

## Support Staff Conference, Bismarck Ramada, March 30 – April 1, 2016

Time	Program	Presenter	Description
<b>Throughout the Conference</b>	Conference Office and Computer Clinic	Jon Fry, Desktop Support Specialist, Dept. of Agriculture Communication, NDSU; and Jerry Ranum, Desktop Support Specialist, Dept. of Agriculture Communication, NDSU.	Bring your computer in for repairs while you're at conference. Advance notice to <a href="mailto:Jon.Fry@ndsu.edu">Jon.Fry@ndsu.edu</a> or <a href="mailto:Gerald.Ranum@ndsu.edu">Gerald.Ranum@ndsu.edu</a> is appreciated, but walk-ins will be accepted as time allows.
<b>Wednesday, March 30</b>			
10:00-12:00	Intro to Ag CMS	Sonja Fuchs, Web Technology Specialist, Dept. of Agriculture Communication, NDSU.	Learn the basics of working with Ag CMS to edit your website. Add images, files, events and other objects. You'll walk away being able to make basic edits to your website. Computers will be provided.
10:00-12:00	Advanced Ag CMS	Bob Bertsch, Web Technology Specialist, Dept. of Agriculture Communication, NDSU.	Ad-hoc, user-driven session. Identify your questions <u>in advance</u> via email to <a href="mailto:Robert.Bertsch@ndsu.edu">Robert.Bertsch@ndsu.edu</a> .
12:00-1:00	Registration		
	<b>General Session I</b>		
1:00-1:45	Welcome	NDSU President Dean Bresciani, NDSU Extension Director Chris Boerboom	
1:45-2:45	I Love How North Dakota Is Growing, as Long as Nothing Changes	Sandy McMerty, Senior Marketing and Communications Manager and Co-Deputy Commissioner, North Dakota Department of Commerce.	North Dakota's leading industries – agriculture, energy and tourism – can quickly and greatly fluctuate. Find out more about our growing economy and the workforce needs of the future. We invite new workers to "Find the Good Life in North Dakota," but occasionally we forget what a good life we do have in the state. The N.D. Department of Commerce will help us remember what an amazing time it is to live in North Dakota and help us put on our welcoming hats for newcomers. <a href="http://www.NDCommerce.com">www.NDCommerce.com</a>
2:45-3:00	Announcements		
3:00-3:15	Break		
	<b>General Session II</b>		
3:15-4:00	Gratitude	Angie Oberg, Wellness Educator, Sanford Health Plan.	Understand how gratitude impacts our health and learn simple techniques you can start using today.
4:00-4:15	Ice Breaker/Mixer		
4:15-5:00	Trivia Tour	Scott Wild, Trivia Tour	Not your average trivia game! This is teams by table with categories from music, movies, literature, pop culture, history, and sports -- and everything else in between.
<b>Thursday, March 31</b>			
7:00-8:00	Breakfast		
	<b>General Session III</b>		

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8:00-10:00	Diversity Cookbook: Building Relationships One Pot at a Time	Kostas Voutsas, Assistant Professor of Business, Dickinson State University, Bismarck.	Looking for simple solutions to manage regional, cultural, and generational differences in today's workforce? Not sure how to communicate and collaborate with the newcomers from out of state? Looking to turn regional, generational and cultural differences into opportunities? Travel with Kostas through the United States and to West Africa, China, Mexico, Korea, India, Russia, Australia and Canada exploring strategies that make cultural diversity work. Discover his secrets to managing regional and generational differences. And please, share these secrets with the world! <a href="http://www.diversitykeynote.com/">www.diversitykeynote.com/</a>
10:00-10:15	Break		
10:15-11:15	Breakout Sessions I		
	Computer Care and Feeding (repeated at 4:15pm)	Jon Fry, Desktop Support Specialist, Dept. of Agriculture Communication, NDSU; and Jerry Ranum, Desktop Support Specialist, Dept. of Agriculture Communication, NDSU.	Keep your computer running well with easy, routine maintenance like anti-virus software and regular updates. Explore your options for backups and discover additional little-known Windows features that can boost productivity.
	Shared Storage	Bob Bertsch, Web Technology Specialist, Dept. of Agriculture Communication, NDSU.	Get familiar with using Google Drive, Microsoft OneDrive and Sites (SharePoint) for collaboration and storage. These free solutions from NDSU are a great option for saving files from your computer to the cloud, sharing files with others inside and outside of NDSU and collaborating on a single document rather than emailing multiple versions back and forth.
	Welcome to Our Office: Customer Service and Fostering Positive Relationships with Clientele (repeated at 2:15pm)	Lynette Flage, Director and Community Vitality Specialist, Center for Community Vitality, NDSU; and Deb Gebeke, Assistant Director, Extension Family and Consumer Sciences, NDSU.	See the importance of providing exceptional service, understand SERVICE principles, learn and share information about local resources, and feel equipped to handle difficult customer situations.
	Solving the People Puzzle	Kostas Voutsas, Assistant Professor of Business, Dickinson State University, Bismarck.	Get past the drama of difficult people, improve work relationships, reduce stress, and keep calm when kittens become tigers at work. Explore solutions for communicating with different personalities to better lead and succeed. <a href="http://www.diversitykeynote.com/">www.diversitykeynote.com/</a>
	4-H Online	Dean Aakre, 4-H Youth Development Specialist, Center for 4-H Youth Development, NDSU.	Review the answers to your most-asked questions regarding 4honline. Topics such as the enrollment history of a member, duplicate accounts, moving a member to a different family, changing emails for a family account, and members enrolled in two counties will be addressed, along with any other questions you bring to this session.
11:15- 11:30	Break		
11:30-12:15	Breakout Sessions II		
	Looking for Something? Browsers and Search Engines	Bob Bertsch, Web Technology Specialist, Dept. of Agriculture Communication, NDSU.	Learn how to get the most out of Web browsers and search engines. We'll compare popular Web browsers, and talk about using browser tabs and managing accounts with browser profiles. We'll also share tips for effective Web searches and clues that the link you're about to click is NOT a good idea.

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	Working with Extension Professionals in Your Office: An Important Relationship	Rachelle Vetter, Leadership and Volunteer Development Specialist, Center for 4-H Youth Development, NDSU.	Strong working relationships have a significant impact on everyone in an office environment. This workshop will deepen your ability to use the six pillars of character as tools to strengthen your working relationships with Extension professionals and beyond.
	Personal Safety	Officer Clint Fuller, Bismarck Police Department.	This presentation emphasizes preventive measures to avoid conflict, but also addresses confrontation skills. Officer Fuller also will give assorted tips and suggest actions that individuals can take to make themselves less susceptible to crime.
	North Dakota Compass	Lynette Flage, Director and Community Vitality Specialist, Center for Community Vitality, NDSU.	North Dakota Compass is a social indicators project that tracks trends in topic areas such as children and youth, economy, health, housing, workforce and more. This easy-to-use online database gives everyone a common foundation to identify, understand and act on issues that affect our communities. Learn more about ND Compass and how it provides local data for good decision making.
	4-H FairTab	Dean Aakre, 4-H Youth Development Specialist, Center for 4-H Youth Development, NDSU.	FairTab, a Microsoft Access database program, is a great tool to manage your county fair. Transfer data from 4honline into the FairTab program, adding a member's exhibits, printing entries by class, printing class results and calculating premiums as well as what you need to send for the state fair participation.
12:15-1:00	Lunch		
	<b>General Session IV</b>		
1:15-2:00	Sitting Disease: No Gym? No Problem!	Amy Nitschke, Wellness Educator, Sanford Health Plan; and Angie Oberg, Wellness Educator, Sanford Health Plan.	Most Americans spend 6+ hours per day inactive. Learn how sitting has become a health concern and simple ways to cut down your sitting time. We also will provide simple exercises you can do at work or at home without any exercise equipment.
2:15-3:00	<b>Breakout Sessions III</b>		
	A Hard Look at Hardware	Jon Fry, Desktop Support Specialist, Dept. of Agriculture Communication, NDSU; and Jerry Ranum, Desktop Support Specialist, Dept. of Agriculture Communication, NDSU.	Along with a behind-the-scenes look at Extension cost-share considerations, explore other hardware topics like flash drives, USB adapters, and dual monitors.
	Welcome to Our Office: Customer Service and Fostering Positive Relationships with Clientele <i>(repeated at 10:15am)</i>	Lynette Flage, Director and Community Vitality Specialist, Center for Community Vitality, NDSU; and Deb Gebeke, Assistant Director, Extension Family and Consumer Sciences, NDSU.	See the importance of providing exceptional service, understand SERVICE principles, learn and share information about local resources, and feel equipped to handle difficult customer situations.
	Connecting with Extension Volunteers	Rachelle Vetter, Leadership and Volunteer Development Specialist, Center for 4-H Youth Development, NDSU.	Volunteers are the lifeblood of who we are and what we do in Extension. Understanding how to motivate them and retain them is essential. Learn to encourage volunteers to stay actively engaged with our organization.

Time	Program	Presenter	Description
	Mindful Eating (repeated at 3:15pm)	Amy Nitschke, Wellness Educator, Sanford Health Plan.	The conscious approach to eating. Learn how mindfulness and the eating cycle can help break away from routine eating habits by examining thoughts, feelings, and internal pressures that affect how and why we eat or don't eat.
	Stress Management (repeated at 3:15pm)	Angie Oberg, Wellness Educator, Sanford Health Plan.	Take a stress assessment! Understand the physiological response to stress and how it leads to chronic disease, can change our brain, and ways to overcome stress and practice stress reduction.
3:00-3:15	Break		
3:15-4:00	Breakout Sessions IV		
	Effectively Utilizing Technology to Become More Productive on the Job	April Larsen, Solutions Specialist, Nexus Innovations, Bismarck.	As our work life pace increases, we need to do all we can to stay efficient. Every day there are more tasks to complete or delegate. What is the best way for each individual to manage these tasks and responsibilities? In this session we will take a look at how technologies such as OneNote, Outlook and Skype for Business can be used to improve performance on the job and help alleviate stress.
	Qualtrics for Beginners	Brenda Vertin, Administrative Assistant, Assistant Director's Office for Extension Agriculture and Natural Resources, NDSU; Cami Bauman, Office Assistant, Morton County Extension Office; and Kari Presler, Administrative Assistant, Morton County Extension Office.	Qual-tricks 101. Qualtrics online insight software can be used for surveys, evaluations, and registrations. Prerequisite: know your Qualtrics password; you must have signed in to Qualtrics at least once before the class.
	Sharing the Good News	Kelli Armbruster, Information Specialist, Dept. of Agriculture Communication, NDSU.	We will cover how to make all materials coming out of our offices look credible and professional. This session will primarily focus on developing key messages for social media content and planning.
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	Stress Management (repeated at 2:15pm)	Angie Oberg, Wellness Educator, Sanford Health Plan.	Take a stress assessment! Understand the physiological response to stress and how it leads to chronic disease, can change our brain, and ways to overcome stress and practice stress reduction.
4:15-5:00	Breakout Sessions V		
	Computer Care and Feeding (repeated at 10:15am)	Jon Fry, Desktop Support Specialist, Dept. of Agriculture Communication, NDSU; and Jerry Ranum, Desktop Support Specialist, Dept. of Agriculture Communication, NDSU.	Keep your computer running well with easy, routine maintenance like anti-virus software and regular updates. Explore your options for backups and discover additional little-known Windows features that can boost productivity.
	Marketing and Branding NDSU, Extension, and RECs	Kelli Armbruster, Information Specialist, Dept. of Agriculture Communication, NDSU.	This session will cover the correct usage of logos, PowerPoint templates, signage and marketing items available for Extension and REC use, and tips and tools for maintaining how the public sees our offices as sources of education and outreach.

Time	Program	Presenter	Description
	Qualtrics (Intermediate)	Brenda Vertin, Administrative Assistant, Assistant Director's Office for Extension Agriculture and Natural Resources; Cami Bauman, Office Assistant, Morton County Extension Office; and Kari Presler, Administrative Assistant, Morton County Extension Office.	Qual-tricks 201. Bump up the volume on your surveys. Create online registrations and direct customers to (other) electronic payment sites. Prerequisite: have at least one survey created.
	Write the Right Words	Becky Koch, Director, Agriculture Communications, NDSU.	Tips and practice on how to develop a key message, write the message in various formats for different target audiences and proofread your writing.
	The Power of Intuition in the Workplace	Lorie Pope, Executive Vice President and Co-Founder, Nexus Innovations, Bismarck.	Intuition is knowing without knowing how you know. It is a hunch or a gut feeling that will keep nagging until you do something about it. It can be more accurate than analysis and it is certainly a lot faster. By developing and trusting your intuition, you can transform the way you work, find simple solutions to your problems and accelerate your decision making. Are you an Intuitive Thinker? Are you a Logical Thinker? Are you a Combination? Attend this session to find out!
<b>Friday, April 1</b>			
7:00-7:45	Breakfast & Checkout		
7:45	Load cars/vans for tours		
8:00-10:00	<b>Tours (choose one)</b>		
	ND Heritage Center & State Museum	These are walking tours, so wear comfortable shoes.	Experience the beauty and wonder of the new galleries and exhibit spaces at the North Dakota Heritage Center and State Museum. Thousands of artifacts and specimens, high-tech displays, and interactive exhibits help tell the story of our state. This is a walking tour, so wear comfortable shoes.
	ND State Library & ND State Capitol Building	You will walk from the Library to the Capitol Building, so, depending upon the weather, you may want to bring an umbrella.	The State Library serves all citizens of North Dakota, mailing materials at no charge to any citizen, providing professional research services, and facilitating interlibrary loan requests. The 19-story State Capitol Building was constructed in 1933 for \$2 million and contains unique woods and materials from many states and countries.
10:00	Arrive back at hotel		
10:00-10:30	Break		
	<b>General Session V</b>		
10:30-11:30	A Session on the Big Blue Couch	Mandy B. Anderson and Raychel Chumley, Big Blue Couch™ Coaching, Bismarck	Big Blue Couch™ Coaching is focused on empowering people to overcome, be brave, and live beautifully whole. Mandy and Raychel's tools, techniques, and teamwork will develop a Better You! <a href="http://www.bigbluecouchcoaching.com/">www.bigbluecouchcoaching.com/</a>
11:30	Awards Luncheon	NDSU Extension Director Chris Boerboom	