



**Ohio Job and Family Services Directors' Association  
2021 Virtual Annual Training Conference  
Session Descriptions**

**Thursday, May 6th**

---

**Opening Keynote: 9:15 a.m. – 10:45 a.m.**

---

**Communicating with IMPACT – Six Keys to Effectively Communicate and Achieve Greater Results**

In today's ever changing, high-tech world, good old-fashioned communication is not as good as it used to be. In this practical and engaging presentation, you will learn Patrick's six-step IMPACT system to improve communication and get better results.

This dynamic program will help you to develop your communication skills to capitalize on your strengths and minimize your weaknesses, improve your listening and speaking abilities as well as awareness of your verbal and nonverbal messaging.

Patrick places special emphasis for this program on trainee involvement using group discussions, polls, real-life examples, and planning time to put these principles into action.

The [6-Step IMPACT process](#) is based on Patrick's book, "[Communicating with IMPACT](#)". These principles will provide you with the tools you need to lead effectively, communicate more clearly, present more powerfully, create deeper relationships, engage others/teams, give better customer service, and positively impact the lives of others.

[Communicating with IMPACT](#), will inspire and empower you to strive for a better version of yourselves and increase your IMPACT when communicating, presenting, speaking, and leading others.

**Presented By: Patrick Donadio, MBA (Executive Coach and Speaker)**

---

**Session One: 11:00 a.m. – 12:00 p.m.**



**Breaking Down the Concept of Empowerment to Build Better Teams**

Empowerment has become one of those leadership buzzwords that rarely means the same thing across team members, making it difficult to translate into actionable steps to strengthen leaders. The purpose of this session is to break down the concept of empowerment into five specific dimensions with the goal of using the ideas presented to develop individual leaders and build better teams. This session will provide specific strategies to utilize empowerment and real-world examples of how leaders have changed the cultures of their teams through applying empowerment.

After the session, each participant should leave with three things. First, each will have a common definition of empowerment to share with their teams and create a sense of unity. Second, through the use of the five dimensions of empowerment framework, each participant will have ideas for actionable steps to increase the empowerment of

themselves and their team. Finally, each participant will understand the power of empowerment in changing the dynamics of their teams make them stronger and more effective.

**Presented By: Jon McNaughtan (Professional Development Academy)**

---

## **Wellness Opportunity: 12:10 p.m. – 12:45 p.m.**

---

### **Guided Meditation: An iRest Session**

Shutting off our eyes and connecting to our body and our breath is the fastest way to peace and calming the nervous system. In a world of virtual appointments and immediate action required we need to learn to decompress and rest. This session will provide this and more!

iRest is a practice of deep yogic rest that increases vitality, reduces stress and anxiety, improves sleep, lowers blood pressure, enhances concentration, and helps restore the balance between the mind and body. To prepare for iRest:

- Use the restroom before practice.
- Allow for some extra layers as your blood pressure lowers during rest.
- Set up a cozy environment free from distractions; ideally minimize sounds, light, noises, and smells.
- Gather supplies to keep comfortable, support under your head and knees, and have a blanket to cover up.
- Relax and get ready for deep rest.

**Presented By: Amber Miskovich (The Wonder Within)**

---

## **Session Two: 1:00 p.m. – 2:00 p.m.**



### **Growth Mindset: Unlocking the Power for Organizational Advantage**

Today, experts agree that success is not merely found in one's natural ability but rather in their continuous development of those abilities. Carol S. Dweck, PhD is the leading researcher in the field of motivation and is the scholar behind "mindset" which is a belief about oneself. According to Dweck, there are two different types of mindsets – fixed and growth. A person who has a fixed mindset (entity theory of intelligence) believes that their qualities such as intelligence, creativity, and talent are predetermined and finite, fixed traits. On the other hand, a person with a growth mindset (incremental theory of intelligence) believes that their basic abilities can continue to be developed through hard work and dedication. The research shows that a growth mindset can foster grit, determination, and work ethic within organizational members. These innate qualities are just starting points with success being the fruit of effort, learning, and persistence.

Based on scientific research *Growth Mindset: Unlocking the Power of Organizational Advantage* is an evidence based, yet practical and easy to understand presentation about the value of creating and activating a growth mindset culture within your organization. In addition to the scientific backbone of the session, Matthew's own insights and that of his clients have been added to enrich the learning experience.

**Presented By: Matthew Selker (Matthew L. Selker & Associates)**

---

**Change is Constant: Embracing the Journey as Leaders**

Being open to change is vital for us to be able to continue to support our mission! This session will provide attendees with insights into change, including how change is constant and necessary for successful leadership.

Leaders continually find positive and productive ways to navigate change that are new and innovative. By identifying benefits and challenges related to change, participants will examine their own attitude toward change. This session will also provide examples of how we have adjusted to recent change and how our telephone etiquette and virtual engagement can support our constantly changing environment while shaping our leadership practices.

**Presented By: Kelly Mettler (OHSTS, OCWTP)**

---



Ohio Job and Family Services Directors' Association  
2021 Virtual Annual Training Conference  
Session Descriptions

**Friday, May 7th**

---

**Session Four: 9:00 a.m. – 10:00 a.m.**



---

**Leading with Emotional Intelligence**

Relationships at work have always been important, but it is hard to start new relationships and keep up with our current ones when we only interact virtually. During this engaging session, attendees will gain an understanding of the components of Emotional Intelligence (EQ), with a focus on how to demonstrate EQ virtually. Additionally, participants will learn versatility techniques to meet others 'where they are' when collaborating and communicating, and explore ways to strengthen relationships from a foundation of trust.

**Presented By: Barb Utrup (PRADCO)**

---

**Session Five: 10:15 a.m. – 11:15 a.m.**



---

**Recognizing and Managing Conflict and Burnout: Solutions for Supervisors**

This session is designed to provide supervisors with additional insight into issues that cause employee turnover in human services, specifically addressing conflict and burnout. Participants will increase their understanding of root causes of conflict and worker burnout, when to address conflict, and ways to recognize burnout in employees. Attendees will also learn techniques to better manage conflict and ways to re-engage employees who demonstrate signs of burnout.

The training will include a discussion of the differences in managing issues when working from the office and working remotely. Attendees will come away with several solutions that they can implement in their day-to-day work.

**Presented By: Diana Hoover (Partners for Leadership Growth, LLC)**

---

**Wellness Opportunity: 11:30 a.m. – 12:00 p.m.**

---

**Chair Yoga with Joe**

This session will include 25 minutes of chair yoga exercises and five minutes of guided relaxation. The presenter will highlight stretches and movements of particular benefit to those whose workday includes a lot of time seated in front of a computer. Using a chair without arms or wheels will offer greater benefit and safety during the session.

Chair yoga is a gentle form of exercise which promotes flexibility, balance, and strength while reducing stress. The health benefits of yoga have been well researched, and yoga has been shown to have potentially positive impact on high blood pressure, diabetes, low back pain, anxiety, depression, and a host of other conditions. The practice of yoga is available, with modification, to virtually everyone including those who are confined to a bed. However, workshop participants who are pregnant, who have had joint replacements, who have glaucoma, or who have other potential, health-related limitations are advised to seek medical advice before participating. During the Chair Yoga session, participants will always have the option of not engaging in individual exercises which may be contraindicated or even just uncomfortable. No prior yoga experience necessary. Participants should wear loose fitting attire. Smiling is optional.

**Presented By: Joseph Gauntner, MSSW, RYT-200 (Former Director in Cuyahoga County)**

---

**Session Six: 1:00 p.m. – 2:00 p.m.**



---

### **Resilience During Times of Change**

Difficult times require organizations to think differently, work smarter, and build resiliency within their people and their teams to weather and thrive in trying times. Participants will learn what it means for an organization to be resilient and how to build strong, dynamic organizations that manage and ultimately flourish in challenging times.

**Presented By: David Doyle (DAS)**

---

**Closing Keynote: 2:15 p.m. – 3:00 p.m.**



---

### **The Funny Thing About Stress: Keeping Our Sense of Humor, Our Sanity and Our Health in an Ever-Changing JFS World**

We all know that we should manage our stress, but we do not necessarily know why or how. It is Kay Frances to the STRESS-cue! She literally wrote the book on stress! With this energetic, upbeat presentation, attendees laugh while they learn without straining their brains.

In our frenzied world, we all need to be reminded of the importance of managing our stress, keeping a sense of humor, and maintaining a positive attitude for peak performance and success in all areas of our lives. The so-called “little things” in life can become cumulative if we do not stop them in their tracks. We need to manage our stress before it manages us. We also need to remember that change is an inevitable part of life, but how we choose to view it is up to us. Together we will:

- Understand the meaning and causes of stress and how it impacts our lives.
- Learn how to cope with – and embrace – change as a welcome part of life.
- Implement stress management techniques going forward.
- Learn the effects of stress on health and learn healthy ways to cope with it.

Kay Frances combines her years of standup comedy, education, and passion for her message to offer a unique skill set not often found in one speaker. Not only will attendees get tangible information on bettering their lives, but they will leave this session motivated, energized, and ready to take on their challenges with renewed vigor.

**Presented By: Kay Frances, MBA, BS, CSP (Kay’s Keynotes LLC)**