

Cultural Competence

Carolyn Andree

Training cultural competence is different from almost all other training in theory, design, delivery and most other ways you can think of. Three approaches have received much attention (language skills, cultural details and attitude-of-inclusion). We'll cover the much-neglected, essential, fourth approach ("code-switching" skills—or "how to see the situation through another culture's eyes"). We'll include a look at how learners learn to actually go deep enough to become culturally competent.

Courage Required: Conscious Leadership in an Unconscious World

Elke Wunderlich

In today's culture "always on" leaders are driven by globalization and technology, filling every minute of their 24/7 world with something "important". Speeding from meeting to meeting, there is little time to build relationships. Technology connects leaders throughout the world at unprecedented levels, yet they feel more disconnected than ever. How will they regain their "consciousness" and human connectedness vital to their personal and professional well-being and create meaningful success?

Bullies and Beyond: The Impact to You and Your Organization

Jacqueline Hood, Michelle Detry

This training focuses on the impact of bullies on Human Resources, supervisors, employees, and the bottom-line of the organization. Attendees will learn the difference between a "normal" difficult person, a bully, and someone who is truly destructive. They will also learn why normal conflict and communication skills and tools never seem to make a difference with this unique group of people and specific strategies for identifying, managing and even removing bullies from the workplace.

Talent Experience Drives the Customer Experience

Derrick Barton

Leaders must create the TALENT Experience for employees to deliver the CUSTOMER Experience. Do your leaders hold a "TALENT" or "employee" view? Will leaders create a work situation which causes employees to engage and stay? Leaders (TALENT Managers) must implement a set of critical talent manager actions, such as: Know what is "MOST CRITICAL" to engage each person to perform at their best and create a place they want to stay, Make "WORK" count for the individual, Deliver STRAIGHT TALK,

Work with each person to BUILD CAPABILITY to perform now and contribute in the future, and ACQUIRE TALENT which can perform today and contribute tomorrow. The connection between employees and customers is clear... what it takes to create an organization capable of delivering exceptional customer results will be clear to all who attend this session.



Deb Erickson

Morning Keynote



Rebecca Phillips

Afternoon Keynote

Rates

Members | \$179

Non-Members | \$209

Students | \$99

Call 822-1444 to register by phone or visit www.astdnm.org

Group Discount

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Location

Hyatt Tamaya Resort
1300 Tuyuna Trail
Santa Ana Pueblo, NM 87004
(505) 867-1234

For More Information

Phone: (505) 822-1444

Email: vpcommunications@astdnm.org

Website: www.astdnm.org

ASTD NM Annual Conference

Schedule

Oct 10 (Friday)

Hyatt Tamaya Resort



7:30-8:15 am

Registration & Continental Breakfast

8:15-8:30 am

Welcome All Guests

Scott Wilson

8:30-10:00 am

Morning Keynote: Deb Erickson Yes I CAN! Connecting , Learning, Passion and Success

In just 90 minutes, Deb Erickson will change your perception of what you believe is possible. Her fast-paced humorous delivery will help you reconnect you to your passion and unlock the door to your own genius all while exploding past the limits that have held you captive. Deb will teach you 5 keys to unlock your success, helping you to live a more authentic expression of your dreams.

10:15-11:30 am

Coaching: What it Means to You and Your Organization

Sheryl Stewart, Kathy Trickey and Stefany G. Burrowes

Organizations of all sizes are hiring coaches to assist in succession planning, personal development, escalation of their leaders' careers, and support individuals striving for a bigger, better, fuller life. We will explore what coaching is and how it can leverage training and consulting. The session will be interactive and explore practical ways to use coaching and demonstrate its value to the client.

ASTD and the CPLP

Pat Galagan

Learn more about how you can further your credentials and stay abreast of what is happening in the training profession. Pat works for ASTD International as an editor-at-large and will discuss the new Certified Professional in Learning & Performance (CPLP) credential and what it means to us in the field now and in the future.

iLearning

Mark Salisbury

What is iLearning? Get it from the man who wrote the book! Mark takes us on a journey through the explosion of devices and possibilities for delivering training, providing job support and promoting collaboration that are now available! Mark is also a professor for the OLIT program at UNM and his book will be out in December.

Making the Leap from Struggle to Success: The Power of Commitment

Karen Van Cleve

Individuals and teams often struggle with setting goals or maintaining the focus and drive to reach those goals in a timely, effective manner. Learn:

- The key differentiators between those who struggle and those who achieve success,
- The three biggest barriers preventing you or your team from taking action
- The top ten specific, tangible, measurable steps to move quickly and easily to the "Success Zone."

11:30 am -12:15 pm

Lunch

12:15-1:00 pm

Afternoon Keynote: Rebecca Phillips ASTD and Workplace Learning & Performance: Yesterday, Today and Tomorrow

Ms. Phillips currently serves as a director on the Board of ASTD International, of which ASTD NM is a chapter.

Ms. Phillips is also the Vice President, Education & Training, and is an Associate Professor-Field Services for the Cincinnati Children's Hospital and Medical Center.

Join Phillips as she discusses engaging in the transformation of our industry: what workplace learning looks like today and what we need to think about for the future.

1:15-2:30 pm

Evaluation 101

Barbra Portzline, Patty Emord

Many organizations could benefit from evaluating their training programs or projects, yet are reluctant to do so. This session will provide an overview of ways to evaluate training programs, the benefits and pitfalls of evaluation, and the components of a typical evaluation plan.

The Three Laws of Effective Leadership

Gary De Rodriguez

The three laws of effective leadership are

- 1) Self Awareness
- 2) People Intelligence
- 3) Establishing a Legacy

This program introduces the science of Humanistic Neuro Linguistic Psychology to the subject of Leadership. HNLP provides us with over 200 professional development skill sets to transform our beliefs, align our values, empower our people intelligence and lead from a humanistic heart that commands honor and respect.

Changing Learning Activities to Increase Performance, Retention, Motivation, and Learning in Online Classes

Carol Richmond, Marlie Cardiff

Increasing student interaction in the online environment can help unlock the hidden benefits that result from learner-learner and learner-trainer communication and collaboration. These benefits can include increased retention, knowledge transfer, satisfaction; even time savings for students and trainers. A panel will share online learning strategies to increase student interaction and present research findings on how interaction can also increase participant performance improvement and success in online courses.

At the Heart of Conflict Resolution: Under- standing Positions & Interests

Anne Lightsey

Facing a conflict and want to resolve it? The key is to get to the *heart* of the matter. But how to do that? What tools do you have? One tool is to *uncover each person's Interests*. Most people don't even know they have Interests, much less *what they are!* By the end of this session, you" know what *Interests* are, *how* to unearth them, and *why* they're crucial to **lasting conflict resolution**.

Horizontal Mentoring Networks

Charlotte Hendrix

In order to compete in the global market, companies must demonstrate innovation and their employees must produce creative solutions to problems and demonstrate extraordinary thinking skills. Horizontal Mentoring Networks are a tool to help individuals recognize their creative potential and tap into the creative abilities of others to build knowledge and increase innovation in the workplace.

2:45-4:00 pm

The Integral Change Equation

Michael Powell

The program introduces a new learning model based on the emerging dynamics of today's complex life conditions. The session will challenge those attending to ask the question: "How should who train whom to do what, why, where, and with what consequences?" This workshop will use an adoption of Kolb's 4-MAT learning design tool, have participants go through a values clarification exercise, and introduce the adaptive intelligences found at the core of human biopsychosocial development.