

**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 4<sup>th</sup> Floor**

**Tuesday, June 26, 2018**

**7:30 a.m. – 8:00 a.m. Registration 4<sup>th</sup> Floor**

**8:00 a.m. – 8:30 a.m. Welcome Iberian Ballroom**

Doug Dretke, Executive Director, Correctional Management Institute of Texas

**8:30 a.m. – 10:00 a.m. General Session Iberian Ballroom**

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

*Mark Warren, Training Consultant, Texas Association of Counties*

In the history of auto racing, the name A.J. Foyt has become synonymous with the best. He is the only driver in history to win these crown jewels of motor sports: the Indy 500, the Daytona 500 and the 24 Hours of Le Mans. There will never be another like this unique native Texan. That said at one extreme, why do we seem to be losing our ability to perform daily fundamental life tasks like making change, interpersonal communication and relationship skills, personal manners and of course, driving, any better than we do?

This presentation is designed to enlighten and reconnect participants to value of some of our most important daily activities, rules of etiquette, decorum, and life skills taken for granted long ago. We'll test your existing knowledge and skill and challenge the way you've always done things and reveal if there's room for improvement.

**10:00 a.m. – 10:30 a.m. Break Madero**

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

**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 Iberian Ballroom**

**Transgender and Diversity**

*Shelley Knight, Captain, Dallas County Sheriff's Department*

Throughout the years, people have heard of the transgender community but have never understood what that actually is. Organizations have taught cultural diversity classes and many groups have been lumped together. Classes have been given on generational differences, gender differences, and cultural differences. During these classes a small section might be included to talk about the lesbian, gay, bisexual, and transgender (LGBT) community. Even in these classes, the LGBT group is lumped together as one and many really do not understand the differences. This workshop will provide information on the transgender community, including a definition of what it means to be transgender. The workshop will describe how a transgender person should and wants to be treated when dealing with the public and especially law enforcement.

**3:00 p.m. – 3:30 p.m. Break Madero**

3:30 p.m. – 5:00 p.m. **General Session**

**Iberian Ballroom**

**What's Up with That??**

*Erin Robison, M.Ed., LPC*

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**

**Madero**

**Wednesday, June 27, 2018**

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

**Iberian A**

**I. Speak Their Language**

*Erin Robison, M.Ed., LPC*

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.

**II. Informal Leadership**

*Shelley Knight, Captain, Dallas County Sheriff's Department*

**Iberian B**

Many people think of leaders as being the person in charge of a company or a department. This is true in some cases, but many times the informal leaders are the ones actually leading the direction of the company. This workshop will define leadership and what it means to be a leader. Many true leaders work behind the scene and are never given or want the credit that they truly deserve. The workshop will describe what it takes to be an informal leader.

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

*Mark Warren, Training Consultant, Texas Association of Counties*

**Iberian C**

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.

10:00 a.m. – 10:30 a.m. **Break**

**Madero**

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

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**

Iberian A

*Joshua White, Detective, & Heather Eckert, E4Defense, LLC.*

*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**

Iberian B

*Tiffany Washington, Transformation7*

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**

Iberian C

*Colleen Robison, Lifestyle Coach*

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

Madero

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

**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.!**

Iberian Ballroom

*Mark Yarbrough, Motivational Speaker*

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

Madero

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