

**Leadership for Support Staff
Omni La Mansion San Antonio, TX
June 25-28, 2018**

Monday, June 25, 2018

3:00 p.m. – 5:00 p.m. Registration

Tuesday, June 26, 2018

7:30 a.m. – 8:00 a.m. Registration

8:00 a.m. – 8:30 a.m. Welcome

Doug Dretke, Executive Director, Correctional Management Institute of Texas

8:30 a.m. – 10:00 a.m. General Session

I am A.J. Foyt: Why Do We Make Things Harder Than They Really Are?

Mark Warren, Training Consultant, Texas Association of Counties

10:00 a.m. – 10:30 a.m. Break

10:30 a.m. – 12:00 p.m. General Session

I Am A.J. Foyt... Continued

Mark Warren, Training Consultant, Texas Association of Counties

12:00 p.m. – 1:30 p.m. Lunch (On your Own)

1:30 p.m. – 3:00 p.m. General Session

Transgender and Diversity

Shelley Knight

3:00 p.m. – 3:30 p.m. Break

3:30 p.m. – 5:00 p.m. General Session

Why Do You Do What You Do?? And What about THEM?

Erin Robison

Self-discovery is key to developing the life you want – in business and beyond. Learning the DISC model of behavioral styles builds the capacity to understand yourself and others, in turn improving communication and relationships in all areas. This introductory workshop provides the foundational framework necessary to such improvements in these ways and more:

- * Learn to uncover others' behavioral style through conversation by using just a few quick questions.
- * Increase your self-knowledge to improve your response to conflict, discover your top motivators, and understand how best to alleviate your stress triggers.
- * Improve team communication to create better team performance and decrease team conflict.
- * Become the best communicator you know by learning the secret language of each style.

5:00 p.m. – 6:00 p.m. Welcome Reception

Wednesday, June 27, 2018

8:00 a.m. – 10:00 a.m. Concurrent Sessions I, II and III (REPEATED at 10:30 am)

I. Managing Diversity in Today's Workforce

Mario Cotton

II. Diamonds, Bricks and the Amazin' Power of Combined Effect

Mark Warren

What are the characteristics of positive relationship? What makes for a high-performing team? Alexander Graham Bell said, "great discoveries and achievements invariably involve the cooperation of many minds." Conflict becomes positive when:

- The value of conflict and differences are honored and respected;
- Issues are open and not masked;
- Ideas, not personalities, are central; and,
- Emotions are managed, and points of view expressed in a skillful and respectful manner.

This presentation will illuminate some behaviors that create *positive* conflict in relationship, whether at work, on a job, in athletics, a family or a couple.

III. Speak Their Language

Erin Robison

Whether you speak one or many languages, sometimes good communication seems downright impossible. It's been said that *the most basic of all human needs is the need to understand and be understood*, but it is often the hardest thing we will ever seek to do. The secret?? Become a great listener! Improving this one skill will give you a gold-mine of insight into how to take your relationships at home, at work and in your community to the next level. Come learn how people are wired, what motivates them, and what they need – all through the art of listening to understand.

10:00 a.m. – 10:30 a.m. Break

10:30 a.m. – 12:00 p.m. Concurrent Sessions I, II and III (REPEATS from 8:00 am)

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12:00 p.m. – 1:30 p.m. Lunch (On Your Own)

1:30 p.m. – 3:00 p.m. Concurrent Sessions I, II and III (REPEATED at 3:30 PM)

I. Closing the Reactionary Gap

Joshua White & Heather Eckert

Closing the Reactionary Gap is an in-depth course providing a real life understanding of the human body's internal and external response to fight or flight mode, a person's specific response, how to recover, the importance of training using naturally occurring tactics, situational awareness, trusting intuition, reading body language, why reading body language is effective, and recognizing pre-attach indicators.

II. Workplace Bullying

Tiffany Washington

This seminar explores multiple facets of *workplace bullying* and teaches participants to recognize and eradicate misbehavior among adults. Tiffany shares her personal bout with adult bullying and outlines steps necessary to confront and overcome workplace difficulty. With the use of humor and real-world experiences, this taboo topic transforms into a no-holds-barred shared conversation about how to WIN in the face of adversity, empowering participants to take a firm stance within their own sphere of influence.

III. Thriving in Lifestyle Changes

Colleen Robison

Are you ready to make a change? Are you overwhelmed? Get ready to thrive. Talking specifically to desk workers about thriving within lifestyle changes and overcoming the fear that change brings so they can live the feel good, feel strong life they desire.

3:00 p.m. – 3:30 p.m. Break

3:30 p.m. – 5:00 p.m. Concurrent Sessions I, II and III (REPEATS FROM 1:30 PM)

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Thursday, June 28, 2018

8:00 a.m. – 9:30 a.m. General Session

Suffer From Burnout? Give'em the F.I.N.G.E.R.!

Mark Yarbrough

Burnout affects millions of Americans each year and has been called “the disease of our civilization.” The unhappiness and detachment burnout causes can threaten your job, your relationships, and your health. We have known for years that working with juveniles with sexual behavior problems is a highly stressful environment that puts the provider into an indirect victim role and can easily cause burnout. **But there’s good news – burnout can be healed.** Former 20-year elected **District Attorney, MARK YARBROUGH**, from Littlefield, Texas (hometown of Waylon Jennings), personally experienced burnout, learned how to successfully overcome it, and went from “Burnout” to “On Fire!” He has since become a “burnout expert” and has written and published on the subject. Mark is a very entertaining, motivating and inspiring speaker. He has taught **thousands** of people how to overcome Burnout – from companies like **Blue Bell Ice Cream and Xcel Energy**, to teachers and doctors/nurses, to a variety of government workers (police officers, probation officers, CPS workers, attorneys, victim’s rights advocates, counselors, therapists, mental health professionals, etc.). Audience members will learn the definition of Burnout and the symptoms thereof. But more importantly, attendees will **be laughing, and at the same time learning** how to apply Mark’s F.I.N.G.E.R. philosophy to help themselves or their co-workers avoid and/or recover from Burnout. This is a training that you won’t want to miss!

9:30 a.m. – 10:00 a.m. Break

10:00 a.m. – 12:00 p.m. Suffer From Burnout? Give'em the F.I.N.G.E.R.I...Cont'd