UW-Madison

conference for the office professional

Wednesday, April 28, 2010

Exhibition Hall at the Alliant Energy Center
Madison, Wisconsin

Moving toward peak performance
7:00-8:00 am  Check-In — Atrium
8:00-9:15 am  Welcome and Keynote Presentation — Hall A
9:30-10:45 am Featured Sessions — Mendota Rooms
11:00 am-12:15 pm Featured Sessions — Mendota Rooms
12:15-1:15 pm Lunch — Hall A
1:15-2:30 pm  Featured Sessions — Mendota Rooms
2:45-4:00 pm  Featured Sessions — Mendota Rooms
4:00 pm    Adjourn
How to Live a Long, Sweet Life
Dr. Zorba Paster

Everyone wants a long, sweet life. The question is how to achieve it.

Dr. Paster will explore how balancing the five spheres of wellness—physical, mental, family & social, spiritual and material—allows you to accomplish much more than you can with the typical annual physical. He will also look at the underlying principals of optimal health. While some of us are genetic celebrities—blessed with optimal health, good looks, a high IQ, and a winning personality—most of us have to work to reach the stars. When you look behind the curtain you find that diet and exercise are manifestations of the underlying forces that separate those who believe their health is important from those who don’t.

biography

Dr. Zorba Paster is a public radio show host, broadcast journalist, author, university professor and practicing family physician. He has been answering callers’ medical questions on health, fitness, and nutrition on national public radio nationwide for the last 15 years (featured on the Wisconsin Public Radio Web site www.zorbapaster.org). For the past decade he has been a medical consultant and commentator for CBS news in Madison, Wisconsin. His recent two-hour PBS Pledge special How to Live a Long Sweet Life was a national success. He has authored two books The Longevity Code–Your Personal Prescription for a Longer, Sweeter Life, published by Crown, and Heart Healthy (Low-fat, Guilt-free & Tasty) Recipes from the Kitchen of Zorba Paster and edits Top Health, a newsletter read by two million people monthly. Additionally, Dr. Paster is Clinical Professor in the Department of Family Medicine and Practice at the University of Wisconsin School of Medicine and Public Health. He is also a principal investigator for research at the Dean Foundation. He has lectured extensively, nationally and internationally. on health and wellness topics, as well as medically related issues on fitness and aging, pain and depression. Recently, he has been working with the Tibetan government in exile and Johns Hopkins International (www.tibetanTBproject.org) to develop a comprehensive TB eradication program for the Tibetan diaspora.

Dr. Paster received his medical degree from the University of Illinois Medical School in Chicago. He completed his family medicine training at the Dalhousie University. He is a fellow of the American Academy of Family Practice and a father of four.
<table>
<thead>
<tr>
<th>Time</th>
<th>Mendota 1</th>
<th>Mendota 2</th>
<th>Mendota 3</th>
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<tbody>
<tr>
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Do More With Less M-2
Michael Leitz, Accent Business Communication

One of the realities of our jobs is doing more with less. We may each be frustrated by the pile of e-mails in our inbox or by the number of times a project changes and updates are given with new tasks and focuses. The reality is that these things happen and must be handled. This session will address some of the things that rob us of our time and our ability to manage our increasing loads effectively.

Crucial Conversations— M-5
Conversations for All Aspects of Your Life
Holly Heuer, McFarland State Bank

What lies at the heart of most family, team and organizational problems is the inability to hold crucial conversations with others. When you encounter differences, broken agreements, unmet expectations, and/or bad behavior, do you go “silent” or go “verbally violent”? During this session participants will understand what makes a conversation crucial, learn what happens during crucial conversations, and how to make the most from these conversations. Basic principles and skills associated with having crucial conversations will be introduced.

Finding Balance M-8
Rob Sepich, University Health Services, UW-Madison

We hear so much about the importance of a balanced life, but can we achieve it? And if so, at what price? If striving for balance creates more stress than it reduces, it’s time to take another look. In this session, we will learn strategies to find inner balance, rather than aim for an external (and perhaps impossible) goal. We’ll talk about an antidote to stress, and we will draw from poets and songwriters who offer perspectives on appreciating simple, mindful moments throughout our lives.

He Said, She Said: Bridging The Gender Communication Gap M-6/7
Anne Mancl, Accent Business Communication

Identify how gender differences may lead to conversational misunderstandings, and require different approaches to relationship building in both personal and professional settings. This session engages the participant in an energized, fun exploration of our differences and provides skills for maximizing these differences. Participants will learn to communicate more effectively to increase understanding, cooperation, and productivity.

Maintaining Healthy Energy M-3
Lucy Gilles-Khoury, UW Medical Foundation

Tired of the mid-day (or all-day) slump? This session provides you with information about energy enhancers versus energy reducers. You’ll learn ways to increase and maintain higher levels of energy using vitamins and minerals, and making small tweaks to your lifestyle.

9:30-10:45 am

Working With Self-Absorbed Coworkers M-4
Stephen Pearson, Employee Assistance Office, UW-Madison

Relationships with coworkers frequently play a prominent, if not dominant, role in one’s level of satisfaction with, and motivation for, his/her job. If these relationships are experienced as being positive, one’s self-concept and job satisfaction are enhanced. If they are experienced as being negative, one’s self-concept and job satisfaction are diminished, often to the point of disrupting one’s sense of well being and/or physical health. The latter is the impact of a self-absorbed coworker. This workshop will describe some of the behavioral characteristics of self-absorbed coworkers and identify strategies to respond to them. The goal of this session is to enable participants to be better able to protect themselves from the emotional chaos generated by self-absorbed coworkers.

Your Roadmap to Retirement Planning M-1
Heidi Garfoot-Miller, Office of Human Resources, UW-Madison

Are you on track for retirement? With careful planning and informed decisions, your road to retirement from the State will be smoother. We’ll provide tools and tips to show what important steps you need to take throughout your career. Learn how your WRS retirement benefit is calculated using the formula and money purchase methods. We’ll show how sick leave is converted to pay for health insurance, how the value of your life insurance is determined, and options available for keeping other benefit plans. Learn what you can do today to better plan for tomorrow.

11:00-12:15 pm

Communication and Collaboration M-5
Sherry Ray, Employee Assistance Office, UW-Madison

The word communication has different meanings to different people, which can lead to misunderstandings. One’s style of communicating can also lead to misunderstanding. Communication styles are based on the most important needs when communicating, whether it is achievement, relationships, idea creation, or action. This presentation will help you to identify your dominant communication style. We will then take this a step further and explore your style when faced with conflict. This session will be interactive and will provide a great opportunity to increase your effectiveness by understanding your communication style and what works in conflict.

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Jazzing up the Brown Bag Lunch  M-3
Amy Mihm, UW Health
Tired of the same old lunch routine? With a little planning, packing an exciting lunch that incorporates good nutrition has never been easier. Eating a nutritious lunch is a key component in healthy weight management, disease prevention and a way to boost your energy levels all day long!

Maximizing Your University Benefits Package  M-1
Julie Gau, Office of Human Resources, UW-Madison
Are you getting the most out of the various benefits available to you through your employment? Do you carry health, dental, vision, disability, or life insurance? Have your benefits kept up with the changes in your life? Learn how to integrate your benefit plans to your advantage and potentially reduce your taxable income at the same time. Discover how to lower out-of-pocket costs for health-related services. Find out the value of your sick leave and how it can work for you before and after retirement.

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Eating on the Run  M-3
Kay Maffitt, Meriter Hospital
You can eat well despite a hectic schedule. Learn the benefits of grazing, planning ahead, stashed snacks, eating on the run anywhere, what to look for on labels, speed shopping in 10 easy steps, stocking up on the staples, and healthy eating in a hurry.

The Enforcer: Managing Difficult People in Group Meetings  M-2
Christine Melland, Accent Business Communication
The contribution hog, the naysayer, the off roader are all attending your meeting. How do you keep them each on agenda so you can meet your goals? This interactive session gives participants solid, must-try solutions to running meetings with difficult participants.

Engaging Your Strengths at Work and in Life  M-8
James Wells, Office of Research Policy, UW-Madison
Strengths are the unique talents and abilities we each have that set us apart from others and are our best tools for accomplishment and satisfaction. This session introduces the concept of strengths through hands-on exercises, addresses how to engage strengths in the workplace, and provides information about strength tools and resources.

Facebook and Twitter at Work...Really?  M-6/7
Keri Shotola Robbins, School of Medicine and Public Health, UW-Madison
If you’ve noticed icons for Facebook and Twitter sprouting up on web sites (maybe even your own department’s homepage) and are curious about them, come to this session to learn more about the marketing strategy behind these popular social media tools. We will look at examples of departments at UW-Madison that have established a presence on Facebook and Twitter, and discuss how the tools can be used successfully to engage people in the work of your organization. This session will also explore ways that social media help programs to communicate more effectively and reach different audience segments.

(continued)
The Intersection of Creativity, Risk, and Trust  
Amy Climer, Climer Consulting LLC

Creativity seems like it should be so simple, but it is often a challenge to bring creative ideas and projects into the workplace. In part, this challenge may be due to the unique interaction between creativity, risk taking, and trust. We must take a risk by sharing our creative ideas and we are more likely to do this with people we trust. Additionally, it also requires trust and risk-taking to say “yes” to other people’s creative ideas. Understanding how these concepts relate can help you be more creative at work and bring out creativity in others. We’ll explore these concepts through interactive activities, group discussion, and personal stories.

Your Roadmap to Retirement Planning  
Heidi Garfoot-Miller, Office of Human Resources, UW-Madison

Are you on track for retirement? With careful planning and informed decisions, your road to retirement from the State will be smoother. We’ll provide tools and tips to show what important steps you need to take throughout your career. Learn how your WRS retirement benefit is calculated using the formula and money purchase methods. We’ll show how sick leave is converted to pay for health insurance, how the value of your life insurance is determined, and options available for keeping other benefit plans. Learn what you can do today to better plan for tomorrow.

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Pedaling for Prevention: Keeping Your Cardiac Numbers in Check Through Bicycling  
Meredith Peterson, Dean Health System

Learn the basics of preventing heart disease and risk factor management, as well as a wonderful cardiovascular exercise that you can incorporate into your lifestyle — bicycling. Find out about the many opportunities that exist in Madison for you to participate in a healthy exercise that can benefit many aspects of your life!
Amy Climer

Amy Climer is a consultant who focuses on helping groups and organizations increase their effectiveness through strategic planning, teambuilding, and creativity workshops. She has studied creativity for many years and worked with groups to increase their trust and ability to take risks. She spent nearly five years working at UW-Madison, first as the Assistant Outdoor Program Director and later as the Leadership Center Coordinator in the School of Business. More information about Amy and her consulting practice can be found at www.climerconsulting.com.

Heidi Garfoot-Miller

Heidi Garfoot-Miller is a Benefit Specialist in the UW-Madison Office of Human Resources. Currently, she counsels employees regarding benefits, retirement, and conducts group training sessions on a variety of benefit topics. Heidi has worked for the State of Wisconsin for more than 30 years, including working for the Department of Employee Trust Funds and Wisconsin Public Television.

Julie Gau

Julie Gau is a Benefit Specialist in the UW-Madison Office of Human Resources Employee Services. In her current position, she counsels employees on benefits, disability and retirement. In addition to her counseling responsibilities, she conducts workshops on a variety of benefit subjects. Julie has been with the University for seven years and previously worked for the Department of Employee Trust Funds.

Lucy Gilles-Khoury

Lucy Gilles-Khoury, HIA, CHES, MBA, MS, is active in health care, health promotion and managed care/health insurance for over 25 years. She has worked in hospitals, behavioral health clinics, indemnity insurance, and multispecialty clinic settings and managed care throughout south central Wisconsin. Lucy has directed and managed programs and interventions for patient, member and population health education for these organizations and the population they serve. Gilles-Khoury is currently manager for Health Services staff who provide disease management, preventive health services, and worksite wellness programming for Unity members and insured employer groups. Among the responsibilities are HEDIS standards and NCQA implementation and assurance. She earned an undergraduate in community health education, and a MBA in Health and Business Administration. Gilles-Khoury is nationally credentialed as a Certified Health Education Specialist (CHES), and is self-studied and credentialed in the Health Insurance Association of America (HIA).

Holly Heuer

Holly J. Heuer is the Marketing Director at McFarland State Bank. She is responsible for the bank’s marketing strategy, communication tools and implementation. Recently, human resource management was added to Holly’s responsibilities at the bank. Prior to joining the bank, Holly held, over a 20-year period, various marketing and executive management positions in the telecommunications industry including a management and PR consultant role with a full-service advertising and management consulting firm. Holly has also served in various leadership roles in area professional and civic organizations and is a member of the Tyrol Basin Ski Patrol. Holly is a University of Wisconsin–Madison graduate and resides with her family in McFarland.

Michael Leitz

Michael Leitz has been with Accent Business Communication since 2008. His educational background and work with hundreds of volunteers provides him with an excellent framework for understanding leadership development issues. Michael holds a Bachelor of Science degree in Education from Illinois State University and a Masters degree in Church Leadership from Southern Seminary, Louisville Kentucky. He has taught three years in public schools and has been in church leadership since 1995. In addition to his work with Accent, he is part of a leadership team serving a 1,000 member church in Rockford, Illinois. Michael lives near Rockford, IL with his wife and three children.

Kay Maffitt

Kay Maffitt, RN, BSN, has worked in health and wellness education with Meriter Hospital for over 17 years. She currently is coordinator of health & wellness education for Meriter’s Wellness Center. Kay has a special interest not only in health education, but also in helping put knowledge into action and encouraging people to fit health habits into their lives. Kay holds a BA in biology with psychology minor from Augustana College, Sioux Falls, SD and a BSN from the University of Wisconsin-Madison.

Anne Mancl

Anne Mancl has been an instructor in academic and corporate settings for more than 15 years. She has authored book chapters and research articles related to adult education, organizational development and interpersonal communication. Anne is a corporate trainer with Accent Business Communication, as well as a faculty member in the Department of Communication at UW-Whitewater, where she teaches Gender Communication and Public Speaking. She has a B.A. in English and Speech Communication, a B.S. in Education and a M.S. in Organizational Communication. Anne lives in Stoughton with her husband Dave and their three children.

Christine Melland

Christine Melland has a Bachelor of Arts degree from the University of Wisconsin-Madison, as well as master’s coursework in adult education. She has several years of corporate training experience, followed by teaching a variety of adult education courses in the nonprofit sector. Christine lives near Madison, WI with her husband and two children.

Amy Mihm

Amy Mihm is a registered dietitian working with UW Health's Clinical Nutrition department and Wellness Options at Work - Employee Wellness Program. Professionally, she enjoys working with individuals to enhance personal health strategies to promote wellness and prevent disease. She also empowers individuals with nutrition interventions to maintain a healthy weight, manage heart disease and control diabetes.
Stephen Pearson
Steve Pearson has been the Director of the UW-Madison Employee Assistance Office since July 1990. He has extensive knowledge and experience in the areas of responding to employees with personal problems, coaching of managers and supervisors, interpersonal communication in the workplace, organizational assessment, managing organizational change, managing conflict in the workplace, working with difficult coworkers, and responding to threats of violence in the workplace. Steve holds a Masters degree in Religion and Psychological Studies from the University of Chicago. He is also a Licensed Professional Counselor in the state of Wisconsin.

Meredith Peterson
Meredith Peterson has worked as an Exercise Physiologist since 2003, in the fields of employee wellness, fitness instruction, cardiac rehabilitation, and diagnostic cardiac testing. Meredith's passion lies in her interest in clinical exercise and disease prevention, specifically in cardiology. In her spare time, Meredith enjoys competitive cycling, running, cross country skiing, and travel.

Rob Sepich
Rob Sepich is the Team Manager for Student Relations at UW-Madison's University Health Services. In addition to supervising the student health advocate program, he helps patients with stress-related physical complaints such as headaches, stomachaches, and insomnia. Prior to joining the UW in 1993, he coordinated the stress management program and worked as a senior staff psychotherapist at Southern Illinois University. His degrees are in psychology and counseling psychology. Rob is a lover of life who enjoys traveling with his wife and daughter whenever possible.

Keri Shotola Robbins
After spending a year on the road piloting the Oscar Mayer Wienermobile through 28 states, Keri returned home to Wisconsin. She has worked on campus at UW-Madison in marketing-related jobs for the past 14 years. Her current position is in the School of Medicine and Public Health, as Communications Coordinator for the state-wide AHEC (Area Health Education Center) program. Keri earned two degrees from the University of Wisconsin (J.B.A. English and Journalism; and M.S. Educational Administration); her Honors thesis topic - Female Stereotypes in Children's Advertising - reflects her long-standing fascination with exploring the social implications and cultural effects of media and technology.

Sherry Ray
Sherry Ray joined the staff of the UW-Madison Employee Assistance Office in January 2009. Previously, she had worked in the private sector for 10 years as an Employee Assistance Consultant. In that position she counseled individuals and facilitated workshops for both employees and leaders. These workshops centered around effective communication and conflict management. Her responsibilities in the Employee Assistance Office include consulting with employees and leaders regarding personal and work-related issues, as well as presenting workshops. Her BA is from North Texas State University and her MSE is from University of Wisconsin Oshkosh. Sherry is a Licensed Clinical Social Worker in the State of Wisconsin and certified as a Substance Abuse Professional.

James Wells
Jim Wells is a sociologist and epidemiologist. He has been Director of Research Policy since 2007 at the University of Wisconsin-Madison where his office oversees the ethical and regulatory review of research for the human research protection program, financial conflicts of interest, and stem cell research oversight; participates in campus research policies; and campus outreach regarding the responsible conduct of research. Dr. Wells formerly worked for the Gallup Organization where the Clifton StrengthsFinder assessment was developed. He leads workshops on strengths development at UW-Madison and in the community. His strengths include inclusiveness, goal orientation, maximizing performance, contextualizing, and learning.

Madison, Wisconsin