

Harris County Employees Training Conference



Reliant Center
Houston, Texas
November 1 - 3, 2005



Welcome from Harris County Judge Robert Eckels

The Commissioners and I are pleased to present to all Harris County employees the 7th Annual Harris County Employees Training Conference. The Conference will be held November 1-3 at Reliant Center. We encourage everyone to take advantage of the seminars, workshops, and training sessions that will be available to you. Harris County touches the lives of its residents every day. From vehicle registration and toll roads to voter registration and elections, from parks and libraries to hospitals and courts, Harris County is there to serve the needs of our community.

Over 3.5 million Texans call Harris County home and more than one million of these residents live in unincorporated areas that rely on the county to be the primary provider of basic government services. Commissioners Court is committed to providing its employees the training necessary to improve their skills to better serve Harris County residents.

If you are a new employee, come to the conference and meet new friends. If you're an "old-timer", come to the conference to greet old friends. Every employee can benefit from the conference.

The Commissioners and I want to especially thank Human Resources and Risk Management, as well as the committee who worked for a year to produce this conference. Their efforts are deeply appreciated.

Again, the Commissioners and I encourage you to attend. Talk to your supervisor and review the workshops and training sessions that would best benefit you.

Parking is free at Reliant Center and lunch is free. Remember to register online for lunch when you register for your classes.

We look forward to seeing you there!

County Judge Robert Eckels

Distance Learning Schedule and Locations

These courses will be available at all four distance learning centers.

TUESDAY, NOV. 1

8:00-9:30 a.m.

I'm Drinking and Swimming in "WHAT"!

10:00-11:30 a.m.

Finance 101: Are You Saving Enough?

12:00-1:00 p.m.

Keynote Speaker— Khambrel Marshall

1:00-2:30 p.m.

Workplace Violence

3:00-4:30 p.m.

Safety from the Top Down

WEDNESDAY, NOV. 2

8:00-9:30 a.m.

Respect in the Workplace

10:00-11:30 a.m.

Twelve Dimensions of Leadership

12:00-1:00 p.m.

Keynote Speaker— Jim "Mack" McIngvale

1:00-2:30 p.m.

Optimum Utilization: Maximizing Your Benefits

3:00-4:30 p.m.

What You Didn't Know about TCDRS

THURSDAY, NOV. 3

8:00-9:30 a.m.

Turning Worries into Action Plans

10:00-11:30 a.m.

Stress and Humor at Work

Precinct 1



El Rio Service Center
7900 El Rio - Houston, Texas 77054
Commissioner El Franco Lee

Precinct 2



Washburn Tunnel
3100 Federal Road - Houston, Texas 77015
Commissioner Sylvia R. Garcia

Precinct 3



Bayland Senior Education Center
6600 Bissonnet - Houston, Texas 77074
Commissioner Steve Radack

Precinct 4



Doss Community Center
2500 Frick Road - Houston, Texas 77038
Commissioner Jerry Eversole

Keynote Speakers

Khambrel Marshall

Khambrel is an award-winning journalist who brings his broad spectrum of talent to Local 2 Today from 5 a.m. - 7 a.m. and Local 2 at Four.

He joined KPRC-TV in May 1999, moving here after 13 years in the Miami television market. Among his numerous honors is one of broadcasting's top awards, the Emmy, for a feature series titled "Guardians at Sea", chronicling the efforts of the U.S. Coast Guard to rescue Cuban and Haitian refugees crossing the Florida Straits.



Jim "Mack" McIngvale

James F. McIngvale and his wife Linda are co-owners of Gallery Furniture in Houston, Texas. "Mattress Mack", as he is known throughout Texas, started Gallery Furniture in 1981 with five thousand dollars and a dream. That dream has grown into one of the most successful businesses in Houston and the single most successful furniture store in the United States. The success of Gallery Furniture is truly embodied by Mack's strong commitment to hard work, customer service and grassroots marketing.

A combination of his extensive philanthropy, daily speaking engagements, and his television commercials for Gallery Furniture have made him one of the most respected and recognizable people in Houston. In addition to his busy schedule at Gallery Furniture, Mack donates a substantial amount of his time to the Houston community that has treated him so well over the years.



Conference Schedule

TUESDAY, NOVEMBER 1

8:00-9:30 a.m.

- Business Intelligence - Think BIG (T) Room 208
- The Power of Influence (ED) Room 206-207
- I'm Drinking and Swimming in "WHAT"! (S) Room 205
- The Art Of Procurement: The Untold Story; The ABCs of Budgets: Allocations, Blocks, CDD Reports, and More; and Purchasing Hot Points (CO) Room 204
- Harassment Prevention (for Managers, Supervisors and HR Representatives) (ED) Room 203
- Invest in Your Debt (ED) Room 202

8:00-11:30 a.m.

- Managing in a Changing World (for Managers/Supervisors) (L) Room 201

10:00-11:30 a.m.

- Accounts Payable: Practical Tips for Paying Invoices (CO) Room 208
- Talk Smart: How To Get Your Point Across (ED) Room 206-207
- Finance 101: Are You Saving Enough? (ED) Room 205
- 90 Tips in 90 Minutes: Microsoft Office (T) Room 204
- Red Book 101: Personnel Regulations (for Managers/Supervisors and HR Representatives) (ED) Room 203
- Nutrition (S) Room 202

1:00-2:30 p.m.

- What You Didn't Know About Mobile Data Terminals (T) Room 208
- How To Communicate Diplomatically: Avoiding Conflict Through Clear Communications (ED) Room 208
- Workplace Violence (S) Room 206-207
- Tips, Tools, Techniques and Resources for Using IFAS and IFAS Reports in the Purchasing/AP Process (CO) Room 205
- FLSA (for Payroll Clerks, Timekeepers, Managers/Supervisors and HR Representatives) (ED) Room 204
- Social Security (ED) Room 203

1:00-4:30 p.m.

- Situational Leadership (for Managers/Supervisors) (L) Room 201

3:00-4:30 p.m.

- Elevating Information Security Awareness (T) Room 208
- Reliable Decision Making (ED) Room 206-207
- Safety from the Top Down (S) Room 205
- Revenues & Receivables: The Rest of the Story (CO) Room 204
- Payroll: Avoiding Common Errors in the Payroll Process (ED) Room 203
- What You Didn't Know About TCDRS (ED) Room 202

WEDNESDAY, NOVEMBER 2

8:00-9:30 a.m.

- What You Didn't Know About Mobile Data Terminals (T) Room 208
- Turning Conflicts into Success (ED) Room 206-207
- Respect in the Workplace (ED) Room 205
- FMLA (for Managers/Supervisors, Payroll Clerks, Timekeepers and HR Representatives) (CO) Room 204
- Finance 101: Are You Saving Enough? (ED) Room 203
- First Aid (S) Room 202

8:00-11:30 a.m.

- Developing Your Team Decision Making Skills (for Managers/Supervisors) (L) Room 201

WEDNESDAY, NOVEMBER 2 (CONT'D.)

10:00-11:30 a.m.

- Harassment Prevention (for Managers/Supervisors and HR Representatives) (CO) Room 208
- Slips, Trips, and Falls (S) Room 206-207
- 12 Dimensions of Leadership (ED) Room 205
- Social Security (ED) Room 204
- What in the World is GIS? (T) Room 203
- How to Defend a TWC Claim (for Managers/Supervisors) (ED) Room 202

1:00-2:30 p.m.

- Crime Victims Compensation Act (ED) Room 208
- 90 Tips in 90 Minutes: Microsoft Office (T) Room 206-207
- Optimum Utilization: Maximizing Your Benefits (ED) Room 205
- Public Information Act (CO) Room 204
- Managing Employees the Right Way (for Managers/Supervisors) (ED) Room 203
- Office and Industrial Ergonomics (S) Room 202

1:00-4:30 p.m.

- Building Organizational Excellence (for Managers/Supervisors) (L) Room 201

3:00-4:30 p.m.

- What You Didn't Know About Mobile Data Terminals (T) Room 208
- Understanding and Managing Anger (ED) Room 206-207
- What You Didn't Know about TCDRS (ED) Room 205
- Red Book 101: Personnel Regulations for Managers/Supervisors and HR Representatives (CO) Room 204
- Generational Value Systems (ED) Room 203
- Hazardous Communication & Personal Protective Gear (S) Room 202

THURSDAY, NOVEMBER 3

8:00-9:30 a.m.

- Blood Borne Pathogens (S) Room 208
- Nature of Hostile Behavior (ED) Room 206-207
- Turning Worries into Action Plans (ED) Room 205
- What in the World is GIS? (T) Room 203
- Moving Through Loss: A Toolkit for Wellness at Work (ED) Room 202

8:00-11:30 a.m.

- Weapons of Mass Destruction (S) Room 204
- ADA: Dealing with Persons With Disabilities (CO) Room 201

10:00-11:30 a.m.

- What You Didn't Know About Mobile Data Terminals (T) Room 208
- Driver Safety (S) Room 206-207
- Stress and Humor at Work (ED) Room 205
- Defusing Hostile Behavior (ED) Room 203
- 12 Dimensions of Leadership (ED) Room 202

TRACK KEYS

- (T) = Technology
- (S) = Safety
- (CO) = Compliance
- (L) = Leadership
- (ED) = Employee Development

Course Descriptions

12 Dimensions of Leadership

Leaders are found at every level in an organization. Attend this session to be introduced to twelve aspects of leadership, and how they apply to each participant.

90 Tips in 90 Minutes: Microsoft Office

Participants in this session will discover how to get more out of Microsoft Office 2003 and learn the latest features to be more effective. In addition to learning how to get through e-mail faster and more efficiently, new time management tools are available to help increase your work output. A few of the tips and tricks in this presentation include managing junk email, using shared calendars, plus interactions involving PowerPoint, Word, Excel, and Publisher features.

Accounts Payable: Practical Tips for Paying Invoices

This session presents a discussion of frequently asked Accounts Payable questions, mistakes and solutions encountered in this area. The most useful IFAS reports for Accounts Payable will be included.

ADA: Dealing With Persons With Disabilities (for ADA Coordinators and all employees who deal with the public)

Learn the legal compliance issues involved in Harris County's policy on the Americans with Disability Act (ADA). Communication tips, information on assistive listening devices available, and a discussion of services and resources available for people with hearing loss are part of this presentation. When and how to obtain auxiliary aids and services when you need them is also covered in this session. Participants will become more comfortable when interacting with people with disabilities and feel more confident that they are not inadvertently discriminating against or offending people with disabilities. You will get a list of suggested "Do's and Don'ts" about disability etiquette.

Blood Borne Pathogens

Learn the intent of the Blood Borne Pathogens regulations issued by OSHA. Find out how Blood Borne Pathogens are spread, the potential for exposure, how to reduce the risk of disease transmission, emergency procedures for exposure to potentially infectious materials, and more.

Building Organizational Excellence (for Managers and Supervisors)

Managers and supervisors who attend this session will review eight characteristics of excellent organizations. Participants will determine how these eight characteristics apply to their respective departments, and use re-engineering concepts and principles to set and increase excellence measures in the present and the future.

Business Intelligence - Think BIG

A basic orientation regarding the various business management systems, requirements dealing with the development of any business intelligence, a general overview of technical architecture, and the latest technology currently in use by ITC will be presented.

Crime Victims Compensation Act

Participants will briefly cover the history of the Crime Victims Compensation Act, and legislation on this important topic. Attend this session to find out how this program works, as well as its benefits.

Defusing Hostile Behavior

During this presentation participants will learn to avoid coming across as a bureaucrat, how to control the interaction with a customer and how to master the art of cooperative language. Acknowledgement tactics, recognizing non-verbal intimidation and creating your own self-defense techniques will be covered.

Developing Your Team Decision Making Skills (for Managers and Supervisors)

This session provides managers and supervisors with information and experiential exercises in choosing effective decision making processes and developing decision making skills. As part of this class, participants will engage in a Leadership Selection and Performance Management Simulation. This is an individual/group decision making exercise, the purpose of which is to enable participants to confront and analyze a variety of organizational issues and to generate discussion and learning on those issues.

Driver Safety

Operating a vehicle in the big city environment is fraught with frustrations and dangers. The instructor will discuss the safe operation of the vehicle, proper vehicle maintenance, and proper driver attitude for operating vehicles safely and with the least amount of hassle. Five keys to safe driving will be included in this session.

Elevating Information Security Awareness

Participants will discover strategies for good computer security. The dangers inherent in email, attachments, and Internet networks will be discussed along with making the correct choices in dealing with the new technologies.

Finance 101: Are You Saving Enough?

Participants will determine how much money is needed in retirement to maintain or better their current lifestyle. Discover whether or not you are saving enough for your future, and identify issues to determine if you have a retirement gap. Asset allocation, time horizon, and risk tolerance will also be covered in this session.

First Aid

Find out how to recognize and respond to emergency situations. What should you do if a conscious person is choking, or someone is bleeding, in shock or has muscle, bone or joint injuries? How should you care for burns, nosebleeds, sudden illness and other related emergencies? Find answers at this session.

FLSA (for Payroll Clerks, Timekeepers, Managers/Supervisors & HR Representatives)

Learn from the expert what activities count and what activities don't count as "Hours Worked" under the Fair Labor Standards Act and Harris County policy. Along the way you will learn effective practical tips for handling common timekeeping problems.

FMLA (for Managers, Supervisors, Payroll Clerks, Timekeepers and HR Representatives)

This session will provide an overview of FMLA along with a review of new policies, procedures and forms regarding FMLA matters. Learn to recognize and respond to eligible FMLA requests and adhere to proper leave and employee obligations.

Generational Value Systems

Different generations bring unique value systems into the workplace. Participants will learn how these value systems affect all aspects of work relationships, how to motivate and reward each generation, and how to resolve conflicts between and within generations.

Harassment Prevention (for Managers/Supervisors and HR Representatives)

Once is not enough for this topic. Managers and Supervisors will learn simple and effective steps for creating a harassment-free workplace for their employees.

Hazardous Communication and Personal Protective Gear

This session incorporates a movie in conjunction with participant interaction on the steps to take involving the handling of hazardous materials.

Course Descriptions (cont'd.)

How To Communicate Diplomatically: Avoiding Conflict Through Clear Communications

Learn tools and techniques used by successful communicators. At the end of this session, participants will be able to avoid words that trigger conflict, use techniques to gain support and cooperation, recognize and avoid common defense mechanisms, and more.

How to Defend a TWC Claim (for Managers and Supervisors)

This presentation has tips designed for managers and supervisors on the guidelines used by the Texas Workforce Commission (TWC) to determine whether a claim for unemployment benefits will be paid, documents needed, response to claims and to TWC hearings.

I'm Drinking and Swimming in "WHAT"!

Participants will learn about water pollution and how to protect this natural resource, best management practices for using garden and pest control products, and the proper use, transport and storage of hazardous household products. In addition, less toxic alternatives for these products will be discussed.

Invest in Your Debt

Participants will learn a proven strategy to eliminate personal debt in as little as 5 - 8 years! If you want to feel less pressure to make more money to support your family, to be able to concentrate on your job without having to worry about money problems, and to understand how to handle emergencies without using credit, this session is for you!

Managing Employees the Right Way (for Managers and Supervisors)

This presentation has tips designed for managers and supervisors on the right way to handle documentation, conduct effective performance evaluations, workplace privacy, accommodating disabilities, managing leaves of absences, FMLA, ADA, and Workers Compensation.

Managing in a Changing World (for Managers and Supervisors)

In this interactive session, managers and supervisors will examine the challenges of aligning individual paradigms with the demands of a specific work situation, and increase their insights into employee motivation, effective leadership, coaching, and employee development. Integrating the individual and the organization, understanding employee frustration, as well as key employee motivational concepts, will be explored.

Moving Through Loss: A Toolkit for Wellness at Work

This program is designed to help you identify real or potential issues related to jobs, career, and major life changes. Identify 5 tools to cope with these changes, and create a personal action plan that reflects a joyful and productive work environment.

Nature of Hostile Behavior

During this presentation participants will learn the context of hostile behavior in the public sector and how to understand the source of aggressive behavior. They will learn how situations escalate, how to respond and the consequences, as well as how to have an increased awareness of personal workplace safety.

Nutrition

This session will cover the basics of nutrition and eating habits. New insights into nutrition will enable participants and their family members to make better food choices.

Office and Industrial Ergonomics

Learn how to identify and reduce the risk of musculoskeletal disorders (MSDs) at work and at home. This session will provide an explanation of ergonomics and MSDs, and will include exercises that can be performed to reduce the risk of an MSD.

Optimum Utilization: Maximizing Your Benefits

This session covers the wide variety of benefits available to Harris County employees. Participants will learn about the county wellness site, financial and legal resources available through the EAP, retirement planning, and more.

Payroll: Tips for Avoiding Common Errors in the Payroll Process

If our DTE (Daily Time Entry) system has you frazzled, you do not want to miss this session! Learn how to post FMLA, Workers Comp, Vacation, Ill and Jury Duty leave in varying time increments. Do you have questions regarding Direct Deposit, change of name or change in status? This session will provide you with a thorough understanding of how to prevent errors in time posting and avoid common errors in Employee Maintenance.

Public Information Act

Did you know that every document, contract, memorandum, letter, e-mail, report, receipt, cellular telephone detailed statement, videotape, and audiotape, as well as your personnel file are presumed to be public information? This important session will teach participants how to handle public information requests and avoid common mistakes. It will update participants on changes to the Act by the 2005 Legislature. The session will conclude with a question and answer session.

Purchasing Hot Points

This session will be an in-depth discussion of proper procedures for submitting requisitions to the Purchasing Department in a manner that your needs will be met according to the State of Texas laws, Purchasing Department policy, and established business practices. Participants will come away with a better understanding of the 10 most common mistakes users make in writing requisitions and how you can avoid them.

Red Book 101: Personnel Regulations (for Managers, Supervisors and HR Representatives)

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 Red Book and a highlighter!

Reliable Decision Making

This program concentrates on how to make decisions that "sit" well and bring results as well as peace of mind. Participants will learn about the biggest barriers to effective decisions and how to avoid them. While the primary focus of this course is making workplace related decisions, those same techniques can be used to make personal decisions as well.

Respect in the Workplace

This seminar is designed to help all employees understand the similarities and differences between individuals, and how to treat each other with respect. You will learn how your behaviors, actions, and words can contribute to either building or damaging respect between you and your co-workers.

Course Descriptions (cont'd.)

Revenues and Receivables: The Rest of the Story

This presentation will provide an overall view of the revenue management and accounts receivable functions performed by the Harris County Auditor's Office. Additionally, this session provides a thorough walk through of how the Harris County Revenue is billed, recorded and posted. The session concludes with the introduction of the Budget in Detail (BID) as it will be performed in IFAS in 2006!

Safety from the Top Down

Each area of individual safety, including head, eyes, hearing, hands, feet, respiration and clothing, will be addressed in this session.

Situational Leadership (for Managers and Supervisors)

Managers and supervisors will learn how to define leadership and to recognize various leadership styles. Participants will utilize a Two-Quadrant Analysis to help them become better leaders and to manage in a professional and effective way.

Slips, Trips, and Falls

Learn to identify and correct unsafe conditions and behaviors in the workplace, to reduce the risks of slips, trips, and falls.

Social Security

A brief overview of the Social Security system, eligibility requirements, when to apply for benefits, and how to estimate the amount of money you will receive will be included in this session. This presentation will provide needed information that will ensure a brighter and more secure financial future for you and your family.

Stress and Humor at Work

This program is designed to help you identify the physical, emotional, mental and spiritual symptoms of stress. Identify methods to create a healthy work environment while experiencing techniques that help reduce stress and prevent burnout through humor, relaxation, and play.

Talk Smart: How To Get Your Point Across

During this session you will learn techniques that will help you communicate your ideas with clarity and confidence. You will discover powerful ways to connect with any audience and how to utilize your voice and body as tools to express energy, authority and commitment.

The ABCs of Budgets: Allocations, Blocks, CDD Reports, and More

This session includes a summary of the budget process and why expenditure budget allocations, edits, and adjustments are important throughout the fiscal year.

The Power of Influence

Use the power of influence to communicate your ideas with peers and upper management. Learn how to determine someone's level of buy in and understanding, how to clarify what you want and how to use opening statements in your communications with others.

Tips, Tools, Techniques and Resources for Using IFAS and IFAS Reports in the Purchasing/AP Process

IFAS users in this session will learn how the process "requisition to check" works. Attend this session to update your knowledge on how Accounts Payable encumbrances are handled, specifics about the IFAS help desk, and how to use and request specific CDD reports.

Turning Conflicts into Success

This program presents two fundamental models for building agreements with others. Participants will learn active listening tools to resolve differences and clarify misunderstandings. Learn when to listen and when to speak, and how to use timing in your communications.

Turning Worries into Action Plans

Learn how to turn a worry into a positive possibility. Participants will explore a personal, specific worry, transform the worry into a goal, and create multiple and specific actions for moving toward the newly defined goal.

Understanding and Managing Anger

Participants in this session will learn about conflict resolution, including myths about conflict and how to turn conflicts into win/win situations for everyone. Identify individual anger patterns, learn new anger interventions and acquire tools to use when angry.

Weapons of Mass Destruction

Participants will gain professional and personal knowledge of the most probable weapons of mass destruction that would be utilized against the Texas Upper Gulf Coast area. This session includes definitions of the different types of terrorism, types of weapons of mass destruction, signs/symptoms of an attack, decontamination procedures, aiding medical first responders and sheltering-in-place. Preparing yourself and family members for a terrorist attack is part of this session.

What in the World is GIS?

See actual maps produced by using departmental data with Geographic Information Systems (GIS) hardware and software. Attend this session to learn possible applications of GIS in your department. Got rows and columns of data? Maps make it possible to see trends and business decisions that can be missed by just looking at data. With GIS, "one picture is worth 1,000 words." This session is available to all Harris County employees.

What You Didn't Know about TCDRS

This session will help employees understand funding, benefits, and payment options through the Texas County and District Retirement System. Changes made to the retirement plan in the 79th legislative session will be included.

What You Never Knew About Mobile Data Terminals

This presentation will detail the various Mobile Data networks: computer networks that are completely mobile and provide access to static network domains while on the road. Participants will learn ways to send and receive data as text messages to improve the quality and content of information between remote users and their central offices.

Workplace Violence

The purpose of this session is to give individuals in the workplace an introduction to the knowledge needed to identify and reduce the risk of violence in the workplace, as well as to identify the personal risk of becoming a victim.

Conference Faculty

Charles D. Bartley

Finance 101: Are You Saving Enough?

Eileen Begle

ADA: Dealing With Persons With Disabilities (for ADA Coordinators and all employees who deal with the public)

FLSA (for Payroll Clerks, Timekeepers, Managers/Supervisors, and HR Representatives)

Harassment Prevention (for Managers/Supervisors and HR Representatives)

Red Book 101: Personnel Regulations (for Managers, Supervisors and HR Representatives)

Kathy Bigler

Tips, Tools, Techniques and Resources for Using IFAS and IFAS Reports in the Purchasing/AP Process

Rachel Boates

Public Information Act

Krista Britt

FMLA (for Managers, Supervisors, Payroll Clerks, Timekeepers and HR Representatives)

Optimum Utilization: Maximizing Your Benefits

David Cruzan

Nutrition

Debi Ferraro

Accounts Payable: Practical Tips for Paying Invoices

Richard Foisner

Payroll: Practical Tips for Avoiding Common Errors in the Payroll Process

Roger Forshee

What in the World is GIS?

Susanne Gaddis

How To Communicate Diplomatically: Avoiding Conflict Through Clear Communications

Reliable Decision Making

Talk Smart: How To Get Your Point Across

The Power of Influence

John Garlock

Understanding and Managing Anger

Katrina Grider

Generational Value Systems

How to Defend a TWC Claim (for Managers and Supervisors)

Managing Employees the Right Way (for Managers and Supervisors)

Respect in the Workplace

Steve Hargett

Driver Safety

LaWanda Howse

I'm Drinking and Swimming in "WHAT"!

Ronnie M. James

Accounts Payable: Practical Tips for Paying Invoices

Lois E. Kemp

Moving Through Loss: A Toolkit for Wellness at Work

Stress and Humor at Work

Harry Leverette

Business Intelligence - Think BIG

Matt Luetger

90 Tips in 90 Minutes: Microsoft Office

Carol Market

Revenues and Receivables: The Rest of the Story

Judith Marshall

The ABCs of Budgets: Allocations, Blocks, CDD Reports, and More

Pat Martin

Purchasing Hot Points

Trent Martin

I'm Drinking and Swimming in "WHAT"!

Candace Marullo

Elevating Information Security Awareness

Janet McClain

Blood Borne Pathogens

First Aid

Office and Industrial Ergonomics

Slips, Trips, and Falls

Workplace Violence

Howard Miller

What You Didn't Know about TCDRS

Janice Mitchell

Payroll: Tips For Avoiding Common Errors in the Payroll Process

Marsha H. Mitchell

Harassment Prevention (for Managers/Supervisors and HR Representatives)

Tawnya Mitchell

Defusing Hostile Behavior

Nature of Hostile Behavior

Gail Moncla

I'm Drinking and Swimming in "WHAT"!

Patricia Moorehead

Social Security

Walter E. Natemeyer

Building Organizational Excellence (for Managers and Supervisors)

Developing Your Team Decision Making Skills (for Managers and Supervisors)

Managing in a Changing World (for Managers and Supervisors)

Situational Leadership (for Managers and Supervisors)

Tressie G. Odom

Finance 101: Are You Saving Enough?

Johnny Ontiveros

What You Never Knew About Mobile Data Terminals

Robert Pennington

12 Dimensions of Leadership

Turning Conflicts into Success

Turning Worries into Action Plans

Bill Perry

Purchasing Hot Points

John C. Revelle, Jr.

Weapons of Mass Destruction

Sheli Ruis

Payroll: Tips for Avoiding Common Errors in the Payroll Process

Jerry C. Russell

Hazardous Communication and Personal Protective Gear

Safety from the Top Down

William Sawyers

Finance 101: Are You Saving Enough?

Debra Schield

Crime Victims Compensation Act

Debra Smith

Revenues and Receivables: The Rest of the Story

Linda Snook

Understanding and Managing Anger

Patricia A. Stokes

Accounts Payable: Practical Tips for Paying Invoices

David M. Swope

Public Information Act

Robin Vincent

Optimum Utilization: Maximizing Your Benefits

Tom Watson

Invest in Your Debt

Curt Weller

Payroll: Tips for Avoiding Common Errors in the Payroll Process

Wendy Wilkinson

ADA: Dealing with Persons With Disabilities

Shawndra Wiseman

Optimum Utilization: Maximizing Your Benefits

Special thanks to...

Robert Eckels
County Judge

El Franco Lee
Commissioner, Precinct One

Sylvia R. Garcia
Commissioner, Precinct Two

Steve Radack
Commissioner, Precinct Three

Jerry Eversole
Commissioner, Precinct Four

...The following elected and appointed officials represented on the TST & Safety Committees...

Charles Bacarisse, District Clerk
Paul Bettencourt, Tax Assessor & Collector
Frank Guitierrez, Coordinator, HCOHS & EM
Harvey Hetzel, Executive Director, Juvenile Probation
Steve Jennings, Chief Information Officer, ITC
Dr. Herminia Palacio, Executive Director, PH & ES
Catherine S. Park, Director, Public Library
R. L. Raycraft, Director, Management Services

Dr. Luis Sanchez, Chief Medical Examiner
Barbara J. Schott, County Auditor
Mike Stafford, County Attorney
Arthur Storey, Executive Director, Public Infrastructure
Mike Strech, Director, Toll Road
Tommy B. Thomas, Sheriff
Kim Valentine, Interim Director, CSCD
Mike Yancey, Director, FPM

...Harris County Human Resources & Risk Management...

David Kester, Director
Larry Durant, Deputy Director
Lindsey Johnson, Assistant Director - Risk Management

Krista Britt, Assistant Director - Benefits
Joyce Cambric, Assistant Director - HR

...And Conference Committee Members...

Gail Abbott, Commissioner, Pct. 3
Gracie Alejandro, HR & RM
Jan Allison, PH & ES
Arcadio Avalos, FPM
Roslyn Beaty, Juvenile Probation
Eileen Begle, County Attorney's Office
Jesse Beltran, Commissioner, Pct. 4
Herby Berryhill, CSCD
Kathy Bigler, ITC
Krista Britt, HR & RM
Geanita Brown, District Clerk
Vicki Brown-Sobecki, Tax Office
Wyn Bumgardner, HR & RM
Joyce Cambric, HR & RM
Mottie Cato, Sheriff's Office
Debbie Chapman, HR & RM
Dorothy Dehnert, Sheriff's Office
Rodd Dobos, Sheriff's Office
Donny Donato, Commissioner, Pct. 2
Wayne Drusch, HR & RM
Linda Farias, Commissioner, Pct. 2
David Fox, CSCD
Carol Gaines, ITC
Leslie Grant, CSCD
Erika Guillory, HR & RM
Vanessa Hernandez, Tax Office
Valencia Hines, Commissioner, Pct. 1

James Jackson, Medical Examiner's Office
Deborah Johnson, PH & ES
Lindsey Johnson, HR & RM
Demetra Jones, Commissioner, Pct. 1
David Kester, HR & RM
Rusty Lees, HR & RM
Keith LeJeune, HCOHS & EM
Lonnie Locks, FPM
Cheryl Lothringer, Commissioner, Pct. 4
Sadia Lunsford, County Judge's Office
Tish Marshall, ITC
Candace Marullo, ITC
Gail Miller, Commissioner, Pct. 2
Marsha Mitchell, Public Library
Linda Newman, Tax Office
Charles Price, Sheriff's Office
Jeraine Root, Auditor's Office
Curtis Ruggles, Sheriff's Office
Ric Sadler, Toll Road
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Azadeh VanClief, PH & ES
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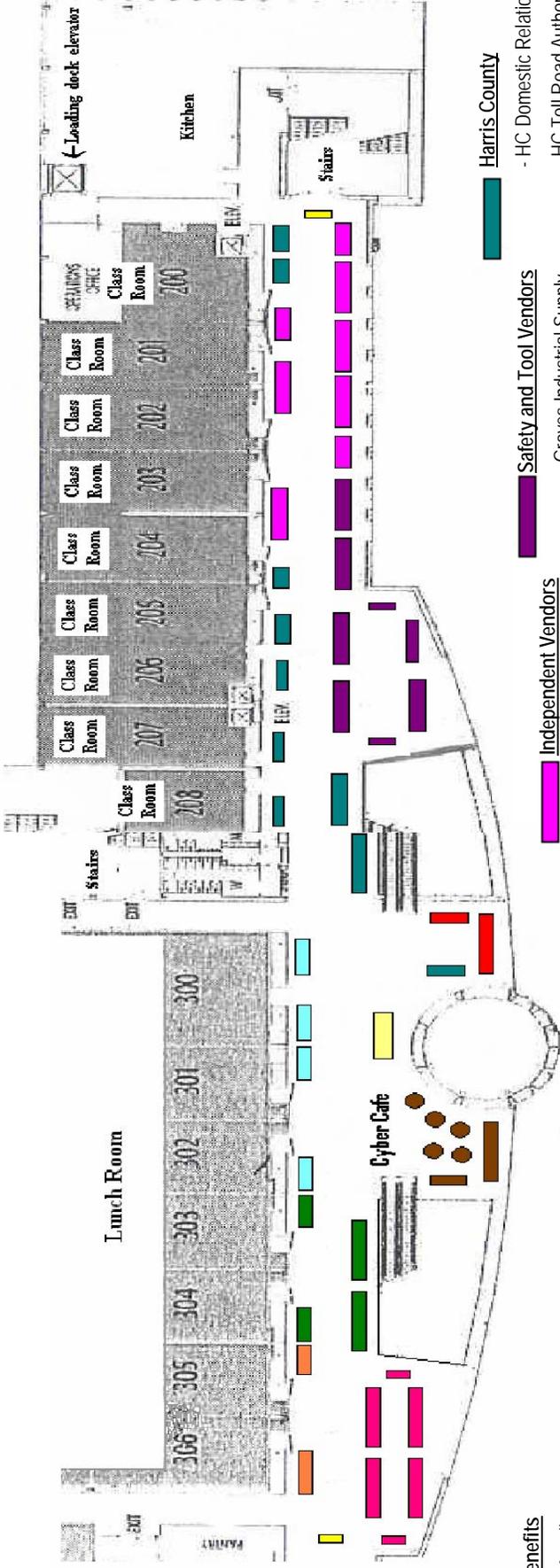
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Harris County

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- HC Records Management
- HC Archivist
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