Harris County Employees Training Conference
Tuesday, October 3
Training Tracks and *Distance Learning
PLEASE NOTE CHANGES IN SAFETY TRACK CLASS DATES/TIMES

	SAFETY	EMPLOYEE DEVELOPMENT			COMPLIANCE	LEADERSHIP	TECHNOLOGY
8:00 – 9:30	**Please note: Class begins 7:30 AM** **First Aid Certification (American Red Cross) **CLASS CLOSED**	Communication Booster Shots I (S. Gaddis)	Equitable Employee Evaluations (Mgrs/Sups) (J. Aldis)	*Identity Theft (Deputy Lennon Evans)	Keeping It Balanced – Effective Internal Controls (J. Root)	Values and Human Behavior (Mgrs/Sups) (W. Natemeyer)	Taking On The Computer Bullies (C. Marullo)
9:30 – 10:00	---------- **B R E A K** ----------						
10:00 – 11:30	**First Aid Certification (cont'd) (American Red Cross) **CLASS CLOSED**	Communication Booster Shots II (S. Gaddis)	Discipline For A Win-Win Result (Mgrs/Sups) (J. Aldis)	*Identity Theft (cont'd.) (Deputy Lennon Evans)	Keeping It Balanced – Effective Internal Controls (cont'd.) (J. Root)	Values and Human Behavior (Mgrs/Sups) (cont'd.) (W. Natemeyer)	So…You Want To Publish A Newsletter (L. Whipkey)
11:30 – 1:00	---------- **Lunch/Exhibits** ---------- Lunch Speaker: David Kester						
1:00 – 2:30	**Please note: Class ends 5:00 PM** ***HeartSaver AED Certification (B. Ponder)	Feedback Skills For Mgrs/Sups (Mgrs/Sups) (S. Gaddis)	Projecting Professionalism (T. Mitchell)	*Dazzling Customer Service In The Public Sector (T. Watson)	Fixed and Capital Assets (J. McCown, T. Marshall, L. Mixon, E. Lam-Jones, L. Bright)	Developing Effective Conflict Resolution Skills (W. Natemeyer)	Project Management – Infinite Possibilities, Measurable Results (K. Wilson)
2:30 – 3:00	---------- **B R E A K** ----------						
3:00 – 4:30	***HeartSaver AED Certification (cont'd.) (B. Ponder)	Body Language: Non-Verbal Communication At Work (S. Gaddis)	*Organizing Others (T. Mitchell)	Adaptive Leadership (Mgrs/Sups) (T. Watson)	Keeping Up To Date In Payroll (R. Foisner, S. Ruis, C. Weller)	Developing Effective Conflict Resolution Skills (cont.) (W. Natemeyer)	Project Management – Infinite Possibilities, Measurable Results (cont'd.) (K. Wilson)

This symbol (*) indicates the session is available at multiple locations via distance learning.
This symbol (**) indicates the session will begin at 7:30 AM.
This symbol (***) indicates the session will end at 5:00 PM.

Rev 080806

Harris County Employees Training Conference
Wednesday, October 4
Training Tracks and *Distance Learning
PLEASE NOTE CHANGES IN SAFETY TRACK CLASS DATES/TIMES

	SAFETY	EMPLOYEE DEVELOPMENT			COMPLIANCE	LEADERSHIP	TECHNOLOGY
8:00 – 9:30	**Please note: Class begins 7:30 AM** **Defensive Driving (R. Lees, A. Avalos) **CLASS CLOSED**	Supervisors as Problem Solvers & Decision Makers (D. Martin)	The Other Part Of Your Job: Dealing With Personalities, Egos and Politics (M. Johnson)	Countdown To Your Retirement – A Workshop for Employees With 1 to 15 Years Until Retirement (G. Mansfield, W. Sawyers)	*Managing The Non-Working Worker (Mgrs/Sups) (E. Begle)	Team Building: Do You Empower or Overpower? (J. Hoyle)	Recipe For Success When Presenting At A Distance (L. Whipkey)
9:30 – 10:00	---------- **B R E A K** ----------						
10:00 – 11:30	**Defensive Driving (cont'd.) (R. Lees, A. Avalos) **CLASS CLOSED**	C.L.A.S.P. – Reaching Out To Improve Communication (D. Martin)	Managing: Doing It Differently With A Focus on Strengths (Mgrs/Sups) (M. Johnson)	Mastering Emotions (R. Pennington)	*Public Information Act (N. Lykos)	Team Building (cont'd.) (J. Hoyle)	Get A Clear View Of Vista and Office 2007 (S. Bullock)
11:30 – 1:00	---------- **Lunch/Exhibits** ---------- Lunch Speaker: Charles Bacarisse						
1:00 – 2:30	**Defensive Driving (cont'd.) (R. Lees, A. Avalos) **CLASS CLOSED**	Communication Basics for Managers/Supervisors (A. Castro)	*Your Community…. What's so Special (M. Menke)	12 Dimensions of Leadership (R. Pennington)	Blue Book 101: Personnel Regulations (Mgrs/Sups) (E Begle)	Leadership and Futuring: Making Visions Happen (Mgrs/Sups) (J. Hoyle)	Finding Your Way Through The Data Maze: 3 Ways To Manage Everyday Files (TBA)
2:30 – 3:00	---------- **B R E A K** ----------						
3:00 – 4:30	**Defensive Driving (cont'd.) (R. Lees, A. Avalos) **CLASS CLOSED**	The New Change Leader (A. Castro)	Dealing With A Major Catastrophe On A Long Term Basis (L. Kemp)	Planning for Retirement with TCDRS (H. Miller)	*Sexual Harassment Prevention (M. Mitchell)	Leadership and Futuring (Mgrs/Sups) (cont'd.) (J. Hoyle)	Look At What Your Website Can Do (TBA)

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Distance Learning Locations

Anderson Clayton Building - Downtown
1310 Prairie, Room 1260
Houston, TX 77002

Precinct 1, Commissioner El Franco Lee
El Rio Service Center
7900 El Rio
Houston, TX 77054

Precinct 2, Commissioner Sylvia R. Garcia
Washburn Tunnel
3100 Federal Road
Houston, TX 77015

Precinct 3, Commissioner Steve Radack
Bayland Senior Education Center
6600 Bissonnet
Houston, TX 77074

Precinct 4, Commissioner Jerry Eversole
Doss Community Center
2500 Frick Road
Houston, TX 77038

Harris County Employees Training Conference
Oct. 3 – 4, 2006
Reliant Center
Houston, Texas

SESSION DESCRIPTIONS

Note: Sessions and presenters are confirmed at time of publication and are subject to change without notice.

12 Dimensions of Leadership *(Instructor: Robert Pennington, Ph.D.)*
In a successful organization, leaders can be found at every level — from the boardroom to the mailroom, from the chairman's office to the customer service desk. These leaders come in many varieties, ranging from the charismatic visionary to the unassuming team player who helps peers work together to accomplish goals set by others. Participants in this session will discover personal leadership characteristics, what they value in themselves as leaders, and learn what kind of leaders they prefer to follow.

Adaptive Leadership (Mgrs/Sups) *(Instructor: Tom Watson, Ph.D.)*
Managers/Supervisors in this session will identify employees' level of supervisory need based on their levels of proficiency and determination. Creating a positive, mutually respective work environment for developing performance will be included.

Blue Book 101: Personnel Regulations (Mgrs/Sups) *(Instructor: Eileen Begle)*
If you are a "go to" person in your department for questions about the Personnel Regulations, you'll appreciate this class. Learn how to interpret the Personnel Regulations correctly so that you can answer questions with confidence. Bring your Blue Book and a highlighter!

Body Language: Non-Verbal Communication at Work *(Instructor: Susanne Gaddis, Ph.D.)*
No doubt heard the expression, it was "written all over his/her face!" which tells us roughly 70-90% of everything we communicate is non-verbal. During this interactive session, participants will learn and experiment with non-verbal techniques that will improve the way that you communicate both with customers and colleagues. Learn how to move confidently and gain credibility through posture and gestures and body language to neutralize potential volatile situations. Also, participants will be able to identify if a person is interested, telling the truth, and facial expressions that work and don't work to be a more perceptive human being.

C.L.A.S.P.: Reaching Out to Improve Communication *(Instructor: Donna Martin)*
In this mini-session, participants will be able to improve communication by applying a five-step conflict resolution model. Attendees will learn how to connect with others through body language, tone of voice, and choice of words. Participants will also identify listening styles and how to adapt to others.

Communication Basics for Managers/Supervisors *(Instructor: Amy Castro)*
Managers/supervisors will use their understanding of the communication process to improve overall communication and performance within their team. Learn to be an effective listener through the "10 Keys to Effective Listening" and utilize the "Six Magic Phrases" to get through most day-to-day interactions. Managers/supervisors will learn how to provide constructive feedback to those who need improvement, along with praise and other communication that motivates and encourages excellence.

Communication Booster Shots: Prescriptions for Effective Communication, Part I *(Instructor: Susanne Gaddis, Ph.D.)*
This interactive workshop is designed to give participants boosters to reinforce the protection for the broad range of communication challenges that can be harmful to success, happiness, and overall well-being. No matter how these communication problems crop up, they need to be identified, treated, and healed. This workshop offers the prescriptions that so many of us need in the form of Communication Booster Shots. Sign up today to learn 50 ways to inoculate yourself against causing dis-ease in others.

Communication Booster Shots: Prescriptions for Effective Communication, Part II *(Instructor: Susanne Gaddis, Ph.D.)*
This interactive workshop is designed to give participants boosters to reinforce the protection for the broad range of communication challenges that can be harmful to success, happiness, and overall well-being. No matter how these communication problems crop up, they need to be identified, treated, and healed. This workshop offers the prescriptions that so many of us need in the form of Communication Booster Shots. Sign up today to learn 50 ADDITIONAL ways to inoculate yourself against causing dis-ease in others.

Countdown to Your Retirement – A Workshop for Employees with 1 to 15 Years until Retirement *(Instructors: Grace Mansfield and William Sawyers)*
This workshop focuses on the urgency of your planning situation as you near retirement. It helps you determine your monthly retirement income need and any gaps you may have in meeting that need. It also offers last-chance ways to close those gaps. Participants will be alerted to the main risks that will attack retirement dollars—driving home the importance of saving as much as possible now to ensure adequate income in the future.

Dazzling Customer Service in the Public Sector *(Instructor: Tom Watson, Ph.D.)*
This session, open to all employees, focuses on providing customer service at a level to "dazzle" all customers. Attend this session to learn how to make all customers feel important, how to say no to a customer and still maintain the customer's loyalty, six skills for dealing with angry customers, and more.

Dealing with a Major Catastrophe on a Long Term Basis *(Instructor: Lois Kemp)*
This session provides information regarding identifying the long-term emotional and physical effects of catastrophes, suggestions for caring for self and others regarding sleep, nutrition, activity, humor, play and overall well being; and the importance of understanding the role of taking action to help others and create a healthy personal and professional life.

Defensive Driving *(Instructors: Arcadio Avalos and Rusty Lees)*
The goal of the National Safety Council's Defensive Driving Course is to provide drivers with knowledge and safe driving techniques to prevent collisions and violations. The course focuses on collision prevention through hazard recognition and application of collision-avoidance techniques. In addition, the course addresses common driving violations that result in collisions and how to change driving habits to eliminate moving violations. The class includes lecture, group discussion, films and a written exam. This class is good for insurance discounts.

Developing Effective Conflict Resolution Skills *(Instructor: Walt Natemeyer, Ph.D.)*
Participants will engage in a Conflict Simulation and discuss a variety of approaches to conflict resolution. Suggestions for dealing with conflict will be reviewed and participants' conflict

resolution styles will be assessed. Participants will examine typical examples of conflict within organizations, conduct a Conflict Simulation, and review a Conflict Resolution Model.

Attendees will also discuss steps for developing "win-win" conflict resolution, review tips for dealing with conflict, and assess their conflict resolution style.

Discipline for a Win-Win Result (Mgrs/Sups) *(Instructor: Jay Aldis)*
Managers/supervisors who attend this session will learn how to turn discipline into a positive outcome for both the manager/supervisor and the employee.

Equitable Employee Evaluations (Mgrs/Sups) *(Instructor: Jay Aldis)*
Managers/supervisors in this session will receive 10 tips/guidelines for conducting employee evaluations.

Feedback Skills for Managers and Supervisors (Mgrs/Sups) *(Instructor: Susanne Gaddis)*
In this interactive workshop, you'll explore and experiment with the various ways to construct a clear and concise message. Whether you're delivering constructive criticism, responding to specific requests, or delivering praise, you'll learn how to communicate in a way that invokes consideration and cooperation, and much, much more!

Finding Your Way Through the Data Maze: 3 Ways to Manage Everyday Files *(Instructor: TBA)*
In this two-part session, learn to manage your documents and files more effectively and locate your data more quickly. In the first part of the session, you will learn that scanning documents is one way to reduce paper, manage files and save money. Learn how Commissioner Precinct Three handles paper by scanning their documents and storing the electronic files to save space and time. Tips are covered in an enjoyable overview of an electronic storage method that can be used for documents on your desk right now. The next part of the session includes methods for organizing data using Microsoft Windows' file management and storage capabilities. The presentation will include an overview of how MS Windows links with other applications (Excel, Outlook, etc.) as well as techniques for working in personal and networked environments.

First Aid *(Instructor: American Red Cross)*
Participants in this class will learn the knowledge and skills needed to recognize emergencies at the worksite and give first aid. Upon completion of this class, attendees will be able to describe how to provide CPR, care for sudden illnesses, wounds, burns, and bone and muscle injuries.

Fixed and Capital Assets *(Instructors: Jack McCown, Tish Marshall, Lee Mixon, Linda Bright and Emily Lam-Jones, CPA)*
Do you really understand the process for fixed and capital assets? Do you know the difference between the two? Attend this session with a panel of in-house Harris County experts to learn what you need to know about this area.

Get a Clear View of Vista and Office 2007 *(Instructor: Samantha Bullock)*
Windows Vista introduces a breakthrough user experience and is designed to help you feel confident in your ability to view, find, and organize information and to control your computing experience. The visual sophistication of Windows Vista helps streamline your computing experience by refining common window elements so you can better focus on the content on the screen rather than on how to access it. The desktop experience is more informative, intuitive, and helpful. And new tools bring better clarity to the information on your computer, so you can

see what your files contain without opening them, find applications and files instantly, navigate efficiently among open windows, and use wizards and dialog boxes more confidently.

HeartSaver AED Certification *(Instructor: Barry Ponder)*
Attendees at this class will learn the basic techniques of adult CPR and use of an AED. Using barrier devices in CPR and giving first aid for choking are also covered. At the completion of this course, participants will have the necessary skills and under medical control be able to use the AED.

Identity Theft *(Instructor: Deputy Lennon Evans)*
In this informative session attendees will review identity types of crimes associated with identity theft, how identity theft is carried out, and how to identify the legal aspects of identity crimes. Protecting yourself from identity theft and steps to take if one becomes a victim of identity crimes will also be covered.

Keeping It Balanced – Effective Internal Controls *(Instructor: Jeraine Root, PhD)*
During the past several years, headlines involving a variety of companies in legal cases have highlighted the importance of establishing and maintaining an effective internal controls system. This session will provide a high level overview of internal control concepts; address how to identify and assess risks that may impact the achievement of defined program objectives; and, demonstrate how to access important procedures and forms through the Auditor's Intranet site. Auditor personnel with CPA credentials will be on hand to answer questions during the presentation and assist participants in small group exercises applying the lessons learned.

Keeping Up To Date in Payroll *(Instructors: Richard Foisner, CPP, Sheli Ruis, CPP and Curt Weller, CPP)*
Attend this class to identify and solve common payroll problems. Attendees will review current personnel regulations and how they impact the payroll area. Participants will also review current Federal, State and local regulations and discuss how Harris County applies these on the job.

Leadership and Futuring: Making Visions Happen (Mgrs/Sups) *(Instructor: John Hoyle, Ph.D.)*
Managers/Supervisors will be given an exciting overview of futures forecasting and how to anticipate and manage their own future. In addition, they will create a visionary city or unit where new technologies and social systems will transform communities into safer, cleaner, and more joyous places. Learn some exciting futures methods that will motivate your staff to help develop a shared vision of success.

Look at What Your Web Site Can Do *(Instructor: TBA)*
The days of waiting for ITC to update your Web site are over. At any time you can self-publish material to your Web site by using the new Content Management Portal tool. Add content, create a calendar, offer online subscriptions, and publish a newsletter, pictures and articles with this tool. This session will also cover Microsoft E-Learning Library (MELL).

Managing: Doing It Differently With a Focus on Strengths (Mgrs/Sups) *(Instructor: Margaret Johnson)*
Participants in this session will understand the key responsibilities of a manager/supervisor. This session will also delve into the myths of selecting, motivating, and developing personnel and learn more effective ways to accomplish these tasks. Managers/supervisors will also learn

how to focus on their strengths as well as the strengths of their employees to create an effective, motivated, productive work force.

Managing the Non-Working Worker (Mgrs/Sups) *(Instructor: Eileen Begle)*
Managers/supervisors in this session will learn practical and effective ways to deal with employees who are tangled up in the web of employment laws that protect employees who are injured (whether on-the-job or off-the-job), sick and/or disabled.

Mastering Emotions *(Instructor: Robert Pennington, Ph.D.)*
One of the major blocks to effective decision making is how people handle their emotions. Everyone has a mind that thinks and a mind that feels – the key is having these two parts work together more effectively. This session defines five basic competencies that lead to success.

Organizing Others *(Instructor: Tawnya Mitchell)*
Participants in this session will develop a plan to get the most out of each day to identify the most important tasks to organize a work area for improved efficiency, and to enhance productivity by using the "handle it once" rule. Learn to maintain an excellent work relationship with your boss and why the "I-do-it-better-myself" argument must be avoided. Participants will also learn to recognize and deal with common causes of work related stress.

Planning for Retirement with TCDRS *(Instructor: Howard Miller, TCDRS)*
Learn how your TCDRS plan is structured, and how it benefits are designed to provide employees lifetime income. Found out how this plan fits in with your financial future and gets answers to your most pressing retirement questions.

Project Management – Infinite Possibilities, Measurable Results *(Instructor: Keith Wilson)*
This session will provide an overview of the Project Management Process (Initiate, Design/Plan, Execute, Assess/Close). The steps and deliverables for each phase of the process will be included. The Harris County Employees Training Conference 2006 will be used as a case study, for relevance to attendees.

Projecting Professionalism *(Instructor: Tawnya Mitchell)*
Participants in this session will become aware of the importance of projecting professional images through email, correspondence, and phone etiquette by understanding the impact of first impressions. Understand the importance of greetings, introductions and initial conversations and identify techniques to improve and polish speaking skills. Learn specific tips to improve professional image through dress, posture, poise and body language to match experience with expectation and performance.

Public Information Act *(Instructor: Nick Lykos)*
Learn how to handle public information requests and avoid common mistakes in this informative session. Practical advice on handling day-to-day requests will be included.

Recipe for Success When Presenting at a Distance *(Instructor: Linda Whipkey)*
Do you know what a Baker's Dozen is? How about Distance Learning? These two ideas meet in the context of Interactive Videoconferencing (IVC) at this session. By means of thirteen suggested techniques, presenters can engage both the local and remote audiences. At this session, both positive and negative examples of active instructional methods are given. Those who are not now making use of IVC, but will in the future, can attend for a head start for

preparing for their sessions. Bring an agenda and a content outline of your presentation with you to work on.

Sexual Harassment Prevention *(Instructor: Marsha Mitchell)*
Attendees at this session will walk through various employment scenarios involving harassment, its prevention and investigation. A definition of harassment is provided, along with strategies for avoiding it.

So…You Want to Publish a Newsletter *(Instructor: Linda Whipkey)*
Learn the "ins and outs" of researching, writing, and proofing in anticipation of publishing your newsletter. Take advantage of opportunities to practice editing copy and writing headlines. Discover a grammar online tutorial that covers common errors. Hear some advantages and disadvantages of using Microsoft Publisher as your development application. Please come with ideas of articles you would like to write for your newsletter. If you don't have a newsletter presently, this session gives you the blueprint to employ.

Supervisors as Problem Solvers and Decision Makers *(Instructor: Donna Martin)*
At the end of this mini-session, participants will be able to understand the difference between problem-solving and decision-making, and incorporate a step-by-step process to decision-making and problem-solving. Attendees will also learn how to write a decision statement and apply a quick technique to help drill down to the root of a problem.

Taking On the Computer Bullies *(Instructor: Candace Marullo)*
Confront those cyber bullies who push their way into your computer! Knock them out …Pow!... with the safe practices explained in this informative session. The offenders include spyware, phishing, oversized e-mail storage …Bam!!... and viruses…Pop!. Get familiar with "Information Security: Everyone's Responsibility," the guidelines set by Commissioner's Court 2010 Technology Task Force. Armed with these tactics, you will be ready to defend the information you handle everyday.

Team Building: Do You Empower or Overpower? *(Instructor: John Hoyle, Ph.D.)*
Participants will share ideas on how to transform their organization into a powerful team effort in problem solving through empowerment and caring for others. They will be introduced to ideas on why some teams continue to win under difficult circumstances and others fall apart. Come to this session with the desire to improve your leadership skills and add new strategies to build a community of learners who can solve the most difficult problems. You will enjoy the stories and group activities.

The New Change Leader *(Instructor: Amy Castro)*
This mini-session will help anyone involved in a change effort at any level in an organization. Participants who attend this session will learn practical tips and techniques to recognize the need for change and prepare for change. Attendees will discover ways to understand and overcome resistance to change, obtain participation from others, and effectively communicate change.

The Other Part of Your Job: Dealing with Personalities, Egos and Politics *(Instructor: Margaret Johnson)*
Participants in this session will identify their goals for their career and what has been standing in the way of advancing. Learn decision making tools to use when options are out of balance and methods to improve reputation and performance. Also, understand how to "nip situations in the

bud" before they become more of a problem and learn communication techniques to improve working relationships.

Values and Human Behavior (Mgrs/Sups) *(Instructor: Walt Natemeyer, Ph.D.)*
Managers/supervisors in this session will gain increased understanding of how "Value Programming" early in life impacts our behavior as adults. Dr. Morris Massey's famous video ' "What You Are Is What You Were When" will be reviewed as a springboard for discussing individual personal value programming experiences. Objectives for this session include examining how "Value Programming" early in life affects behavior as adults, identifying Key Value Programming Stages and discussing value programming experiences.

Your Community….What's so Special *(Instructor: Marisela "Mardie" Menke)*
This session covers a brief overview of the Community Emergency Response Team, including its history, role and importance to your community. Participants will explore whether to be reactive or proactive regarding emergency responses.

Conference Faculty

Jay R. Aldis is a partner in the Houston office of the law firm Bracewell & Giuliani, LLP. He is Board Certified in Labor and Employment Law by the Texas Board of Legal Specialization. Mr. Aldis has been recognized as a Texas Rising Star, Labor and Employment Law, by Texas Monthly Magazine in 2005.

Mr. Aldis' practice focuses on the representation of employers in all aspects of labor and employment law. He has litigated dozens of employment and civil rights lawsuits filed against employers, including claims of age, disability and race discrimination, as well as sexual harassment and retaliation.

Prior to joining Bracewell, Mr. Aldis served as the Deputy Division Chief of the Labor and Employment Division of the Harris County Attorneys Office.

Arcadio Avalos Jr. is the Safety Director for Harris County Commissioner Precinct 2. He has been with Harris County for 5 years. He spent the previous 20 years in the United States Air Force as a Helicopter Flight Engineer. During his 20 years in the military, he supervised a diverse group of employees in many different situations. These situations ranged from office work to real world special operations activities. Arcadio has a B.S. in Workforce Education and Development from Southern Illinois University.

Eileen Begle is a Senior Assistant County Attorney in the office of Harris County Attorney Mike Stafford. She represents elected and appointed officials and human resource professionals throughout the county in all aspects of the employee-employer relationship.

Ms. Begle has been with Harris County for fourteen years. She is Board Certified in Labor and Employment Law by the Texas Board of Legal Specializations.

Linda Bright came out of retirement four years ago to accept a position as Director of Financial Accounting in the Harris County Auditor's Office. She is retired from the University of Houston where she held various positions during her 20 year career; first as Treasurer, then Controller and retired as the Chief Financial Officer. She has a Bachelor's in Accounting and an MBA.

Capital Projects Accounting, Capital/Fixed Asset Accounting, Governmental Funds Accounting, Grants Accounting and Financial Reporting report to Linda.

Samantha Bullock currently lives in Dallas, TX. In the capacity as a trainer, Samantha has provided instruction for various companies and organizations. She has taught basic computer skills, Windows OS, Microsoft Office programs, different Accounting Software, Adobe and Macromedia graphics and design. She is currently certified in Microsoft Office 2000, 2003, Network + and Project +. Samantha has also provided training for employees of various Fortune 500 companies in the areas of Customer Service, Sales Fundamentals, Business Management, Change Management, Productivity, and Leadership. Samantha has conducted

classes and seminars ranging in size from 5 to over 300 attendees. Many people have enjoyed her engaging teaching style, real world examples, learning valuable techniques that speed up

mundane, everyday tasks, and gaining the expertise to help them solve problems they are facing in their business.

Amy P. Castro is President of Innovative Communication & Training Solutions. She has more than 17 years experience in communication and training for federal and local government, corporations, small businesses and higher education. She is recognized for her abilities in the areas of oral and written communication, public relations, interpersonal relationships and business communication. Her experience leads to results oriented, energetic, and "user friendly" training, coaching and consulting interventions. Her interventions achieve results because they help individuals and teams improve overall communication skills, enhancing their performance and career satisfaction. She also attributes the success of her interventions to the keen rapport developed with the employees and managers at every level in the organizations she serves.

Deputy Lennon Evans was born in Pine Bluff, Arkansas where I graduated high school and attended the University of Arkansas at Pine Bluff. I have been employed with the Harris County Sheriff's Office since 1985. My present work assignment for the past 17 years has been in the Community Services Division educating the citizens of Harris County in safety awareness. I am married with 3 sons.

Richard Foisner, CPP, has been with Harris County for just over 30 years. He has been in the County Auditor's Office for all but one of those years. In 1983 he started working in the Payroll Department. He worked in Risk Management for one year and actually helped start the department in 1988. In October, 1989 he became the Director of Payroll Audit and has been in that position since that time. Richard holds a Bachelor of Business Administration in Management, from the University of Houston and has earned the designation of Certified Payroll Professional from the American Payroll Association.

Susanne Gaddis, PhD, known as the Communications Doctor recognizes there is an epidemic of unhealthy interactions in today's society. The good news is – she shares prescriptions – easy and engaging tips and techniques that help foster a climate for positive, diplomatic and motivational communications. As a communications professor, motivational speaker, author and member of the National Speaker's Association, Susanne Gaddis, PhD, has taught the art of successful communication since 1989. A recognized interpersonal communications expert, Susanne has appeared on nationally syndicated radio, TV and video programming and has authored articles appearing in: *The Journal of Training and Development, The Whole American Nurse, The Healthcare Career Guide, Shape Magazine, The Handbook of Public Relations, Corporate Meeting Planner, The North Carolina Journal for Women and on SuccessAlways.com.*

Current clients, benefiting from Susanne's action-focused, solution-oriented tips, and techniques include NASA Johnson Space Center, The American Nurses Association, Oracle, SAS, Blue Cross & Blue Shield, and Bayer Corporation. For additional information on Dr. Gaddis or to

subscribe to receive her FREE newsletter, “Communication Booster Shots,” visit: www.CommunicationsDoctor.com or call 919-933-3237.

John R. Hoyle is a professor at Texas A&M University and an international authority on future studies, leadership styles and organizational change. Dr. Hoyle is recognized by his peers as one of four most "Exceptional Leading Scholars in Educational Leadership." He is a popular speaker, consultant and teacher. He has been honored with two "Distinguished Teaching Awards" at Texas A&M University. He attended Texas A&M University on a baseball scholarship and played first base on a conference champion team. He had published over 150 publications that include two best selling books on leadership. His latest book (2006) is "Leadership and Futuring: Making Visions Happen by Corwin Press.

Margaret Johnson has a Bachelor of Science in Mechanical Engineering from Michigan State University, a Masters in Business Administration - Marketing and Management from the University of Houston - Clear Lake and is a licensed engineer in the State of Texas. She worked for over 16 years in the electric utility industry, performing engineering analyses and management of technical and non-technical business functions. Since then she has conducted training, consulted and supported companies (especially in the energy industry) in marketing and sales through her company – Ideal Training, Inc. She also partners with a graphic artist on creative marketing programs through their company I.D.ah!.

Lois Kemp, RN, MA, CHT, is a healthcare specialist, humorist, educator, speaker and counselor. She provides seminars, presentations and workshops across the country and maintains a private Mind-Body Integration counseling practice. She has taught Psychodrama Training in Moscow, Russia and is an instructor at the University of California – Davis Extension Program. Lois has been involved in the healing arts for over thirty years and has an extensive background in grief and loss counseling, Critical Care Nursing and hospital administration. Her education includes a Bachelors Degree in Nursing, Masters Degree in Clinical Psychology, national certification as a Clinical Hypnotherapist and over 400 hours Psychodrama Training.

Emily Lam-Jones, CPA, is the Capital Asset Manager in the Financial Accounting Section of the Harris County Auditor’s Office. She has been with Harris County for 24 years, and was a Manager in Audit Services prior to transferring to Financial Accounting.

Rusty Lees is the Harris County Safety Manager. His previous experience was as the Environmental, Safety & Health Coordinator for a Houston based energy company. He also spent ten years as a Nuclear Quality & Safety Inspector with the US Navy. Rusty has spent the past 5+ years studying Industrial and Office Ergonomics. He has a B.S. in Occupational Safety & Health from Columbia Southern University.

Nicholas J. Lykos is an Assistant County Attorney and is the Chief of the General Counsel Division of Harris County Attorney, Mike Stafford’s office. The General Counsel Division is

comprised of lawyers who provide legal advice to elected and appointed officials on a day-to-day basis, prepare contracts, and write legal opinions.

Grace Mansfield, CRC. Retired after 25 years in the Financial Banking industry as Vice President of the South Texas Region, Grace joined Nationwide Retirement Solutions in 1994. Her passion to share the POWER of Savings compounding interest couldn't be met in retirement. She holds both Series 6 and 63 Variable Investments Licenses and the Group 1 Fixed Investment, life and health license. She completed the (CFP) Certified Financial Planner Curriculum, a 2-year course at the University of Houston and is registered as a Certified Retirement Counselor. Additionally, she holds a Certified Professional Trainer Certification from the Institute of Financial Education of Chicago, IL.

As a Retirement Specialist for Nationwide Retirement Solutions, Grace has been assigned to service the public employees of the Texas Gulf Coast Communities surrounding Galveston County.

She was born in and continues to reside on Galveston Island. She and her husband Rick (also an investment professional) have been married for 38 years. Their 2 children are married and reside in Houston.

Tish Marshall, Managing Director of ESS (Enterprise Software Support), has more than 33 years in the computer industry. She has worked for Harris County since July 1998, after being recruited from Galveston County because of her experience with IFAS. The ESS Division, which supports all ITC applications for Harris County, has the goal of making the daily tasks of all of our customers as easy as possible.

Donna Martin, Senior Trainer for Wordmark Associates, is a Certified Training Professional (A&M, 1995) with broad base experience, including course design and development, job analysis, group facilitation, stand-up training, coaching, and technical writing.

Using excellent communication skills, Donna conducts training and facilitation to a variety of audiences that range from entry-level employees to upper management. She has worked for small and large companies, such as: Harris County Flood Control District, Gulf States Toyota, American Home Mortgage, Philip Morris, Bank One, Mellon Mortgage, Amoco, and Stewart Mortgage Information.

Candace Marullo is the Managing Director of Enterprise Technology Solutions at the Information Technology Center. She oversees the following teams: Education and Career Development, Business Process Analysts, Geographical Information Systems, and Web Development.

From Kent State University she holds a dual certification in elementary and special education and received her MSED at Texas Southern in education administration.

Marisela "Mardie" Menke grew up in Waco, Texas where she attended Baylor University. She has over 22 years experience in the oil and gas industry. Ms. Menke is a member of the Harris County Citizen Corps, and is the C.E.R.T. Coordinator for Harris County. She is Certified in FBI Domestic Terrorism, National Incident Management System, and as a Hazardous Materials Technician. Ms. Menke recently coordinated a Spanish class for the Consulate General of El

Salvador. She received the 2005 Harris County Fire Marshal's Humanitarian Service Award. She is married and has one son.

Jack R. McCown, C.P.M. has been the Purchasing Agent for Harris County since July 1985. Prior to county government, he held several purchasing management positions in the private sector: Mobil/Superior Oil, American Petrofina, and The Western Company of North America. A graduate of Texas A&M, Mr. McCown is a retired Army Lt-Colonel and a decorated helicopter pilot for Vietnam service. Mr. McCown is a past President of the National Purchasing Institute, past President of the Texas County Purchasing Association, member of the National Institute for Governmental Purchasing, and a licensed Texas Auctioneer. Mr. McCown is a frequent speaker at the LBJ School in Austin as well as at conferences for the Institute of Supply Management.

Howard Miller is a senior communications representative for TCDRS. He travels the state talking with members and governing boards about their retirement plans. Howard has a Bachelor of Business Administration from Southwest Texas State University and was accredited as a CFP (Certified Financial Planner) at the University of Houston. Before joining TCDRS, Howard Miller worked for fourteen years as third-party administrator for public supplemental retirement plans.

Marsha H. Mitchell has been the Human Resources and Training Manager for Harris County Public Library since September 2002. Prior to joining HCPL, she worked in the private sector for over twenty years. She conducts courses and seminars on topics such as Customer Service, Presentation Skills, Communication Skills, Conflict Resolution, Interviewing Skills, Effective Performance Appraisals and Managing Diversity.

Ms. Mitchell holds a BA in Accounting from Dillard University in New Orleans and an MBA in Finance from the University of St. Thomas in Houston. She is also certified in Training and Development through the American Society for Training and Development.

Tawnya Mitchell, Senior Training Specialist, ***tmm consulting***, holds a B.S. in Education from the University of Texas. She has had almost 2 decades of experience as an educator and vocational coordinator. She began facilitating adult training courses in 2003 as a contract consultant. In 2006, Tawnya launched her own consulting firm, ***tmm consulting.***

She has designed and implemented curriculum for improving business communications, improving customer relationships, professional image, time management and organizational strategies. She has been a training resource for several public entities: Cy Fair ISD, Fort Bend ISD, Harris County Human Resources and Risk Management, Harris County Sheriff's Office, and Harris County Flood Control District. Tawnya has also conducted trainings for the corporate world, working with companies like FMC, and Veritas DGC.

Her philosophy of learning is simple – make information relevant, make the atmosphere safe and fun, learning will occur.

When Tawnya is not speaking to groups or facilitating learning, she enjoys quality time spent at home and traveling with her husband and her two teenage sons.

Lee Mixon has served with the Harris County Purchasing Department since 1983. During that time, he has performed a wide variety of assignments for the department, including extensive experience with fixed assets inventory records.

Dr. Walter E. Natemeyer is President of North American Training and Development, Inc. He is a leading authority on "Situational Leadership," employee motivation, strategic planning and team building.

Dr. Natemeyer was a management professor at Ohio University, the University of Houston and University of Houston-Clear Lake. He also served as Director of the NASA-Johnson Space Center Management Program from 1976 to 1981. He received his BBA and MBA degree from Ohio University and his PhD in Organizational Behavior from the University of Houston.

Robert Pennington, Resource International Co-Founder, is an educational psychologist who specializes in increasing productivity by reducing the resistance to change and conflict in both individuals and organizations. He travels extensively consulting with corporations and government agencies undergoing massive change.

Dr. Pennington is a former faculty member of the University of Houston, la Universidad de Guadalajara (Mexico), and Sam Houston State University. He received his undergraduate degree in computer science and psychology and his PhD in educational psychology from the University of Texas at Austin.

Barry Ponder is a principal in Ponder's Lifesaving Skills. He conducts safety training and crisis management/emergency response training for companies and organizations. He offers classes in Basic and Advanced Trauma Life Support, American Heart Association CPR/First Aid/AED, Fork Lift, Cardiac Life Support, and other classes. Mr. Ponder has over 27 years Petro-Chemical experience and experience serving in Emergency Response teams. He is currently enrolled in the Columbia Southern University M.S. program in Emergency Management. Mr. Ponder has a B.S. in Occupational Safety & Health, and an Associates degree in Applied Science as an Emergency Medical Technician.

Jeraine R. Root, PhD is the Training Coordinator for the Harris County Auditor Office. She has been with Harris County for 10 years, and provided training to numerous County employees on the IFAS system when it was introduced in 2000. After a few years doing research for the Harris County Community Supervision & Corrections Department, she has returned to the Auditor's Office to utilize skills gained from over 25 years of teaching at the college/university level.

Sheli Ruis, CPP, has worked in the payroll field since 1992. She began her employment with the Harris County Auditor Office in January, 1999. She is a supervisor in the Payroll Audit Department. She earned the designation of Certified Payroll Professional (CPP) in 2003.

William Sawyers is Program Director with Nationwide Retirement Solutions. He is responsible for overseeing the 457(b) Deferred Compensation Program and supervising Retirement Specialists in the South Texas Region. He has worked in the Financial Service Industry for seven years, specializing in retirement planning. Mr. Sawyers serves the retirement and investing needs of plan sponsors. He works with and clarifies the complexities of pensions, investing and retirement planning.

Mr. Sawyers graduated from West Virginia State University and holds Life and Disability Insurance Licenses. In addition, he is a Certified Retirement Advisor (CRA) and a Certified Retirement Counselor (CRC).

Tom Watson is president of Watson Communications International, Inc., a corporate training company headquartered in Longview, Texas. Since 1997, he has taught thousands of Americans how to eliminate their debt and succeed financially on their current incomes. Dr. Watson is a certified seminar leader with the Premier Institute for Financial Freedom. He was a professor in the Texas A&M University system for ten years before founding his company. He also maintains an office on Guam and works throughout the Pacific Rim helping people live debt-free lives.

Curt Weller, CPP, has worked for the County Auditor's Office for twenty-four years. For the past thirteen years, he has been the Assistant Director of Payroll. For eleven years prior to that, he was an auditor in the Internal Audit section. Mr. Weller became a Certified Payroll Professional (CPP) in 1996. He has an Accounting degree from St. Joseph College.

Linda Whipkey is an Instructional Designer with the Information Technology Center of Harris County. In this position, she is assigned to provide educational courses in software and other technologies for Harris County employees.

She has a Masters' degree in Curriculum and Instruction and a post-baccalaureate certificate in Biomedical Communication. During her 17-year career in instructional development, she has held positions as a training specialist for a manufacturing firm and as a senior consultant for firms serving the oil and gas industries and companies implementing proprietary software.

Keith Wilson's background includes 23 years of successful management and consulting experience, with a focus that includes project management, training, marketing, strategic alliances, and business planning across multiple industries. In addition to a Diploma in Business Administration, he has a Bachelor of Commerce with Honors, a Masters in Business Administration, and is a certified trainer in FranklinCovey Project Management, We Sell with the Best (IBM Xerox Sales Methodology), and Oracle.

He teaches e-Business Project Management at the British Columbia Institute of Technology (College). Well known for his public speaking enthusiasm, Keith has been a welcome facilitator at numerous Fortune 500 Companies, universities, and associations, throughout North America and Japan. He has managed complex, multi-million dollar projects and provided in-depth business analysis to many different industries, ranging from high technology to retail.

Keith was the VP of Marketing for Symantec and was a member of the management team that purchased Time Line Solutions Corporation (project management software) from Symantec. His entrepreneurial background is vast, opening his first consulting company in 1988 and winning the Best Computer Product at the 1989 Ottawa Business Show, for a contact management application he designed. He formed a partnership and started the Project Management Center in 1990 to offer project management training and consulting. Currently, he is a shareholder/executive of the Project Management Practice, Inc., a FranklinCovey Alliance Partner, and specializes in project management consulting and training.