



Northwest Coalition of Professional Staff
In Higher Education

Fifth Annual Conference

Meeting Program



Photo Credit: Peter Malinowski, [Insite Architectural Photography](#)

July 17 - 19, 2019

**Northern Quest Resort & Casino
100 N Hayford Rd
Airway Heights, WA 99001**



Northern Quest Resort

Parking and WIFI are free. For specific directions from your location, please click [HERE](#).



Airport Shuttle

Please call Northern Quest at [877.871.6772](tel:877.871.6772) to arrange free pickup from the Spokane airport. Distance is approximately 3 miles (10 minutes by car).

- **Concourse A/B Arrivals** (servicing Southwest, Delta, Northwest, United and US Airways): please proceed to the Ground Transportation pickup area located just past the rental car area.
- **Concourse C Arrivals** (servicing Horizon, Frontier and Alaska Air): the shuttle will pick you up just outside the terminal at the curb.

Driving Directions

From Downtown Spokane

1. Merge onto W I-90 toward Seattle
2. Take Exit 277 towards FAIRCHILD AFB/DAVENPORT/SPOKANE AIRPORT
3. Merge onto Highway 2 and continue for approximately 3 miles
4. Turn right onto HAYFORD RD for 1 mile
5. Northern Quest Resort & Casino will be on your left

From Seattle

1. From S I-5 merge onto E I-90 towards BELLEVUE/SPOKANE
2. Take Exit 277B towards SPOKANE AIRPORT/FAIRCHILD AFB
3. Merge onto Highway 2 and continue for approximately 3 miles
4. Turn right onto HAYFORD RD for 1 mile
5. Northern Quest Resort & Casino will be on your left



NCPS Fifth Annual Conference **July 17 - 19, 2019**

[Northern Quest Resort and Casino](#)

Meeting Theme: Taking A.C.T.I.O.N.!

A – Act

C – Challenge Yourself

T – Teamwork

I – Inspire Yourself and Others

O – Organize Your Actions

N – Network

Please come and enjoy a day and a half of sessions focusing on topics of interest to professional staff in higher education. In addition to a great venue, this year we have invited **Kevin Parker**, owner of Dutch Bros. Coffee and a former member of the Washington House of Representatives from 2009 - 2017, to be our Keynote Speaker in addition to an excellent line-up of very talented and inspiring Session Speakers: **Anne Gilbert** (Western Washington University), **Mickinzie Johnson**, Washington State University, **Lori Joubert** (University of Washington), **Betty Lanman** (University of Washington), **Guy Smith** and **Jackie Rumble** (Whatcom Community College), **Cyndy Stevenson** (Whidbey Health), **Karen Stout** (Western Washington University), **Roberta Wilburn** (Whitworth University), and **Cameron Wühr** (Western Washington University).

You will find more details about them and their presentations in this Meeting Program to make this an enjoyable and professionally rewarding experience for everyone.

Special Thanks

Many thanks to **Cheryl Ripley** and **Katie Medina** at Northern Quest Resort and Casino for all their help in arranging rooms and food!



Acknowledgements

Many thanks to all who volunteered their time to make this meeting possible:

Plenary Speaker	Kevin Parker , Dutch Bros. Coffee
Session Speakers	Anne Gilbert , Western Washington University Mickinzie Johnson , Washington State University Lori Joubert , University of Washington Betty Lanman , University of Washington Kevin Parker , Dutch Bros. Coffee Jackie Rumble , Whatcom Community College Guy Smith , Whatcom Community College Cyndy Stevenson , Whidbey Health Karen Stout , Western Washington University Roberta Wilburn , Whitworth University Cameron Wuhr , Western Washington University
Conference Organization	Karen Garrett , Washington State University Deci Evans , University of Washington April Markiewicz , Western Washington University Nancy Phillips , Western Washington University Jennifer Cook , Western Washington University
Logistics/Program	Karen Garrett , Washington State University Deci Evans , University of Washington April Markiewicz , Western Washington University
Outreach/Communication	Jennifer Cook , Western Washington University
Catering/Food	Karen Garrett , Washington State University Deci Evans , University of Washington
Meeting Program	April Markiewicz , Western Washington University Nancy Phillips , Western Washington University
Registration	April Markiewicz , Western Washington University
NCPS Website	Deci Evans , University of Washington April Markiewicz , Western Washington University

NCPS Keynote and Session Speaker

Thursday, July 17th at 1:45 pm (Kalispel Ballroom)

Kevin C. Parker

kparker@post.harvard.edu



Kevin Parker is an entrepreneur, former politician, an advisor to a member of Congress, and a professor in leadership studies. Perhaps most notably, he is a survivor of the shooting at Columbine High School in 1999. He also was a facilitator (Assistant Professor) in the Adaptive Leadership course at Harvard University.

He owns the Dutch Bros. Coffee locations in the Spokane region. He oversees 200 employees and nine locations. Kevin was awarded Spokane Citizen of the Year and later Washington State Citizen of the Year. He has won more than 30 awards including the Community Trustee Award from Spokane Leadership, the Agora Award, and received commendation from the United States Congress in 2017.

He served as a state Representative in the Washington State Legislature for four terms from 2009 - 2017.

Kevin has been a Facilitator at Harvard in the Executive Leadership program, and was also a Rodel Fellow in Public Leadership at the Aspen Institute. He currently serves as a Visiting Professor of Management/Leadership at Whitworth University.

He has sat on multiple boards and his work led to the founding of Embrace Washington, a non-profit which works with foster youth.

He is currently working on his PhD in Leadership Studies from Gonzaga University.

Kevin's Keynote Address at the NCPS 2019 Conference is titled: ***Leadership in the Ashes of Columbine***. Kevin will also be giving a session Wednesday afternoon in Kalispel Ballroom B on ***Leading through Chaos: Adaptive Leadership***.

Session Speaker

Anne Gilbert

Anne.Gilbert@wwu.edu



Anne Gilbert is the Special Projects Manager in Western Washington University's Facilities Management Department. New to higher education, Anne has over 30 years of change management, project management, and communications experience in the private and public sectors.

Having worked for several years at one of the leading global management consultancies, Deloitte Consulting, she has also worked with start-ups, mid-sized businesses and large corporations in the UK, Europe, and the USA.

Anne holds a BSc in Communications from Syracuse University. Her work as a Special Projects Manager at Western is about spotting opportunities for improvement, making recommendations, and managing resulting plans. She is an advocate for positive change and better communication at the University, and recently implemented a more inclusive approach to strategic planning that involved over 340 people in Western's Business and Financial Affairs division.

Anne will present two different sessions, one on *Internal Marketing: How to get "Buy-In" to Change*, and the second on *Clear and Simple: Better Strategic Planning*.

Session Speaker

Mickinzie Johnson

mk.johnson@wsu.edu



Mickinzie is currently the recruitment coordinator and one of the academic advisors for the Murrow College of Communication at Washington State University.

As part of this role, she oversees the Murrow Ambassadors, a group of students that assist with college recruitment and events, and she also teaches COM 138, a communication overview class that is required for certification into the Murrow programs.

She recently graduated with her Master's degree in Adult, Organizational Learning and Leadership, and cares deeply about student success in higher education.

In her spare time, Mickinzie enjoys spending time with her dogs and exploring the Palouse.

Mickinzie is presenting two sessions of *Avoiding the Eye-Rolling, Yawns, and iPhones: How to Engage Both Students and Colleagues in Higher Education Experiences*.

Session Speaker

Lori Joubert

ljoubert@uw.edu



Lori Joubert is a dedicated professional and community member with 20 years of experience leading and managing groups in a variety of organizational settings. She is currently an Administrative Coordinator at the University of Washington's Medicine Cardiology Division where she actively promotes the significance of effective listening and communication skills in her work environment. She has designed and delivered listening and communication sessions to managers, supervisors, frontline employees, colleagues and community members over the years.

Lori's in-depth professional experience includes customer service, administrative support, management and volunteerism. She has worked primarily in healthcare, financial services and retail industries. Lori currently serves as First Vice President and 2020 Convention Chair of the International Listening Association.

Lori has a Master's degree in speech communication from the University of Washington, a certificate in project management from University of Washington Extension, is a Certified Listening Professional, and has an Emotional Intelligence Certification.

In her free time, Lori enjoys reading, listening to Ted Talks, and engaging in creative writing for social media platforms.

Lori will present two sessions of *Book Clubs*, *Ted Talks* and *Podcasts in ACTION*.



Northwest Coalition of Professional Staff
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Session Speaker

Betty Lanman

blanman@uw.edu



Betty has five years' experience as Assistant to the Director at the University of Washington Medical Center's Department of Radiology. Operationally, she manages projects and interacts with radiology department administration and clinical staff centering on clinical operations of radiology. She also provides support for marketing projects including social media outreach/educational events, and manages a departmental Endowment to support the radiology residency program.

Betty was employed in the private sector for 23 years and provided training to physicians and administrative staff. She developed and conducted training workshops for professional continuing education credits, and was a trainer for the Washington Self-Insurers Association.

Betty's volunteer activities include five years at Seattle Children's Hospital, four years at the Seattle Foundation, and 2 seasons with Girls on the Run of Puget Sound. Her hobbies include bicycling, trail hiking, and reading fiction, biographies, and history. She has three grown children and nine grandchildren!

She has a BA in Social Sciences from the University of Washington.

Betty is presenting two sessions of *Beyond Kondo - Make Organization a Way of Life That Works for You!*



Northwest Coalition of Professional Staff
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Session Speaker

Jackie Rumble

blanman@uw.edu



After graduating from Whatcom Community College (WCC) with an AA & AS degree Jackie Rumble was immediately hired by WCC where she is now the Division Program Coordinator for Health Professions & Academic Resources.

As a student, Jackie facilitated and presented workshops (“I Am From” identity development workshop and “Heart Mapping”) at several conferences (Students Leading Change, Celebrating Diversity in Education, Students of Color Conference, and MLK Human Rights Conference) and won several awards, including Outstanding Student Service Award and Civic Leadership Award. Prior to attending WCC, Jackie’s primary career was in sales and management, working for the Fortune 500 Company Waste Management and at several well-known restaurant chains. Beyond academia, Jackie is a co-author of a

book entitled “Beautiful You Are,” and has set forth to accomplish several physical goals including completing her third half-marathon by the end of summer.

Jackie cares deeply about people and communities. She has a very well-grounded understanding of her own and others’ intersectionality, and a lived experience of the debilitating effects of interlocking systemic oppressions on communities that are marginalized in multiple ways. Jackie’s organizational skills, initiative, and managerial experience, along with her solid connections with other students and employees have helped to build the kind of community that opens opportunity for learning and achievement.

Jackie will co-present two sessions of *How to Deal with Challenging People*.



Northwest Coalition of Professional Staff
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Session Speaker

Guy Smith

gsmith2@whatcom.edu



After graduating from Washington State University (Go Cougs!) with degrees in English, Anthropology, and Communication, Guy Smith was hired by Whatcom Community College (WCC) where he is now the Division Chair of Social Sciences & Business. Though he teaches a variety of courses (and oversees 20 disciplines and programs), his specialty is teaching performance-based topics, such as public speaking, oral interpretation, and improv.

Guy has given numerous professional speeches on a wide range of subjects, though his previous favorite speech was at the Cooperstown Symposium on Baseball and American Culture at the National Baseball Hall of Fame in Cooperstown, NY, where he recounted his experiences researching and umpiring baseball.

Beyond academia, baseball, and speaking, Guy has performed in dinner theater, including as a clown in Make 'Em Laugh; reader's theater (a handful of children's stories at various locations); stage productions such as Richard III (George, Duke of Clarence) and Taming of the Shrew (Hortensio) with Shakespeare Northwest; and independently staged radio productions of The 39 Steps, A Christmas Carol, The War of the Worlds...and recently completed his fifth season as a regular cast member with the Camano Island Radio Theatre.

Guy will co-present two sessions of *How to Deal with Challenging People*.

Session Speaker

Cyndy Stevenson

<https://www.linkedin.com/pub/cyndy-stevenson/b/569/b16>



Cyndy Stevenson, has had a full and lively career working largely in Organizational Training/Consulting, Education (Student Success Specialist), and Health Care. She is currently Manager of Social Services at Whidbey Health, on Whidbey Island.

She gave two sessions at the inaugural NCPS Annual Conference in 2015, and NCPS has been fortunate to have her also speak at the 2016 and 2017 conferences as well.

She continues to enjoy providing training and consultations to a variety of organizations and corporations in the areas of Organizational and individual well-being, Mastering Change through Effective Transition,

Staff and Student Success Programs, and more.

She and her husband are enjoying the recent move to Whidbey Island where the ocean is always in sight. She has two grown daughters in the fields of Education and Art/Art Education. Working with college students and staff, to improve sense of value and success is one of Cyndy's favorite projects.

Cyndy will present two sessions: *The Art of Paying Attention: Use It or Lose Your Cultural Well-Being*.



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Session Speaker

Karen Stout

Karen.Stout@wwu.edu



Karen Rohrbauck Stout, Ph.D., is the Director of the Karen W. Morse Institute for Leadership, and the Bowman Distinguished Professor of Leadership. She is also a Full Professor in the Department of Communication Studies at Western Washington University.

She teaches in the areas of leadership, organizational communication, and instructional communication, and is known for her instruction and experience in event planning. Her research interests explore exclusion and marginalization in the workplace, underrepresentation of faculty in the sciences, and the nature of women's leadership in Mongolia.

Karen has served in many leadership capacities, including as the President of the Northwest Communication Association and President of the Faculty Senate at Western Washington University. She is a dedicated mother and a grateful wife. She is also a caregiver to an elderly mother and intellectually disabled sister. In the little free time she has, she engages in a variety of hand crafts (quilting, crocheting, etc.) and helps to create feminine hygiene products for Days for Girls International.

Karen is presenting two different sessions: *Understanding and Leading with your Values in Mind*, and *Mindmapping as a Tool for Creativity and Organization: Learning how to Implement this Technique to Improve your Professional and Personal Life*.

Session Speaker

Roberta Wilburn

rwilburn@whitworth.edu



Dr. Roberta J. Wilburn is currently the Associate Dean of Graduate Studies in Education and Diversity Initiatives at Whitworth University. She is a certified Civil Rights/Title IX Level II Investigator and also serves as a Deputy Title IX Coordinator.

She is the co-founder and president of Wilburn & Associates, LLC that focuses on training, coaching and advocacy related to diversity, equity, and inclusion. Dr. Wilburn was recently recognized for her diversity efforts when presented with the 2017 *INSIGHT Into Diversity Giving Back Award for Administrators*, the 2016 *YWCA Women of Achievement Carl Maxey Racial and Social Justice Award*, as well as the Inland Northwest, Juneteenth Coalition *Heartwood Award for Cultural Enrichment &*

Community Service.

Dr. Wilburn's major areas of research have focused on empowering women leaders of color, and various aspects of diversity, equity, and inclusion. Her research has led her to acquire two international grants spanning Africa, Mexico, and the Dominican Republic; two invitations to present her research on women of color at the Oxford Round Table in England; and other publications. She was also a featured author in the book *Brown V. Board of Education: Its Impact on Public Education 1954-2004*, a Thurgood Marshall Scholarship Fund Publication (2005). She was recently appointed to serve as a member of the National Advisory Council for the National Conference on Race and Ethnicity in Higher Education.

Diversity training, higher education administration, and community engagement are Dr. Wilburn's primary areas of expertise. Not only has she educated and provided diversity training to students, faculty, and staff at the various colleges and universities where she has been employed, she has also trained over 1,000 counselors, teachers, government workers, and social service personnel on issues of diversity, equity, and inclusion.

Roberta will present two sessions on *Breaking down Barriers and Developing Effective Teams with an Inclusion Lens.*



Northwest Coalition of Professional Staff
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Session Speaker

Cameron Wühr

Cameron.Wuhr@wwu.edu



Cameron Wühr (M.Ed.) is an Academic Support Coordinator and Instructor at Western Washington University. He oversees the Strategies For Success program (FYE), the First Alert program (Academic Standing), and the 105 Credit Hold policy (Major Declaration) for first-generation, multicultural, and non-traditional students served in Student Outreach Services. He also teaches EDUC 108: Purposeful Learning, a seminar course designed for enhancing student understanding and application of the meta-cognitive process of lifelong learning. This course introduces students to contemporary issues in higher education and emphasizes conceptual frameworks that support student and human development.

Cameron has an interest in inquiry-based learning and action research as it relates to diversity, equity, and inclusion in post-secondary education. He has been recognized by the Innovative Teaching Showcase for his curriculum on critical thinking and social justice, and received the Diversity Achievement Award from Western's Woodring College of Education. He recently served on the Woodring Equity & Diversity Committee and currently serves on the Professional Staff Organization Executive Committee at Western.

As a proud first-generation, multicultural, and “third culture” kid, he proudly wears first-generation shoes, a social justice lens, and a cultural competence hat. With over 15+ years in higher education, he has brought great insight, knowledge and experience to both Student and Academic Affairs; in particular with serving marginalized student populations.

“Be more concerned with your character than your reputation, because your character is what you really are, while your reputation is merely what others think you are.” - JW

Cameron will be presenting two sessions on *Facilitating Critical Conversations Using Visual Dialogue*.



Schedule and Workshop Descriptions

Wednesday July 17, 2019

Time	Location	Activities
12:00 – 1:30 PM	Kalispell Ballroom Foyer	Conference Registration Check-in
1:30 - 3:00 PM	Kalispell Ballroom	Welcome: Karen Garrett , NCPS Executive Chair
		Keynote Speaker: Kevin Parker , Dutch Bros. Coffee
		<i>Leadership in the Ashes of Columbine</i> Kevin will be sharing three themes: <ol style="list-style-type: none"> 1. The exterior is determined by one’s interior. 2. Know who you want to serve. 3. Invest in a few to reach the masses.
3:30 – 4:45 PM		Concurrent Sessions 1
Presenter	Location	Concurrent Education Sessions and Descriptions
Kevin Parker	Kalispel Ballroom B	<i>Leading through Chaos: Adaptive Leadership</i> This session continues the conversation about leading and leadership during times of chaos and change.
Cyndy Stevenson Whidbey Health	Kalispel A/C	<i>The Art of Paying Attention: Use It or Lose Your Cultural Well-Being</i> This session will focus on the control we either keep or give away by controlling who gets our attention. Keeping and using this control protects our well-being, stress levels, mental health, and sense of purpose. This session also connects the participant to have greater effect on the student success and student well-being at your university/college. This is a practical session full of takeaways that can be applied now.
Betty Lanman UW	Kalispel North/South	<i>Beyond Kondo - Make Organization a Way of Life That Works For You!</i> This workshop will help you tap into your personal organizational style to increase efficiency - it's about taking control of the things you can, both in your work life and personal life. Full of practical tools and resources you can use - with some individual choices you can make that resonate with your personal style to increase effectiveness and productivity. You will be provided with keys to developing a realistic action plan for getting started and staying the course.
5:30 – 8:00 PM	Kalispel Ballroom	Welcome Reception (light refreshments & drinks), Group Photo



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Thursday July 18, 2019

Time	Location	Activities
7:30 - 8:30 AM	Kalispel Ballroom	Breakfast, Meet and Greet
7:30 - 9:00 AM	Kalispel Ballroom Foyer	Conference Registration Check-in
9:00 - 10:15 AM		Concurrent Sessions 2
Presenter	Location	Concurrent Education Sessions and Descriptions
Guy Smith Jackie Rumble WCC	Kalispel A/C	<i>How to Deal with Challenging People</i> We want to empower our colleagues to feel and act confident in challenging conversations/situations by not only providing suggestions and examples, but also using teamwork to solicit ideas from our audience.
Roberta Wilburn Whitworth	Kalispel North/South	<i>Breaking Down Barriers and Developing Effective Teams with an Inclusion Lens</i> It is directly related to teamwork across cultures and it will inspire and challenge participants to act and network to build effective cross-cultural teams.
Cameron Wühr WWU	Kalispel B	<i>Facilitating Critical Conversations Using Visual Dialogue</i> We as individuals and communities perceive reality in such diverse ways that our ideologies and experiences influence our unique perceptions and perspectives of the world. If we challenge our preconceived biases, allow ourselves to recognize emotional vulnerability, and seek to understand others, then and only then can we begin to cultivate brave spaces that support students, staff, and faculty. Come join us for an engaging and stimulating workshop on how to address contemporary issues in higher education, and learn how to participate in civil discourse utilizing visual dialogue as a means of communication and comprehension. Active participation is encouraged!
10:15 - 10:30 AM	Kalispel Ballroom Foyer	BREAK
10:30 - 11:45 AM		Concurrent Sessions 3
Presenter	Location	Concurrent Education Sessions and Descriptions
Anne Gilbert WWU	Kalispel A/C	<i>Internal Marketing: How to get "Buy-In" to Change</i> Many internal communication plans are just a list of media. What's more effective is to consider what you want to communicate, who you want to communicate to, and why they should listen to you. Internal marketing is about engagement, about understanding your audience, and being able to successfully target your message. Looking at things from your audience's perspective is key to communicating more effectively. This workshop is about practical tips and techniques to help you get your message across in any situation.



Thursday Morning July 18, 2019 (Continued)

10:30 - 11:45 AM	Concurrent Sessions 3 (Continued)	
Presenter	Location	Concurrent Education Sessions and Descriptions
<p>Mickinzie Johnson WSU</p>	<p>Kalispel North/South</p>	<p><i>Avoiding the Eye-Rolling, Yawns, and iPhones: How to Engage Both Students and Colleagues in Higher Education Experiences</i></p> <p>In this presentation, I will discuss how to create experiences and opportunities in higher education that actually engage the students and colleagues that we work with every day. I will use concrete examples from Washington State University (including my own Ambassador program) as well as research regarding student engagement/development theories. Attendees will learn how to take ACTION within their departmental TEAMS to ORGANIZE programming that will both CHALLENGE and INSPIRE participants across campus.</p>
<p>Lori Joubert UW</p>	<p>Kalispel B</p>	<p><i>Book Clubs, Ted Talks and Podcasts in ACTION!</i></p> <p>This presentation addresses the effects of modern day alternative curriculums through the use of book clubs, Ted Talks and podcasts to inspire professionals into action and increase professional networking. Participants will:</p> <ol style="list-style-type: none"> 1. Watch a 5-10 minute Ted Talk and participate in small group discussions to engage in maximizing creativity and innovation. 2. Discuss how these resources (books, Ted Talks and podcasts) inspire us to take action and network with peers, team and academic/professional communities. 3. Learn from each other's experiences how these resources are successfully used by others to motivate and inspire action toward professional growth, networking capacity, and community building. 4. Discuss the benefits, challenges, and possible improvement for bringing alternative curriculum ideas-forward for professional development and networking activities.
<p>12:00 - 12:45 PM</p>	<p>Kalispel Ballroom</p>	<p>LUNCH</p>



Thursday Afternoon July 18, 2019

1:15 - 2:30 PM		Concurrent Sessions 4
Presenter	Location	Concurrent Education Sessions and Descriptions
Betty Lanman UW	Kalispel North/South	<p><i>Beyond Kondo - Make Organization a Way of Life That Works For You!</i></p> <p>This workshop will help you tap into your personal organizational style to increase efficiency - it's about taking control of the things you can, both in your work life and personal life. Full of practical tools and resources you can use - with some individual choices you can make that resonate with your personal style to increase effectiveness and productivity. You will be provided with keys to developing a realistic action plan for getting started and staying the course.</p>
Karen Stout WWU	Kalispel A/C	<p><i>Understanding and Leading with your Values in Mind</i></p> <p>Leaders are often thought to be born and leadership is often associated with a particular authority role or title in an organization. However, these are outdated notions and fail to recognize that leadership capabilities are within each of us, although these capabilities can and do vary based on the values that we hold and enact. This session will address how to reveal the values inherent within us as individuals and how we can utilize these values to benefit those with whom we work. We will learn about and complete the Values in Action Inventory of Strengths, which is a psychological assessment of one's individual character strengths. In this interactive session, we will also discuss in small groups the implications of how we enact our personal values in our work and reveal the incentives and contradictions in doing so.</p>
Roberta Wilburn Whitworth	Kalispel B	<p><i>Breaking Down Barriers and Developing Effective Teams with an Inclusion Lens</i></p> <p>This workshop it will inspire and challenge participants to act and network to build effective cross-cultural teams.</p>
2:30 - 2:45 PM	Kalispel Ballroom Foyer	BREAK



Thursday Afternoon July 18, 2019 (Continued)

2:45 - 4:00 PM		Concurrent Sessions 5
Presenter	Location	Concurrent Education Sessions and Descriptions
Anne Gilbert WWU	Kalispel B	<p><i>Clear and Simple: Better Strategic Planning</i></p> <p>Your ability to set clear goals and targets has an inordinate impact on your success as an individual or an employee. And, some of the best tools for planning are the simplest ones. This workshop centers on proven management consulting techniques to help you be crystal-clear about what you want to achieve and how you are going to get there. The aim is to help you avoid the many problems that plague projects or initiatives, and to give you some practical tips that you can use.</p>
Mickinzie Johnson WSU	Kalispel North/South	<p><i>Avoiding the Eye-Rolling, Yawns, and iPhones: How to Engage Both Students and Colleagues in Higher Education Experiences</i></p> <p>In this presentation, I will discuss how to create experiences and opportunities in higher education that actually engage the students and colleagues that we work with every day. I will use concrete examples from Washington State University (including my own Ambassador program) as well as research regarding student engagement/development theories. Attendees will learn how to take ACTION within their departmental TEAMS to ORGANIZE programming that will both CHALLENGE and INSPIRE participants across campus.</p>
Cyndy Stevenson Whidbey Health	Kalispel A/C	<p><i>The Art of Paying Attention: Use It or Lose Your Cultural Well-Being</i></p> <p>This session will focus on the control we either keep or give away by controlling who gets our attention. Keeping and using this control protects our well-being, stress levels, mental health, and sense of purpose. This session also connects the participant to have greater effect on the student success and student well-being at your university/college. This is a practical session full of takeaways that can be applied now.</p>
4:30 - 5:30 PM	Kalispel Ballroom Foyer	Reception (light refreshments and beverages)



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Friday Morning July 19, 2019

Time	Location	Activities
7:30 - 8:30 AM	Kalispel Ballroom	Breakfast, Meet and Greet
7:30 - 9:00 AM	Kalispel Ballroom Foyer	Conference Registration Check-in
9:00 - 10:15 AM		Concurrent Sessions 6
Presenter	Location	Concurrent Education Sessions and Descriptions
Guy Smith Jackie Rumble WCC	Kalispel A/C	<i>How to Deal with Challenging People</i> We want to empower our colleagues to feel and act confident in challenging conversations/situations by not only providing suggestions and example but also using teamwork to solicit ideas from our audience.
Karen Stout WVU	Kalispel B	<i>Mindmapping as a Tool for Creativity and Organization: Learning how to Implement this Technique to Improve your Professional and Personal Life</i> Mindmapping© (created by Tony Buzan) was developed in order to maximize one’s memory and creativity with the need to categorize and structure ideas. This technique has been researched and found to be effective in speech delivery, writing papers, organizing workplace projects, and, in general, maximizing one’s potential. It can also be used for constructing “to do” lists, running meetings, and planning events. In this session, we will learn the basics of Mindmapping and its various uses by practicing the technique in dyads and small groups.
Cameron Wühr WVU	Kalispel North/South	<i>Facilitating Critical Conversations Using Visual Dialogue</i> We as individuals, and communities, perceive reality in such diverse ways that our ideologies and experiences influence our unique perceptions and perspectives of the world. If we challenge our preconceived biases, allow ourselves to recognize emotional vulnerability, and seek to understand others, then and only then can we begin to cultivate brave spaces that support students, staff, and faculty. Come join us for an engaging and stimulating workshop on how to address contemporary issues in higher education, and learn how to participate in civil discourse utilizing visual dialogue as a means of communication and comprehension. Active participation is encouraged!
10:15 - 10:45 AM	Kalispel Ballroom Foyer	Wrap-up, Next Steps, Conference Evaluations, Adjourn