



# BUILDING SKILLS 2010

On October 12, 13, and 14 at Wenatchee, Washington

## Conference Program

**TUESDAY, OCTOBER 12**

- 11:30 - 12:30 **REGISTRATION AND EXHIBITS** BALLROOM FOYER
- 12:30 - 12:45 **CONFERENCE WELCOME AND INTRODUCTION** GRAND APPLE BALLROOM  
*Anne Goranson*, Interim Assistant Commissioner, WorkSource Standards and Integration Division, Washington State Employment Security Department
- 12:45 - 1:35 **Motivating the “Unmotivated”** GRAND APPLE BALLROOM  
*Beverly O. Ford*, President, ASM Associates  
Change is difficult because it requires us to leave the comfort of what we know to try the unknown. In this fun-filled interactive session learn how to find the motivators your participants bring with them that can push them to make the changes you want.
- 1:55 - 3:20 **CONCURRENT SESSIONS**
- A1. Part I: Finding Their Motivation (Continues at 3:35 – B1)** GRAND APPLE NORTH  
*Beverly O. Ford*, President, ASM Associates  
In this practical session you will learn how to ask open thinking questions that engage participants in identifying their motivators, what they don't like about their present lives, and their goals for the future. Learn how to use their motivators and strengths to get them to see your program as a way to satisfy their motivations.
- A2. GMAP: Using Performance Management to Get Results that Matter** RED DELICIOUS  
*Barbara Burgener*, Senior Management Consultant, Office of the Governor  
GMAP is a tool set designed to hold state government and agency leadership accountable to customers, taxpayers, and citizens for the quality, efficiency, and effectiveness of the services Washington State government provides. Seven principles, rooted in management theory and common sense, define the GMAP philosophy and practice.  
**Washington State was the first state in the nation** to adapt these data-based management models to improve the results of **statewide** programs and services. Part of this innovation was the creation of the Management Framework and multi-agency teams to focus on overarching goals, such as improved business services and government efficiency, that require new and better levels of collaboration and coordination.
- A3. Dream Jobs - What do you want to be when you grow up?** FUJI 1 & 2  
*Stephen Roldan*, Division of Vocational Rehabilitation Counselor, Statewide Coordinator of Deaf Services  
Ideas, discussions, and brainstorming on how to approach your clients' need to reach for the stars while building solid foundations that make sense.
- A4. Working With Veterans: Readjustment, Reintegration and Resources** FUJI 3 & 4  
*Gorge Cavallo*, Vet Corps Coordinator  
*Mark Fischer*, Program Coordinator, Veterans Conservation Corps  
Roughly fifty-five thousand Veterans have discharged in Washington State since 2003 and there are more to follow. This presentation will assist one to understand the transition from military to civilian life, discuss best practices for working with Veterans, and begin the journey toward Veteran cultural competence. Suggestions will be offered on how best to work with Veterans, understand their needs and issues and the various initiatives that are underway to ease their transition to school and the world of work.
- A5. Wired & Inspired – Using Technology to Help Youth Explore Careers and Gain Skills** GALA 1 & 2  
*Heidi Peterson*, Youth Services Manager, Next Generation  
*Jennifer Ramos*, WorkSource Specialist, Next Generation Zone  
During this session, we will look at the Next Generation Zone website ([www.nextgenzone.org](http://www.nextgenzone.org)) which is the WIA

youth program in Spokane County. When working with the younger workforce, we want to be able to communicate in the most effective, efficient, and accurate way possible. So we put a great deal of information on our website to help youth explore career pathways and find classes that can help them with their job search. We will also look at some of our work readiness curriculum developed by staff and youth to keep things fun and interactive. Be ready to play a game or two and see how up-to-speed your skills are with respect to financial literacy or conducting a job hunt. Come see how we are using technology as well as youth to improve our services.

3:20 - 3:35 **BREAK AND EXHIBITS** BALLROOM FOYER

3:35 - 4:55 **CONCURRENT SESSIONS**  
**B1. Part II: Finding Their Motivation (Continuation of A1)** GRAND APPLE NORTH

**Beverly O. Ford**, President, ASM Associates

This is a continuation of the A1 session – participate if you attended A1.

**B2. CareerTrees.org: Planting Seeds in Growth Industries** GOLDEN DELICIOUS

**Curtis Takahashi**, Program Manager, Workforce Development Council Snohomish County

Workforce Development Council Snohomish County has updated CareerTrees.org! This is an exciting, interactive, online tool designed to show users career pathways toward success. Career Advisors will help clients discover how to grow their interests and talents and fit them into today's high demand industries.

**B3. What You Need to Know about Worker Retraining** RED DELICIOUS

**Kristi Hill**, Grant Facilitator, Wenatchee Valley College

**Mary Watson**, Associate Dean of Workforce Development & Outreach, Wenatchee Valley College

Presenters will provide an overview of how the Worker Retraining program works at the college, and how you can access these programs for your customers. This session will also identify student services and the process for accessing student services.

**B4. Seven Steps to Reasonable Accommodation** FUJI 1 & 2

**John Evans**, Employer Relations Manager, Division of Vocational Rehabilitation

"Seven Steps to Reasonable Accommodation" is a suggested process designed to help human resource professionals apply reasonable accommodation in employment settings. The presentation will address the following critical areas of the accommodation process: posting notification; information needed to process a request; the definition of disability and recordkeeping; analyzing the job involved; conducting individualized assessments and the interactive process; identifying reasonable accommodations; and testing accommodations for feasibility.

**B5. Serving Special Populations, MSFW, toward Self Sufficiency** FUJI 3 & 4

**Gilbert Alaniz**, State Director-OIC of WA

**Jody Bortz**, Regional Manager-OIC of WA

Services and resources for migrant/seasonal farm workers and their dependents within Washington State, with a special focus on populations, barriers and needs.

5:00 - 6:00 **NETWORKING RECEPTION (NO HOST BAR) AND EXHIBITS** MAIN LOBBY

**DINNER ON YOUR OWN**

8:00 - 8:30	<b>EXHIBITS AND COFFEE/REFRESHMENTS</b>	BALLROOM FOYER
8:30 - 10:00	<b>CONCURRENT SESSIONS</b>	
	<b>C1. Creating an Integrated Youth One Stop Center</b>	FUJI 3 & 4
	<p><i>Heidi Peterson</i>, Youth Services Manager, Next Generation Zone  <i>Dawn Karber</i>, Assistant Director, Workforce Operations, Spokane Area Workforce Development Council            The presenters will discuss the opportunities and challenges they found associated with creating an integrated environment for youth employment and education services, including functional supervision, blended agency policies, consolidation of once-competing WIA programs, and using multiple fund sources while providing high-quality services to youth ages 16 to 24.</p>	
	<b>C2. Growing Jobs, Job Orders and Placements During the Great Recession</b>	GOLDEN DELICIOUS
	<p><i>John Chamberlin</i>, Attorney at Law            Job orders and placements are harder to come by while at the same time, and for the same macro-economic reasons, Centers are flooded with job seekers. This session will explore the best ideas for increasing job orders and placements during the Great Recession.</p>	
	<b>C3. Green Jobs and the Washington Economy (Repeated at F1)</b>	GALA 1 & 2
	<p><i>Greg Weeks</i>, Director, Labor Market &amp; Economic Analysis, Washington State Employment Security Department            Washington State was the first state to attempt to measure green jobs, and has conducted two large statewide green jobs surveys of employers. Even in the context of a serious recession, we have seen the number of green jobs grow dramatically throughout the state economy. This presentation will describe our efforts to date to measure the green economy as well as the key findings from that research.</p>	
	<b>C4. Career Bridge: 5,000 Pathways to a New Career (Repeated at D1)</b>	GALA 3 & 4
	<p><i>Marina Parr</i>, Communications, Workforce Training and Education Coordinating Board  <i>Karen Pyle</i>, IT and Research Specialist, Workforce Training and Education Coordinating Board            Get connected to nearly 5,000 education and training programs on Career Bridge (<a href="http://www.CareerBridge.wa.gov">www.CareerBridge.wa.gov</a>). This new online tool also provides a “consumer report” about individual programs — from how many people graduated, to whether they got a job, to how much they earned. Help your customers chart their next educational step and know in advance whether it’s a wise investment. Career Bridge also contains valuable career information from online self-assessment tests that allow people to better understand their strengths and talents and how they align with a career—financial aid opportunities that help students find a way to pay for their education through grants, loans, and scholarships tailored to Washington State residents. This dynamic presentation encourages participants to ask questions and get a real-time tour of a web site that connects Washingtonians with the education and training they need to get the job they want. You’ll leave with the information you need to get the most out of this free, user-friendly website, from learning how to do an advanced search that brings your customers targeted results, tapping into valuable links that highlight the cost of living in each region of the state, in-demand jobs, and other valuable data.</p>	
	<b>C5. I-BEST and Best Practices in Workforce Development</b>	RED DELICIOUS
	<p><i>Lynnette Bennett</i>, IBEST Content Instructor, Whatcom Community College  <i>Maureen Stewart</i>, MEd- IBEST Basic Skills Instructor, Whatcom Community College            I-BEST strives to include strategies which appeal to diverse student populations and provide clear career and educational pathways. A recent study showed that I-BEST students were at least three times more likely to earn college credit, and nine times more likely to earn an award, than other comparison groups. Find out why this model is receiving so much national attention.</p>	
	<b>C6. WIA SKIES User Manual: A New On-Line Desk Reference Tool for Front Line Staff</b>	FUJI 1 & 2
	<p><i>Jay Clark</i>, Program Coordinator, System Performance Unit, WorkSource Standards and Integration Division            What will people get out of it? What is the intended outcome of the session? (1) Learn about a new, online desk reference tool for entering information on WIA participants in SKIES. (2) Understand the functionality of that tool, (3) Understand the connection between data entered into SKIES and state and federal performance measures and federal data validation.</p>	
10:00 - 10:30	<b>BREAK AND VENDOR EXHIBITS</b>	BALLROOM FOYER
10:30 - 11:55	<b>CONCURRENT SESSIONS</b>	
	<b>D1. Career Bridge: 5,000 Pathways to a New Career (Repeat of C4)</b>	FUJI 3 & 4
	<p><i>Marina Parr</i>, Communications, Workforce Training and Education Coordinating Board  <i>Karen Pyle</i>, IT and Research Specialist, Workforce Training and Education Coordinating Board            See C4 description.</p>	

## **D2. Expanding and Improving Your OJT Agreements**

GOLDEN DELICIOUS

**John Chamberlin**, Attorney at Law

On-the-Job-Training is back! Most WorkSource customers do not opt for, and cannot benefit from, long term class-based retraining for a variety of reasons, most prominently an immediate need to earn wages. OJT is a practical training and placement alternative. This session will explore the most successful OJT development, contracting, and payment methods nationwide.

## **D3. Conversation Café - Do you Believe in Magic? (Doing it All with Less)**

GALA 1 & 2

**Kelly Lindseth**, Washington State Employment Security Department, Director of WorkFirst & Offender Employment Services

**Kathy Swartout**, Washington State Employment Security Department, Training Academy, Program Coordinator

We will use the Conversation Café process to enable participants to find new ways to help meet the needs of our customers in times of scarce resources. Conversation Café is an innovative dialogue process designed to enhance value-creating conversations. It is also a guiding metaphor that reveals deeper patterns of connections at work in all human systems. Café conversations create the conditions for people to engage in constructive dialogue, access collaborative intelligence, and help shape or reshape the future of their collective work.

## **D4. Coordination of Workforce & Economic Development**

GALA 3 & 4

**Mike Brennan**, Economic Development Specialist, Workforce Training & Education Coordinating Board

**Terry Lawhead**, Eastern Regional Manager, Department of Commerce

ESSHB 1323 adopted in the 2009 Regular Session of the Legislature requires the coordination of workforce and economic development action and efforts at all levels in Washington.

- Learn what that means.
- Check out some of the innovative efforts moving communities toward that goal.
- Discuss how you can assist your community's efforts in tying these two critical actions together.

## **D5. Assistive Technology: Helping People with Disabilities Perform and Produce in the Workplace**

RED DELICIOUS

**Bill Youngman**, Assistive Technology Specialist, Division of Vocational Rehabilitation

See and touch the latest and greatest in Assistive Technology – devices that help people with disabilities overcome their limitations. From low tech to the hottest in computers and robotics, Assisted Technology can level the playing field for people with limitations. Learn what is available and how you can help your customers access this life-changing technology.

## **D6. Health Careers for Youth**

FUJI 1 & 2

**Janet Johnson**, Case Manager, Northwest Community Action Center (contractor of South Central Workforce Council)

**Dawn Karber**, Assistant Director-Workforce Operations, Spokane Area Workforce Development Council

**Seanna Ruvkun**, Project Manager, Workforce Development Council of Seattle-King County

This session will provide an overview of three local applications of the Governor's Health Care Career Academy model. This public/private partnership engages WIA-enrolled youth in career exploration, training, and work experience in the health care field. This session will provide participants with: (1) familiarity with the model; (2) an overview of experiences, outcomes, and lessons learned; (3) ideas related to relevance and application of the model in the participant's community.

12:00 - 1:00

## **LUNCH AND EXHIBITS**

GRAND APPLE BALLROOM SOUTH

1:00 - 2:30

## **CONCURRENT SESSIONS**

### **E1. Assisting the Hard-to-Employ**

FUJI 3 & 4

**Allen Boivin-Brown**, President, Center for Dependable Strengths

Are your clients/students unskilled, disabled, lacking education, unmotivated, older, ESL, or in some other way experiencing significant barriers to employment? Learn about a process that can give them hope, increase their confidence, and uncover their value to an employer. The Dependable Strengths Articulation Process (DSAP), as researched at the University of Washington, is a powerful tool for identifying strengths and helping individuals find work. Participants will receive an overview of the DSAP and experience a key component of the process.

### **E2. Securing Job Opportunities for Washington's Largest Labor Pool**

GALA 1 & 2

**Kathy Atha**, Business Services Manager, WorkSource Spokane

**Candice Bluechel**, Marketing Coordinator, WorkSource Columbia Basin

**Richard Taylor**, Business Services Manager, WorkSource North Central

WorkSource Business Services Managers discuss their strategies for identifying and securing job opportunities

within demand industries. This presentation explores the various resources used across the state to find the jobs that meet job seekers' skills and abilities and the importance that personal service plays in our system's ability to connect qualified applicants to great job opportunities.

**E3. Non-Apparent Disabilities and Jobs (Repeated at G4)**

GOLDEN DELICIOUS

**Nancie Payne**, Payne & Associates, Inc.

Are you providing assistance or support to customers in training? Perhaps you are helping someone get or keep a job. No matter what the circumstances, the chances that you are working with an individual with a non-apparent disability are highly likely. This session will provide an overview of effective approaches to use when working with individuals who may have learning disabilities, attention disorders, emotional and mental health disorders, and other cognitive non-apparent disabilities.

**E4. Grace Under Fire (Repeated at F4)**

GALA 3 & 4

**Ellis Amdur**, Edgework, Crisis Intervention Resources

This session will provide you with skills for verbal de-escalation of aggressive individuals.

**E5. About Hidden Disabilities: The Legal, Practical and Human Side of Non-Obvious Disabilities**

RED DELICIOUS

**Bill Youngman**, Assistive Technology Specialist, Division of Vocational Rehabilitation

People with hidden disabilities, such as psychiatric or learning disabilities, occupy a unique position in society and may face many challenges when working. They must decide whether to disclose their disability in the workplace, they may deal with misconceptions about their disabilities, and they must also address issues of "fairness" when accommodated in the workplace. This session will explore society's view of people with hidden disabilities and their rights in employment.

**E6. The Adventures of Johnny Bunko: The Last Career Guide You'll Ever Need**

FUJI 1 & 2

**Curtis Takahashi**, Program Manager, Workforce Development Council Snohomish County

**Sue Edmunson**, CTE Teacher/Advisor, New Horizons High School

*The Adventures of Johnny Bunko* by Daniel Pink is America's first business book in manga (Japanese-style graphic novel) and the last career guide you'll ever need. Learn how the six essential career lessons for thriving in the world of work have changed lives throughout our state.

2:30 - 3:00

**BREAK AND EXHIBITS**

BALLROOM FOYER

3:00 - 4:30

**CONCURRENT SESSIONS**

**F1. Green Jobs and the Washington Economy (Repeat of C3)**

RED DELICIOUS

**Greg Weeks**, Director, Labor Market & Economic Analysis, Washington State Employment Security Department  
See C3 description.

**F2. Collaborating Partners Enhancing Programs**

GALA 1 & 2

**Craig Riggs**, Social Worker, King County Department of Community and Health Services

**Paul Valenti**, Age 55+ Employment Resource Center, Seattle Major's Office for Senior Citizens

We will share how King County works with AARP in employment and training. Learn what both offer to you to better serve job seekers.

**F3. FIPSE: A Demonstration Project in Compressed Training, Intense Support Services, Program Navigation, and Social Networking**

GALA 3 & 4

**Kurt Simmons**, Program Navigator, Workforce Development Council Snohomish County

In October of 2009, the Workforce Development Council of Snohomish County (WDCSC), in partnership with Edmonds Community College, Cascadia Community College, and Everett Community College, received the Funds for the Improvement of Postsecondary Education (FIPSE) grant from the Department of Education. This is a demonstration grant to test compressed education with intense support services, social networking, and program navigation. This presentation offers an in-depth review/discussion of the entire project to date, including outcomes, programs offered at each college, compression models in use, the role of a Program Navigator, WorkSource/WIA/WDC/College partnerships, and much more.

**F4. Grace Under Fire (Repeat of E4)**

FUJI 3 & 4

**Ellis Amdur**, Edgework, Crisis Intervention Resources

This session will provide you with skills for verbal de-escalation of aggressive individuals.

**F5. The National Rapid Response Initiative**

**Rob Gamble**, Senior Consultant, U.S. Department of Labor

**Facilitator: Dennis Birge**, Program Coordinator, Technical Assistance and Response Team, Washington State Employment Security Department

Flexible and responsive, Rapid Response is at the heart of the promise that the workforce investment system makes to both the working public and the nation's employers: **When you need us most, we will be there.** The National Rapid Response Initiative is a comprehensive, collaborative effort to promote consistent, high-quality, timely, and innovative responses to economic transition across the country. Through this Initiative, the Employment and Training Administration (ETA) is reaching out to state and local Rapid Response practitioners to grow and improve this critical tool. This session will focus on the key concepts driving the National Initiative and a new definition for Rapid Response.

**F6. Performance Accountability – The Common Measures View**

FUJI 1 &amp; 2

**Phil Degon**, Program Coordinator, WIA Systems Performance, Washington State Employment Security Department

**Ted Halstead**, Program Coordinator, WIA Systems Performance, Washington State Employment Security Department

This presentation takes an in-depth look at the federal common measures – what they are and what they are not. How are they calculated? How are performance targets determined? What programs are subject to these measures? How do these measures relate to other measures? Learn the answers to these questions as well as tips for improving performance at this informative session.

4:30

**DINNER ON YOUR OWN**

7:45 - 8:30 **BREAKFAST**

8:30 - 9:55 **CONCURRENT SESSIONS**

**G1. Designing and Delivering Responsive Business Services**

GOLDEN DELICIOUS

*Melanie Arthur*, Melanie Arthur Consulting

When you shift to true business services, you focus on much, much more than just getting job orders and marketing your menu of services. System business representatives form and integrate effective teams; listen to employer needs and customize system-wide solutions; provide meaningful workforce intelligence so businesses can meet their human resource needs; and act as champions of change to ensure that service delivery responds to aggregate business demand. These roles and activities complement and expand the basic function of job development and outreach. This workshop will help you improve your business team operations; clarify roles of your system business service representatives; give practical suggestions to make businesses true system partners; and review options for evaluating and measuring the success of business services and Business Assistance Teams' operations.

**G2. The Importance of Self-Efficacy and Resiliency in Workforce Development**

RED DELICIOUS

*Cal Crow*, Program Director, Center for Learning Connections

Self-efficacy and resiliency, two major predictors of success in school and work, should be part of every workforce development program. Self-efficacy refers to the belief a person has about her/his capability to perform a task or manage a situation. Many researchers have found that our belief in our capability to do something is as important as our actual capability to do it (and sometimes more important). Resiliency refers to a person's ability to overcome a barrier or rebound from a setback. We are all born resilient, but many lose this quality before reaching adulthood. Participants in this session will acquire practical ideas for making self-efficacy and resiliency an integral part of their workforce development programs.

**G3. Diversity and Cultural Intelligence**

FUJI 1 & 2

*LueRachelle Brim-Atkins*, Principal Consultant, Brim-Donahoe and Associates

In this interactive and fun-filled session, you will become aware of your individual and institutional cultural filters, stereotypes, biases, and judgments; you will recognize how your interactions are impacted by your "front packs" and cultural filters; and you will learn and practice tools that enhance your cultural intelligence.

**G4. Non-Apparent Disabilities and Jobs (Repeat of E3)**

FUJI 3 & 4

*Nancie Payne*, Payne & Associates, Inc.

See E3 description.

**G5. Veterans Services**

GALA 1 & 2

*Mauricio Kenny*, Disabled Veteran Employment Counselor, WorkSource

*Owen McCurdy*, Local Veteran Employment Representative, WorkSource

The presentation will provide you with information on all services offered to veterans in Pierce County from the time they get ready to exit the military.

**G6. Applying for Jobs in the 21st Century**

GALA 3 & 4

*Curtis Takahashi*, Program Manager, Workforce Development Council Snohomish County

Technology has taken over the way we search for employment opportunities. Explore resources and learn about employer expectations in 21<sup>st</sup> Century job attainment. Make sure your clients avoid the common mistakes of the online job search.

9:55 - 10:05 **BREAK AND EXHIBITS**

BALLROOM FOYER

10:05 - 11:35 **CONCURRENT SESSION**

**H1. Building Employer Relations: Marketing (Not Selling!) System Services**

GOLDEN DELICIOUS

*Melanie Arthur*, Melanie Arthur Consulting

Some people think the way to turn businesses into customers is to call on them, give them a brochure, present a menu of (confusing) partner programs, and to talk them into using the services. This "sales model" tends not to be very successful, and may reconfirm employers' negative perceptions about "government-funded employment and training programs." During this workshop, marketing strategies that make the most effective use of limited time and resources are presented, including a nine-step marketing process that has been proven to work. Participants learn about targeting the business market, accurately describing the workforce development services, successful methods for reaching employers, and proven promotion tips – including best-bets for brochures. Strategies will be applied to the promotion of 1) talent – job seekers available through Career Centers; 2) Go2worksource.com and recruitment services; and 3) specialized business solutions such as on-the-job training.

## **H2. Engaging and Motivating Workforce Development Customers**

RED DELICIOUS

**Cal Crow**, Program Director, Center for Learning Connections

The Employment and Career Development Division of the Washington State Employment Security Department recently sponsored a series of statewide workshops to help staff better engage and motivate WorkFirst parents. Come to this session, learn about the workshops, acquire new knowledge and skills, expand your thinking, and get ideas for improving customer engagement and motivation in your organization.

## **H3. Crucial Conversations®**

FUJI 1 & 2

**Patrick Seigler**, Training Director, ECDD Training Academy, Washington State Employment Security Department

Anytime that you are stuck, there is a crucial conversation that is not taking place that is keeping you there. Learn how to get unstuck and deal with situations when there are strong emotions, opposing opinions, and high stakes. This session will show numerous video examples and help you to learn the key principles to engage in crucial conversations.

## **H4. Promising Practices: Working with Offenders**

FUJI 3 & 4

**Joseph Garcia**, Lead Instructor/Program Coordinator, South Seattle Community College

**Denise Hollenbeck**, CCO 3, Family and Offender Sentencing Alternative

**Dean Mason**, Executive Director, Jail Industries Board

**Bonnie Ross**, Manager, Offender Employment Services, Employment Security Department

**Terry Weber**, Employment Security Department Offender Employment Services Program Coordinator

Bonnie Ross will moderate 4 panelists representing DOC (Work Release/Community Corrections), Jails, Community Reentry Provider, and OES. The panelists will discuss their agency efforts to implement processes, services, and tools that support effective transition to the community and/or self-sufficiency.

## **H5. Seeking Opportunities Developing Occupations, SODO Inc.**

GALA 1 & 2

**Carla Dean**, Program Manager, Manufacturing Industrial Council of Seattle

**Lauren Hadley**, Program Administrator, South Seattle Community College

**Amanda Justen**, Social Worker, King County Work Training Program

**Grace Kong**, Program Manager, King County Work Training Program

SODO Inc. is a youth work training program for young adults ages 18-24. This program is a partnership between government, education and industry that provides five weeks of training followed by a four-week internship at a manufacturing employer. In this presentation, presenters will discuss funding, recruitment, case management, the training and what makes it green, and internship placement strategies.

## **H6. 2010 Style for Helping Older Workers Find Work**

GALA 3 & 4

**Craig Riggs**, Social Worker, King County Department of Community and Health Services

**Paul Valenti**, Age 55+ Employment Resource Center, Seattle Major's Office for Senior Citizens

We will provide an overview of proven job-search techniques used to help older workers get back to employment.

11:40 - 12:20 **What I Wish Someone Had Told Me Before I Became a Supervisor**

GRAND APPLE BALLROOM SOUTH

**LueRachelle Brim-Atkins**, Principal Consultant, Brim-Donahoe & Associates

LueRachelle will discuss things she wishes she had known when she started work as a supervisor/manager.

These lessons have changed the way she approaches her work and her life. Rather than give advice, she'll simply share what works for her.