2016 District-Wide PROFESSIONAL DEVELOPMENT DAY

“Celebrating Our Legacy, Designing Bold Future Pathways”

Tuesday, October 25, 2016
8:00 am to 4:00 pm
Downriver Campus, EPAC

21000 Northline Road, Taylor, MI 48180
Celebrating Our Legacy,  
Designing Bold Future Pathways

Conference Agenda

8:00 am  -  9:15 am
Registration – EPAC Main Lobby
Continental Breakfast – Ray Mix Room and Upper Hall

9:30 am  -  10:30 am - BREAKOUT SESSIONS

10:30 am  -  10:45 am - BREAK
(Participants move to second breakout sessions)

10:45 am  -  11:45 am - BREAKOUT SESSIONS

12:00 noon  -  1:30 pm - LUNCH

1:30 pm  -  2:30 pm - BREAKOUT SESSIONS

2:30 pm  -  2:45 pm - BREAK
(Participants move to Auditorium)

2:45 pm  -  4:00 pm - CLOSING SESSION
Keynote:  Campus Safety Panel Discussion

Lunch Menu
Turkey Croissant       Italian Sub       Veggie Pita

** Limited Gluten Free lunches will also be available.
** All lunches are served with plain chips, a chocolate chip cookie, apple and a beverage.

Lunch will be served from 12:00-1:30pm in the Atrium and the EPAC Concourse.
“FROM EXCUSES TO SEEDS OF GREATNESS”
Presenter: Glenda Baylor, Baylor Consulting
9:30am, 10:45am - EPAC 2
Description: Excellence. Greatness. Success. Satisfaction! Life’s greatest achievements don’t happen simply by ‘wishing.’ Seeds of greatness lie dormant within each of us because we don’t water and cultivate them to life. Expand and explore the impact of sowing your seeds of greatness on your job and in everyday living. Be challenged to specific career and personal goals.

“LEADERSHIP AND COACHING GO HAND-IN-HAND”
Presenter: Vera Leonard, Certified Professional & Executive Coach
This session will run from 9:30am – 11:00am - EPAC 1
Description: Effective leadership requires many of the same methods and competencies as effective coaching. Attendees will explore a set of competencies based on several evidence-based models for effectively interacting with others and facilitating change.

“BETTERING YOUR BEST IN CUSTOMER SERVICE”
Presenter: Mildred Gaddis, Media Personality
1:30pm - EPAC 3
Description: The success of excellent customer service is dependent upon employees who adjust themselves to customer service. This plays an important role in generating income and revenue for the organization as well as good will, which can be even more valuable. People who refuse to adjust and meet the demands of great customer service will be left behind. One good customer service experience can change the entire perception a customer holds towards an organization.

“INTERCULTURAL COMPETENCY: BUILDING UPON THE CAPACITY”
Presenter: Dr. Fidelis Teresa D’Cunha, District Provost Professional Development - Diversity and Inclusion
10:45am, 1:30pm - EPAC 2
Description: Each session will begin with the definition of intercultural competence understood in terms of capacity to communicate, relate and work successfully across cultural boundaries. These boundaries are seen in terms of faculty, student and staff interaction. Building capacity in three areas: knowledge, skills and attitude. An in depth look at these three areas of competencies of increased awareness of cultural differences, sensitivity experienced, tolerance of ambiguity and the result of active involvement with the diverse community present in the classroom, on campus and within the larger community.

“NAVIGATING THROUGH CRITICAL LEADERSHIP SKILLS”
Presenter: Paige M. Vanderhyden, Associate Provost, Design Center
10:45am, 1:30pm - EPAC 10
Description: Travel on a leadership journey to discover and develop skills to become a great leader. Your journey in this session will require looking inward to self-reflect, looking upward to define and communicate purpose, looking downward to create followership, and looking to the horizon to envision the future. Learn how to master these four essential elements. This session is based on The Leadership Journey by Gary Burnison.

“ETIQUETTE, EXCELLENCE AND ENGAGEMENT: PERFECTING THE ART OF THE TELEPHONE”
Presenter: Renee Walker, Walker & Associates
9:30am, 10:45am, 1:30pm - EPAC 4
Description: Whether you are a staff, a faculty member or an administrator, employing communication techniques that convey professionalism and de-escalate conflict are essential to present a polished image, to enhance caller engagement and to create a positive brand experience for you and the organization. Join this conversation and learn how to disarm emotional callers, to create positive customer engagement and to conclude every call with mutually beneficial resolution.

“BODY-LANGUAGE IN THE WORKPLACE”
Presenter: Jacqueline Baker, Scarlet Communications
9:30am, 10:45am, 1:30pm - EPAC 7
Description: When dealing with the business world, it’s especially important that you’re aware of your body language. Your nonverbal cues and gestures can make or break relationships, and may have a significant impact on your success.

“EFFECTIVE COMMUNICATION IN THE INSTITUTIONAL SETTING”
Presenter: Jeffrey Miller, Instructor
9:30am, 10:45am - EPAC 9
Description: How to reduce minimize job stress. This insightful session offers a fresh approach on what makes communication ‘effective’ in the workplace, how to utilize it to defuse potential job related conflict, and how to maximize the power of ‘effective communication’ to take your career where you want it to go.

“ENDING PAYCHECK TO PAYCHECK LIVING”
Presenter: Gail Perry Mason
1:30pm - EPAC 2
Description: Each participant will leave with tips about creating new streams of income, budgeting, and choosing the right team to provide financial planning.
“ARE YOU CYBER AWARE AND CYBER READY”
Presenters: Shawna Forbes, Vice Chancellor, School of Continuing Education and Workforce Development
Terrance Campbell, Program Director/Cyber Center
9:30am, 10:45am - EPAC 3
Description: During this workshop, the Workforce Development Team will provide an overview of WCCCD’s U.S. Department of Labor Grant, highlights of WCCCD’s new Cybersecurity Program; including its simulation and game-based learning courseware, and some strategies for safeguarding yourself against cyber attacks.

“PUTTING RESIDENTS TO WORK AND THE ROLE OF THE WCCCD AS A WORKFORCE INTERMEDIARY AND CHANGE AGENT”
Presenter: Jim Robinson, Regional Training Center- Eastern Campus
9:30am, 10:45am - W221
Description: The success of Detroit’s economic resurgence is dependent on putting 100,000 Detroiters to work and the critical role of WCCCD as a change agent to increase the region’s quality of life by increasing the workforce readiness of residents including youth. This session will explore the real talent gap, WCCCD’s new workforce initiative the “Regional Training Center” and, how effective collaboration with employers, labor, workforce, government, faith and community partners leads to preparing and connecting Detroiters to emerging jobs and careers.

“THE FUTURE OF LIBERAL ARTS IN COMMUNITY COLLEGES”
Presenter: Dr. Gunder Myran, Consultant to the Chancellor
10:45am - EPAC 8
Description: This session will engage participants in discussing trends and issues in providing community college students with high quality learning experiences that draw from the best of liberal arts and career education. Participants will work on shared definitions of the liberal arts, general education, humanities, career education, and the outcomes of a community college liberal arts education.
“ACADEMIC ADVISING”
Presenters: Mawine G. Diggs-Campus President/CAO/ District Vice Chancellor for Student Services and Marcie Noutai-Operations Manager/Trainer
9:30am, 10:45am - EPAC 12
Description: This session will review the importance of an educational plan as students work to set career and life goals. Academic advising is an ongoing partnership between the student and advisor; empowering students to plan for their academic success. Come and learn techniques to enhance advising sessions and gain valuable insight regarding transfer students, MACRAO agreements and why it is important that students select courses directed toward their pre-determined academic programs.

“USING THE ATD INSTITUTIONAL CAPACITY FRAMEWORK FOR TEACHING AND LEARNING PRACTICES”
Presenter: Dr. Kriesta Watson
9:30am, 10:45am, 1:30pm - EPAC 5
Description: WCCCD is an active member of Achieving the Dream (ATD) which leads the most comprehensive non-governmental reform movement for student success in higher education. With a Network of over 200 institutions of higher education, it assists more than 4 million community college students with a better chance of realizing greater economic and academic opportunities. Come learn more about the ATD network and its new Institutional Capacity Framework (ICF) for Teaching and Learning Practices.

“DEGREE WORKS AND WEBGATE”
Presenter: Adrian Phillips, District Provost, Enrollment Management and Retention
1:30pm - EPAC 12
Description: This session will discuss the various web-based applications used by students, advisors and department heads to track progress toward a degree, plan class schedules, and a number of other student-specific applications.

“ADVISING FROM ACCEPTANCE TO COMMENCEMENT: STUDENT SUCCESS STRATEGIES FOR INCREASED PERSISTENCE”
Presenter: Art Esposito, Associate Director of Academic Advising, Center for Advising and Student Transitions, Montclair State University
9:30am - 10:45am, 1:30pm - EPAC 6
Description: From academic overviews and group registration sessions at orientation, through first-year transition programming and academic difficulty protocols, culminating with pre-commencement conversations about transfer or the world of work, advising interactions are key to support student persistence and success. In this session the presenter will discuss academic advising strategies for students at any stage of their academic lifespan. Attendees will learn about such topics as outreach to student populations, Web-based environments for student engagement and the dissemination of advising information, and face-to-face advising programming, all designed to guide students’ engagement and support persistence to graduation.

“WHO IS THE INTERNATIONAL STUDENT”
Presenters: Omobonike Odegbami, Oluwatosin Balogun
9:30am, 10:45am, 1:30pm - W219
Description: The mobility of students across borders has increased in recent years, and the District has become increasingly efficient in tracking and reporting the data surrounding international students. This session will outline the distinction between an international student and a foreign student, in a bid to encourage campus student services staff to better serve international students while maintaining compliance with the Department of Homeland Security regulations.

“TRANSFER STUDENTS: A PARTNER’S PERSPECTIVE”
9:30am, 10:45am - EPAC 14
Presenters: Mike Sullivan, Northwood University
Mr. Craig Boyd – Western Michigan University
Ms. Jennifer Salloum – Davenport University
Mr. Julius Moses – Ferris State University
Ms. Betsey Rheame – University of Detroit Mercy
Ms. Tracy Perry – Madonna University
Ms. Brooke Michael – University of Michigan- Flint
Description: This is an information session on the advanced degree programs that are currently offered by four-year institutions of higher learning to students, staff and community members through WCCCD’s Mary Ellen Stempfle University Center.
“WINDOWS 10”
Presenter: Ashish Patel, Information Technology
10:45am - W53
Description: Windows 10 is the first step to an era of more personal computing, one in which Microsoft is moving Windows from enabling a single device — the PC — to a world that is more mobile, natural, and grounded in trust. Users will receive an overview of Windows 10 including the evolution of the start menu, utilizing multiple desktops, and improvements to Windows Explorer. Users will also learn more about features such as Snap Assist, the new Edge Browser, task switcher and Universal apps including Microsoft Office and Say Hello to your PC.

“INTRODUCTION TO VIRTUALIZATION AND VIRTUAL DESKTOP INFRASTRUCTURE”
Presenter: Dion Sloan, Christopher Culbreth
1:30pm - W53
Description: Virtual Desktop Infrastructure (VDI) is a growing part of our technology portfolio at WCCCD. VDI is the next generation of personal computing that takes the desktop off of your desk and moves it into the cloud or Datacenter, reducing information technology costs, increasing reliability and management, and simplifying computer use for faculty and staff. This course will introduce you to VDI and show you how it will be integrated into District facilities. VDIs are revolutionizing the way WCCCD interacts with technology, positioning us as a leader in technology offerings to students, staff, and faculty.

“GOAL PERFORMANCE”
Presenters: Mark Burris, Blackboard Senior Customer Success Advocate
9:30am - W53
Description: Blackboard’s Goal Performance Dashboard provides quick and up-to-date reports on the activity for all students, as well as helps instructors and staff align course objectives with national standards.

“VIRTUAL CONFERENCING”
Presenter: Mark Burris, Blackboard Senior Customer Success Advocate
10:45am - W52
Description: Learn how to meet with your colleagues without leaving your office. Through Blackboard technology, you have the ability to conduct conferences or meetings with multiple locations through video conferencing with added features like desktop sharing.

“Sometimes we need boldness, creativity and wisdom to enforce the change we want in us and others.”
-Unknown-
“HANDS-ONLY CPR”
Presenter: EMT Faculty
9:30am, 10:45am, 1:30pm - Campus Atrium
**Description:** This session will cover the recognition of the warning signs of a heart attack and stroke. The participants will be taught how to do hands-only CPR along with lifesaving choking procedures in the treatment of a conscious person.

“IMMEDIATE HEALTH SOLUTIONS/FOOD COMBINING”
Presenter: Dr. Ruth L. Stephens, Nutritionally Yours, LLC
9:30am, 10:45am, 1:30pm - N113
**Description:** This exciting, educational session will give participants easy and practical solutions to ‘personal’ issues that they may encounter due to daily stressors, poor diet/nutrition, physical illness and medication. This session will also inform participants how proper food combining can prevent and reverse major health issues such as obesity, hypertension, diabetes and cancer.

“ENTERTAINING ON A BUDGET”
Presenter: Shauna Vercher, Events by Shauna
9:30am, 10:45am - W217
**Description:** Hosting the perfect event doesn't have to be an expensive endeavor. With the holiday season rapidly approaching, learn tips on how to entertain with style when you're short on time and money. This session will outline the do's and don'ts of party planning and show you how to take some of the stress out of your holiday entertaining.

“WORKPLACE ATTIRE: PUTTING YOUR BEST SELF FORWARD”
Presenter: Faith Poles, Ann Taylor Stores
9:30am, 10:45am, 1:30pm - W55
**Description:** Learn tips to dressing for success in the workplace. How to coordinate your attire for day that can go into night.

“HAP 101 – HEALTH PLAN SUMMARY”
Presenter: Susan Fradeneck
9:30am, 10:45am, 1:30pm - N233
**Description:** This interactive session will address individual concerns and provide an overview of benefits, online services, preventive care and wellness issues.

“TIAA-CREF”
Presenter: Paul Rogers
9:30am, 10:45am, 1:30pm - N237
**Description:** This interactive session will focus on learning about the different types of investments, risk tolerance, asset allocation and why it is important to have a healthy mix of investments.

“BLUE CROSS/BLUE SHIELD – HEALTH PLAN SUMMARY”
Presenters: Robin Brock, Alice Willis and David B. Campbell
9:30am, 10:45am, 1:30pm - N234
**Description:** This interactive session will address individual concerns and provide an overview of benefits, online services, preventive care and wellness issues.

“MPSERS- ORS (RETIREMENT SERVICES) AND VOYA”
Presenters: Joy Bartell- MPSERS- ORS (Retirement Services) and Heidi Schiller- Voya
9:30am, 10:45am, 1:30pm - N235
**Description:** This presentation will give public school employees the information they need to learn more about their retirement plan so they can make more informed decisions about their future.

**Topics will include:**
- Retiree healthcare benefit
- Eligibility requirements for pension
- The differences between the Pension Plus Plan and Defined Contribution Plan
- Calculating retirement benefits
- The differences between the 401(k) and 457 Plans
- Brief overview of investment options in Tier 1, Tier 2, and Tier 3
- Who to call with questions

“TRACK #5 HEALTH AND WORK-LIFE BALANCE”
TRACK #6 SPECIAL INTEREST

“SCIENCE LAB SAFETY”
Presenter: Gil Solis, District Compliance and Safety Officer
9:30am - N236
**Description:** This session will review required personnel protection equipment, hazardous communication, safe housekeeping, chemical hygiene plan for faculty and students.

“FACILITIES STAFF SAFETY”
Presenter: Gil Solis, District Compliance and Safety Officer
10:45am - N236
**Description:** This session will review required personnel protection equipment, worker safety and safe housekeeping.

“UAW LOCAL 1796 – NEW MEMBER ORIENTATION”
Presenter: Alan Fortune and Wanda Anderson
9:30am, 10:45am, 1:30pm - W218
**Description:** This session will update members on Master Agreement language.

CLOSING SESSION - PANEL DISCUSSION ON SAFETY

“TAKING FULL RESPONSIBILITY OF YOUR SAFETY AND SECURITY ON CAMPUS”
EPAC Theater
**Presenters:**
Lieutenant, David Scott, Wayne State University Police Department
Brian Fountain, Detective, Detroit Police Department
**Description:** This presentation will address the importance of being aware and taking steps to for personal safety and to reduce acts of violence on our campuses, discuss the ancillary benefits of identifying and managing threatening behaviors while accentuating the formal and informal interactions among the faculty, staff and administration team.

Carl Hollier, MIPSE Safety Compliance and Training Officer, Retired Captain Detroit Fire Department
Officer for Taylor Fire Department
John Hagar, Fire Marshall, City of Taylor Fire Department
**Description:** This panel discussion will address the importance of personal safety, identifying and managing threatening behaviors, knowing emergency egress locations, and knowing various emergency safety procedures.