



Leadership for **SUPPORT STAFF**

JUNE 7 - 10, 2021 | SAN ANTONIO, TX

MONDAY, JUNE 7

3:00pm–5:00pm Registration

El Cabildo

TUESDAY, JUNE 8

7:30am–8:00am Registration

El Cabildo

7:30am–9:30am Morning Refreshments — Visit with Exhibitors

Veramendi

8:00am–9:30am **GENERAL SESSION**

If You Want to Win, Then Get Right Within – Success is an Inside Job

Diane Eunice

Iberian Ballroom

9:30am–10:00am Morning Break — Visit with Exhibitors

Veramendi

10:00am–12:00pm **GENERAL SESSION**

Preparing and Coping with Change in the Workplace

Mark Warren

Iberian Ballroom

12:00pm–1:30pm Lunch

1:30pm–3:00pm **BREAKOUT SESSIONS (choose one)**

I 12 Common Causes of Misunderstanding

Mark Warren

Iberian AB

II Why You Should Put Yourself First

Brenda Grays

Iberian C

III Understanding Others and Effective Communication

Karen Pool - Spradlin

Madero

3:00pm–3:30pm Afternoon Break — Visit with Exhibitors

Veramendi

3:30pm–5:00pm **BREAKOUT SESSIONS (repeated from 1:30pm)**

WEDNESDAY, JUNE 9

7:30am–9:30am Morning Refreshments — Visit with Exhibitors

Veramendi

8:00am–9:30am **BREAKOUT SESSIONS (choose one)**

I The Ethics of Influence: Influencing Without Authority

Craig Corder

Iberian AB

II Balancing Your Strengths and Weaknesses

Daniel Gonzales

Iberian C

III Changing Faces

Michelle Hallock

Madero

9:30am–10:00am Morning Break — Visit with Exhibitors

Veramendi

10:00am–11:30am **BREAKOUT SESSIONS (repeated from 8:00am)**

11:30am–1:00pm Lunch

1:00pm–2:30pm **BREAKOUT SESSIONS (choose one)**

**I Good Followership Makes Great Leadership:
Understanding the Paradox Between Followership and Leadership**

Joe Heath

Iberian AB

II Social Connectivity: Building Relationships Through Stories

John Kinsey

Iberian C

III Safety Training for Office Personnel

Leo Perez

Madero

2:30pm–3:00pm Afternoon Break — Visit with Exhibitors

Veramendi

3:00pm–4:30pm **BREAKOUT SESSIONS (repeated from 1:00pm)**

THURSDAY, JUNE 10

7:30am–9:30am Morning Refreshments

Veramendi

8:00am–12:00pm **GENERAL SESSION**

Communicating with Power: Eliminating Crutch Words

Nancy Baird

Iberian Ballroom