overseas. Mr. Van Nest is a graduate of the University of Minnesota and hold a law degree from the University of Wisconsin.

***Ethics and Dignity*** *–* Kyle Heyesen, MSW, Public Health & Human Services Planner

This session will help supervisors bring forward the principles of dignity as it relates to ethical concerns in the workplace. Based on the work of Donna Hicks, author of *Dignity: The Essential Role it Plays in Resolving Conflict.* Participants will be equipped with an understanding of what the elements of dignity are, how to recognize dignity violations, how to respond when we are not treated with dignity, how dignity can restore a broken relationship, why leaders must understand the concept of dignity, and more.

**2:45 p.m. – 4:30 p.m. - Breakout Workshops:**

***Leadership vs. Management*** – Mandy Larson

Leadership is often viewed as the job of the highest levels in an organization and management is for those on the front lines. In this workshop, we’ll discuss the differences between leadership and management and what it means to be a leader without having positional power. This workshop will explore how front line supervisors are both leaders and managers, and how they can encourage leadership behaviors in their employees.

***Avoid the Legal Pitfalls when Hiring*** *–* Sonya Guggemos, MCIT

Hiring a new employee can be a time-consuming and demanding process. Public employers are required to navigate a series of laws, including federal and state nondiscrimination laws. This presentation points out some of the legal pitfalls that may be encountered by public employers during the hiring process. It also provides practical tips for making legally defensible hiring decisions. Sonya Guggemos provides risk management advice to MCIT members. Guggemos holds a law degree from William Mitchell College of Law and a Master’s Degree in Public Administration from Hamline University. Previously, she practiced with Ratwik, Roszak and Maloney P.A., focusing in the areas of municipal law, school law, and litigation.

***The Science of Happiness*** *–* Kyle Heyesen, MSW, Public Health & Human Services Planner

The Science of Happiness is based on the work of Shawn Achor, Author of *The Happiness Advantage*, Head Teaching Fellow for “Positive Psychology,” the most popular course at Harvard, and Founder of Good Think Inc. Achor’s research on happiness and human potential has received attention from the Harvard Business Review, New York Times, Forbes, CNN, and NPR. This course will help supervisors understand the science that underlies the concepts of positive psychology and happiness through exploring Shawn Achor’s work via DVD and its application to our work and lives. Happiness is something we can all learn. Through a few simple activities, we can permanently raise our happiness baseline and capitalize on a number of advantages in our personal and professional lives. Happiness is the case, not just the result of a whole host of positive outcomes in the workplace and in life. If you can shift your brain to a positive mindset, you can improve your productivity, level of intelligence, and your ability to interact with co-workers, family, and friends. See how you can put *The Happiness Advantage* to work personally to improve productivity, performance, and satisfaction. Learn how you can spread *The Happiness Advantage* to everyone in your organization and life. Information alone will not cause transformation. If you truly want to sustain positive change, you have to understand how to create it through specific practices/activities. Become equipped with the knowledge (science behind the happiness advantage) and tools (a workbook outlining practices/activities) that will help support you in creating a positive/happy baseline experience in your day-to-day life so you can respond to stressors in a skillful manner and approach your work, relationships, and life in a way that leads to greater success, fulfillment and happiness.

**TUESDAY, SEPTEMBER 15, 2015**

**8:30 a.m. – 10:00 a.m. – Breakout Workshops:**

***Great Expectations – Finishing Well with an Unhappy Customer*** – Martha Roth

With any human interaction there is the possibility of conflict. When that conflict occurs with your customers (internal or external) the stakes are raised. Learn how to put yourself in your customer’s shoes to increase the odds of finishing well.

* + The role of empathy when expectations are not met
  + Mental turn around from fear to appreciation for complaints
  + Reading non-verbal’s to know when all is not well
  + Stress Management for the customer caregiver

Part of Martha Roth’s personal mission is to, “inspire joy, peace, and curiosity for life and learning.” This missions coupled with her belief, “it ain’t over till it’s over” has spurred her on in many midlife endeavors, including going back to school and training professionally. Since 2004, she has trained over 3000 people in such areas as customer service, team building, communication, humor in the workplace, and stress management. Martha achieved the level of Toastmaster, ACB (Advanced Communicator Bronze) and is a certified SMART Board Interactive Whiteboard Trainer.

***Hoarding – FAQ’s*** – Janet Yeats, The Hoarding Project

Hoarding is a mental health disorder that has public safety implications. Often, why people hoard and how to best help them is misunderstood or ignored. This workshop will provide attendees with a foundational understanding of hoarding, the impact of hoarding on individuals, families, and communities. And will help supervisors better understand how to provide leadership and practical application to their staff, working with individuals and their families who hoard. Janet R. Yeats, MA, LMFT is a Licensed Marriage and Family Therapist and co-founder of The Hoarding Project. Janet earned her master’s degree in Marriage and Family Therapy at Bethel University, and a second master’s degree in Family Social Science from the University of Minnesota. Her research interests involve the influence of trauma, grief and loss on hoarding behavior, as well as how to help parents identify hoarding behaviors in their children. She has published multiple articles on hoarding disorder and ambiguous loss. Janet teaches courses in trauma and hoarding in the marriage and family therapy master’s degree program at Saint Mary’s University in Minneapolis, Minnesota. She currently practices therapy in her private practice in St. Paul, Minnesota, and chairs the Minnesota Hoarding Task Force. Janet enjoys the practice of yoga, and travel to new and familiar places.

***Safety Basics for the Helping Professional – Part 1*** *–* Deanna M. Ruffing and Stephen R. Rick

The objectives of this training are to enhance awareness of personal safety for staff who work directly with individuals in the office setting and in the field. This training will offer discussions on how to safely and effectively perform job duties while maintaining relationships with the clientele we serve and the potential safety concerns that exist. In addition, how supervisors can address safety issues within their own departments and educate and reassure their staff members. (This is a two-part training). Deanna has been employed as a Probation Agent with Nicollet County for 15 years coordinating and supervising an Intensive Supervision and Treatment Program for chemically dependent repeat DWI offenders. Deanna was elected by her peers in probation as President of the Minnesota Association of County Probation Officers (MACPO) in 2012, serving two terms. Agent Ruffing is also certified as an instructor in Safety in Search and Seizure through Community Corrections Institute (CCI). Deanna holds a BS Degree in Corrections from Minnesota State University, Mankato. Steve has been employed as a Probation Agent in Blue Earth County for the past 8 years. He currently supervises an enhanced caseload consisting of high risk felony and supervised release offenders from prison.  Steve is an instructor for Natural Response Control Tactics and Safety in Search and Seizure, certified through the Community Corrections Institute. Steve also is a member of the Safety Audit Team for Hennepin County Department of Community Corrections and Rehabilitation. Steve holds a BA degree in Corrections from Minnesota State University, Mankato and is currently working towards his Master’s Degree in Public Administration. Deanna and Steve have conducted several safety trainings together for area probation and social services staff. Both of their current positions with high risk offenders involve random field visits of probationers as well as office contact. In addition, they provide ongoing safety training and policy development in their respective departments.

**10:15 a.m. – 11:45 a.m. – Breakout Workshops:**

***Intentional Communication*** – Tamarah Gehlen

This session is for management staff looking to increase their effectiveness and teaching using direct, but supportive communication with those that they work with to help build more cohesive teams. Some team building and specific interventions will be outlined that can be used immediately when returning to the work environment.

***Generation Y?*** – Michelle Nelson

There is growing tension and frustration in the workplace to engage, develop and retain leaders. Competition is growing to secure skilled workers and it is only going to get worse. Today’s applicant pool is shrinking in numbers and mostly consists of generation Y. Many employers are having trouble connecting with this potential workforce. What can be done to attract the most skilled, talented and trainable employees? How can your organization be the “first choice” for a Gen Y job seeker? This presentation will highlight interesting research and strategies to help employers learn how to attract, connect and develop the Gen Y workforce. Michelle Nelson has a Bachelor of Arts degree in criminology and sociology and is currently the QI Compliance Officer at Woodland Hills in Duluth, MN. Michelle has 20 years of experience in behavior and crisis management and 15 years of experience in team, program, and organizational development. Michelle is a Certified Associate Level Instructor from the Crisis Prevention Institute and is certified in Life Space Crisis Intervention. She has received training in Strategic Planning, Tools, and Processes from Harvard Business School. Michelle provides training for local, state, and national conferences as well as private and public businesses.

***Safety Basics for the Helping Professional – Part 2*** *–* Deanna M. Ruffing and Stephen R. Rick

See Part 1 description above.

**1:00 p.m. – 2:30 p.m. – Breakout Workshops:**

***Immigration Basics for Social Services Providers*** – Dave Wilson and Anne Parsons, Esqs.

There are special considerations that arise when serving immigrant populations. This workshop will provide a brief overview of the immigration system, key immigration concepts, and address status and benefit concerns for your clients. In particular, the workshop will cover how the new executive action on immigration reform may benefit the communities you serve, refugee/asylee issues, and immigration benefits available to victims of domestic abuse and crime. David Wilson is the Managing Attorney of Wilson Law Group in Minneapolis, which practices immigration, family, civil, and criminal law. In 2012, the Children’s Law Center of Minnesota recognized David for his pro bono work on behalf of immigrant children in foster care. David was also awarded the 360 Communities of Caring Award for his pro bono work with the Lewis House Domestic Abuse Shelters in February 2013. Anne Parsons is an Associate Attorney at Wilson Law Group where she practices immigration law. Anne’s practice is informed by her experience working within the immigration court system as an Attorney Advisor for the USDOJ Executive Office for Immigration Review. Prior to studying law, Anne spent two years as a Peace Corps Volunteer in rural Niger where she worked with local partners to promote girls’ education.

***Cross Cultural Supervision*** *–*Sheila Moriarty

This workshop will explore how to have successful supervision with employees and supervisees who represent a different culture than your own. We will look at specific considerations when it comes to race, religion, and sexuality. We will look at how to have open and mutually satisfying communication and understandings.

***Sexually Exploited Youth & Safe Harbor*** – Joy Friedman and Dave Pinto

Prostitution has been described by some as the *“oldest profession”*, while remaining victim-centered, trauma informed, and culturally specific. We will be taking an individualized, holistic approach to this growing issue, we will offer suggestions on how to best serve this population. This presentation will cover the parallels between historical slavery and modern day slavery, as well as the intersection between poverty and inequality. Our hope is after this training people will begin to understand the realities of prostitution/sex trafficking and the effects it has on women and girls.

Juvenile sexual exploitation and trafficking are present – though often hidden – in every community in Minnesota. Learn the dynamics of sexual exploitation and the resources available to respond. Joy knows firsthand the importance of, Breaking Free's Women's Program. After being trafficked as a teen and after twenty-seven years of surviving, "the life," she successfully completed the Breaking Free program and began working on staff. For the past 13 years, Joy has proved to be an invaluable resource and has worked for Breaking Free as a case manager, outreach specialist, program manager, and coordinator for the Offenders Prostitution Program (John School). Joy has extensive experience in providing services to women who have been victimized in systems of prostitution. She is a sought-after public speaker and has provided numerous trainings and presentations on prostitution and sex trafficking as violence against women and girls. She also serves as one of Breaking Free's primary liaisons with the St. Paul Police Human Trafficking Task Force and the Federal Bureau of Investigation. Dave Pinto specializes in domestic violence and sex trafficking as a prosecutor with the Ramsey County Attorney’s Office. He is directing statewide efforts to improve the response of systems professionals, especially law enforcement and county attorneys, to the trafficking and sexual exploitation of young people.

**2:45 p.m. – 4:30 p.m. – Breakout Workshops:**

***GRH*** – John Petroskas

Come learn all about Minnesota’s Group Residential Housing (GRH) program, which helps low income people with disabilities pay for many different kinds of housing and services in the community. This presentation will cover the basics of GRH, including how GRH relates to other common public benefits like General Assistance and food support. Changes to the GRH program, including some that are soon to be implemented and others that are still, “in the works,” will also be addressed. We will talk about the MSA Housing Assistance program, a lesser-known program to help some people with disabilities afford independent housing.

***DHS Fiscal Update*** *–*DHS

Updates on the hot topics at DHS.

***Male Leadership vs. Female Leadership: Differences and Gender Disparity*** *–* Diane Pagel, MA, LP

This breakout session will address gender differences in leadership style and how this may impact an organization. Female leadership is underrepresented in various industries, especially in the health care industry and other female dominated industries. Barriers to female leadership will be discussed as well as recommendations to reduce gender disparity in leadership.

**WEDNESDAY, SEPTEMBER 16, 2015**

**8:15 a.m. – 9:45 a.m.**

***Building Trust as a Supervisor amongst Your Teams*** – Dr. Robert T. Sicora

Leaders are the ambassadors of culture and trust within their organizations. The act of building trust has been proven to generate employee engagement, team effectiveness, creativity & innovation, and a more productive workforce. This very interactive and dynamic workshop will build on the speaker’s dissertation research and clearly demonstrate to leaders (supervisors) how they can actively build trust within the organization’s culture they are responsible for by actively adapting their leadership style.

**10:00 a.m. – 11:30 a.m. – Closing Keynote**

***Top-Half Living in a Bottom-Half World*** *–* JL Glass

Let’s pretend for a moment that your life looks like a graph chart. From zero to one hundred represents living life full of energy and excitement, with a positive outlook and successful accomplishments. From zero to minus one hundred represents worries, doubts, fear and missing the mark for your goals. Are you one of those people struggling with bottom-half living? Is a good day for you just getting to zero? What makes the difference between the people who thrive and those who just survive? JL Glass understands clearly the day-to-day struggles people face.  He knows what it feels like to be thrown into bottom-half living time and time again.  His story includes stories of success and experiencing tremendous challenges.  JL’s story includes his son at age 4 battling bacterial spinal meningitis. His daughter diagnosed at age 7 with a brain tumor. He has lived through owning businesses that were successful and one that wasn’t.  He knows what it feels like to lose a job, his money, a marriage, and even a career.  The good news is, JL has become a master at not only surviving but thriving.  His attitude of never giving up is sure to inspire all of us.