



1ST ANNUAL CAPITAL REGION PROFESSIONAL DEVELOPMENT DAY FOR OFFICE PERSONNEL

CO-SPONSORED BY:

WASHINGTON-SARATOGA-WARREN-HAMILTON-ESSEX BOCES AND
NEW YORK STATE ASSOCIATION OF EDUCATIONAL OFFICE PROFESSIONALS (NYSAEOP)

HOSTED BY: TRI-COUNTY EDUCATIONAL OFFICE PERSONNEL ASSOCIATION (TEOPA)

MAY 25, 2010

REGISTRATION DEADLINE: MAY 1, 2010

LOCATION: WSWHE BOCES Gick Road Conference Center
27 Gick Road, Saratoga Springs, NY 12866

COST: \$60 (Includes materials and lunch) Registration starts at 8am
Districts are eligible for state aid through the BOCES School Development Clerical CoSer
661.7132 – Only program costs are eligible for aid, lunch will be billed separately (abt. \$12)

Welcome and Keynote Speaker: NYSAEOP President, Wendy Heslink, CEOE

Ascertainable Tact, Tenacity and Improvement Techniques Utilizing Desirable Employment Skills - (ATTITUDES)

Presenter: Jeff Olefson, Staff Development Associates

Session 1: You Make the Difference: The Important Role of the Educational Office Professional

Session 2: The Changing Role of the Educational Office Professional

Session 3: Building Better Office Relationships

Session 4: Assertiveness for Effectiveness

Hotel Accommodations - Comfort Inn & Suites, 17 Old Gick Rd., Saratoga Springs, NY 12866 – Special rate of \$99 (5/24 check-in only, rate available until 4/25) 518-587-6244 – **HIT 0 AND MENTION BOCES BLOCK**

Name: _____

School District: _____

Home Phone: _____ School Phone: _____ School Fax: _____

Email: (For Confirmation) _____

Would you like to be notified of future conferences via email? YES NO

WSWHE BOCES Participants Only:

CoSer# _____

Current Title: _____

Supervisor

Signature (required) _____

Your local BOCES will be billed, no purchase order required.

A cross contract must be submitted if you are outside the WSWHE BOCES Regions.

Are you a member of

NYSAEOP TEOPA

Please FAX, Mail or Email
Registration to:

Rose Bain
WSWHE BOCES
27 Gick Road

Saratoga Springs, NY 12866

Phone: 581-3735 FAX: 581-3737

rbain@wswebores.org

Please note: Upon registering, you will receive an "Official Confirmation" from rbain@wswebores.org
(If you do not receive an "Official Confirmation" please call 581-3735, to make sure that your seat is reserved in the class)



WORKSHOP DESCRIPTIONS



WELCOME & KEYNOTE SPEAKER, WENDY HESLINK, CEOE

8:30-10:00

ASCERTAINABLE TACT, TENACITY AND IMPROVEMENT TECHNIQUES UTILIZING DESIRABLE EMPLOYMENT SKILLS (ATTITUDES)

Your attitude is your most priceless possession in the workplace. This workshop will provide you with techniques for utilizing your own skills as a true office professional to improve yourself, and maybe even others, in your work environment. We will explore the magic of a positive attitude, the need for frequent attitude renewal, and how to give your positive attitude to others.

YOU MAKE THE DIFFERENCE: THE IMPORTANT ROLE OF THE EDUCATIONAL OFFICE PROFESSIONAL

10:00-11:15

This workshop examines the important role of Educational Office Professionals making schools work effectively. Topics will include promoting a positive image of yourself, your school or your department, using effective communications to support quality service, coping with impatient, tense or upset individuals, and helping parents, community residents, and staff navigate through the district procedures. The overall objective is to identify best practices that will lead to greater efficiency and a positive perception of the school district with all stakeholders.

THE CHANGING ROLE OF THE EDUCATIONAL OFFICE PROFESSIONAL

11:30-12:45

This workshop will explore the changing and evolving role of the Educational Office Professional. Topics will include understanding the forces that are driving changes in the way the modern office functions, exploring how changes in the role of the school administrator are influencing the shared management function of the Educational Office Professional, motivating yourself and others, leading through effective communication and creative problem-solving. Participants will learn strategies to enhance their job satisfaction and potential to make a positive contribution.

BUILDING BETTER OFFICE RELATIONSHIPS

1:30-2:45

This workshop focuses on how effective communication can positively affect working relationships with peers and supervisors. Personality styles are analyzed using a popular indicator. Participants identify their own "gifts" as well as the strengths of others. Understanding how others perceive the world is essential to creating a climate for teamwork, harmony, greater productivity, and efficiency.

ASSERTIVENESS FOR EFFECTIVENESS

3:00-4:15

This workshop examines the characteristics of different communications styles such as hostile, aggressive, passive, and assertive. Assertive communication promotes appropriate, productive, supportive, and satisfying relationships with students, faculty, administrators, and colleagues. Both aggressive and passive communication can lead to hurt feelings, festering conflicts, and misunderstandings. Participants will obtain a deeper understanding of their own communication patterns and the characteristics of assertive communications. Office-based case studies and role-playing exercises will provide participants with practice communicating assertively.