

August 19th

UPHS 2020 Annual Conference: Workshops-At-A-Glance				
TRACKS	CULTURE, EQUITY & INCLUSION	LEADERSHIP	COMMUNITY ENGAGEMENT	CLIENT RELATIONS
Welcome & Opening (8:30 – 8:45)				
8:45AM 10AM	<i>LGBTQIA Policies and Procedures to build equity</i> Taylor Biro	<i>Leadership Development</i> Mark Payne	<i>The Power of Community Building</i> Talethia Edwards	<i>Client Voice: How to Develop a Sustainable & Equitable Process to Hear Who You Serve</i> Miaisha Mitchell
10AM 10:15AM				
10:15AM 11:30AM	<i>Addressing the Racial Gap in NPO Leadership</i> Panel: Sha’Ron James, Darryl Jones, Jeanne’ Freeman	<i>Shared Leadership</i> Trasetta Alexander	<i>Youth Engagement: Fostering Our Future Leaders</i> Royle King & Dr. Willie Williams	<i>Creating a Meaningful Client Experience that is Mission-Centered</i> Monique Van Pelt Facilitates with potential panel: Freddy Branham, Marcus Lampkin and Debbie Moroney
11:30AM 11:45AM	<i>Networking Break – Walk to Lunch (Student Union)</i>			
11:45AM 1:00PM				
1:15PM 2:30PM	<i>Creating an Inclusive/Diverse Culture Within your Agency</i> Dr. Joi Phillips	<i>Generational Leadership</i> Jack Levine	<i>Utilizing Your Voice to Engage Community</i> Jon Brown	<i>The Art of Case Management: What it means to truly serve our clients</i> Jeanna Olson
2:30PM 2:45PM	<i>Networking Break</i>			
2:45PM 4:00PM	Facilitated Table Talks Areas of Focus: Culture, Equity & Inclusion – Cesar Matthews and Janel Diaz Leadership – Barbara Boone Community Engagement –. Gayle Client Relations – SPIDER/Ron Cave/Shonda Knight			

August 20th

	Middle Management	Executive Management
8:30AM 9:45AM	Leading from the Second Chair <i>Bill Wilson or Michelle Wilson</i>	Contract Negotiation and Succession Planning <i>Joyce Chastain, The Krizner Group</i>
9:50AM 11:05AM	Grant Management and Meeting Contractual Obligations <i>Amy Bradbury</i>	
11:10AM 12:25PM	Strategic Planning: From Budget to Board Development <i>Keith Bowers</i>	Staffing Structures and Effective Use of Skillsets <i>Nyla Davis</i>
12:30PM 2PM	Shared Leadership – Together We Can Achieve More <i>Dan McGrew</i>	

Session Descriptions (August 19th)

Session #1

CULTURE, EQUITY & INCLUSION	<p>LGBTQIA+ Policies and Procedures to Build Equity <i>Taylor Biro, Director of Strategic Initiatives, Florida Council Against Sexual Violence</i></p> <p>To foster an environment that is inclusive and provides equity in the workplace, agencies must build a diverse team, while developing LGBTQIA+ affirming in-take process and make LGBTQIA+ resources available. A huge part of being welcoming is creating an environment that is free of harassment and discrimination. Discussion will include how to develop these policies on a local and statewide level and how to incorporate them at your agency.</p> <p>CEUs offered</p>
LEADERSHIP	<p>Leadership Development <i>Mark Payne, CPA, Partner, James Moore & Company, CPAs</i></p> <p>Many nonprofit leaders and boards confront the question of leadership development only when faced with a succession crisis. Rather than an ad hoc response to crisis, this session treats leadership development as a proactive and systematic investment in building a pipeline of leaders within an organization, sharing strategies nonprofits can use in their day-to-day operations.</p> <p>CEUs offered</p>
COMMUNITY ENGAGEMENT	<p>The Power of Community Building <i>Talethia Edwards, Community Liaison, Florida Department of Health</i></p> <p>When many people think about their favorite cause, one of the first things that may come to mind is its branding campaigns, but it should be community building nonprofits. And there's a good reason why; in order to develop a local hub for creating strong impact through the cause, each person who cares about the cause should feel welcomed into its community and it should feel easy to get involved. There should be minimal barriers for people to start enacting change for a purpose they care about. And, for non-profit organizations, that community experience and ease of involvement should be a primary goal. In this session, participants will learn more about community building and how community building nonprofits can drive social impact. The level of connection within the community is what determines whether the organization can and will move mountains.</p> <p>CEUs offered</p>
CLIENT RELATIONS	<p>Client Voice: How to Develop a Sustainable & Equitable Process to Hear Who You Serve <i>Miaisha Mitchell, Executive Director, Frenchtown Revitalization Council</i></p>

	<p>At the center of all human service agencies are our clients. It is important to ensure that their voice is heard. Often, we create processes and plans based on what we think clients want. And the reality is, it is very easy to miss the mark. This session will focus on creating a platform where agencies can solicit feedback from clients in a sustainable yet anonymous way. Without them there is no purpose for us doing the work we do. The workshop will also focus on how to we show empathy to those who we serve, as well as, how to listen before taking action.</p> <p>CEUs offered</p>
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Session #2

<p>CULTURE, EQUITY & INCLUSION</p>	<p>Addressing the Racial Gap in Nonprofit Leadership <i>Panel: Jeanne’ Freeman, Executive Director, Neighborhood Medical Center Sha’Ron James, Shareholder, Attorney, Berger Singerman Darryl Jones, Deputy Director, Tallahassee-Leon County Office of Economic Vitality</i></p> <p>The nonprofit sector is experiencing a racial leadership gap. Studies show the percentage of people of color in the executive director/CEO role has remained under 20% for the last 15 years even as the country becomes more diverse. This session will explore a new narrative; to increase the number of people of color leaders, the nonprofit sector needs to address the practices and biases of those governing nonprofit organizations. Rather than focus on the perceived deficits of potential leaders of color, this session will focus on how the sector can concentrate on educating nonprofit decision-makers on the issues of race equity and implicit bias accompanied by changes in action leading to measurable outcomes.</p> <p>CEUs offered</p>
<p>LEADERSHIP</p>	<p>Shared Leadership <i>Trasetta Alexander, Trasetta Alexander Enterprises</i></p> <p>Shared leadership gives your team a shared vision. It encourages all team members to provide input, provide recognition, and create solutions to problems. With shared support for a shared purpose, teams can find a greater sense of unity and investment in driving success. This session will dissect this holistic approach, while allowing you to leverage the strengths of your team members (not just your directors or managers), so that your organization can improve both efficiency and effectiveness.</p> <p>CEUs offered</p>
<p>COMMUNITY ENGAGEMENT</p>	<p>Youth Engagement: Fostering Our Future Leaders <i>Royle King, Executive Director, Omega Lamp Lighters and Dr. Willie Williams, Program Director, PACE Center for Girls - Leon</i></p> <p>As a community, we have an obligation to foster and nurture the leadership skills within our youth. This workshop will provide tools that help participants to learn the importance of building meaningful connections and rapport with youth. There will also be strategies presented, that help youth to build their decision-making skills, at home, at school, and within the community. This framework will ultimately provide a guide for helping youth to build their leadership skills and be engaged citizens in our community.</p> <p>CEUs offered</p>
<p>CLIENT RELATIONS</p>	<p>Creating Meaningful Client Experience that is Mission-Centered <i>Panel: Freddy Branham, Executive Director, ECHO Outreach Ministries Monique Van Pelt, CEO, America’s Second Harvest of the Big Bend Marcus Lampkin, Executive Director, Boys Town Stephanie Pollack, Clinical Supervisor, The Alzheimer’s Project</i></p> <p>Once you have connected with someone and decide to work together, it is up to you to foster an experience that is positive and rewarding for your client. Not only is this fulfilling to you, but it helps grow your organization in sustainable ways. Clients who loved their experience with you are more likely to refer you to others, or even come back to work with you again. In some ways, the experience is even more</p>

	<p>important than the actual deliverables that you offer. No matter what type of holistic or purposeful organization you run, creating a meaningful client experience is key. This session will share best practices on how to do this, what has successfully worked within the human services sector, as well as, how you can implement these ideas into your own client experience.</p> <p>CEUs offered</p>
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Session #3

<p>CULTURE, EQUITY & INCLUSION</p>	<p><i>Creating an Inclusive/Diverse Culture Within your Agency</i> <i>Dr. Joi Phillips, Director, FSU Center for Leadership & Social Change</i></p> <p>The ability to explore and value our collective identities regardless of race, age, class, gender, sexual orientation, or religion, leads us to a greater understanding of the need for Diversity and Inclusion. In this session, participants will learn to celebrate each other's differences and be challenged, by enhancing our awareness of our biases and judgements of others.</p> <p>CEUs offered</p>
<p>LEADERSHIP</p>	<p><i>Generational Leadership</i> <i>Jack Levine, Founder, 4Gen Institute</i></p> <p>This session will provide a range of ideas on how to approach generational shifts in leadership so that the contributions of long-time leaders are valued, new and younger leaders' talent is recognized, and groups are better prepared to work across generational divides. Giving context to these differences, participants will explore the current assumptions about the upcoming transition between generations in the social sector; introduce new ideas or frames for thinking about generational leadership change; and examine how this change poses individual, organizational, and systemic challenges for those in the social sector. In addition, this session will provide numerous examples and practical exercises to show how to address these issues.</p> <p>CEUs offered</p>
<p>COMMUNITY ENGAGEMENT</p>	<p><i>Utilizing Your Voice to Engage Community</i> <i>Jon D. Brown, Principal, Brown's Consulting</i></p> <p>As a nonprofit organization, it is important to be engaged and relevant to the community that you are located in. By becoming an active member in the local area, not only can you increase the recognition of your organization, but you can also meet the people that make up the very community you operate in. This session will highlight how people are your very direct base of volunteers and donors, and how your nonprofit needs to recognize them and appreciate their efforts in supporting your cause to elevate your presence locally.</p> <p>CEUs offered</p>
<p>CLIENT RELATIONS</p>	<p><i>The Art of Case Management: What it Truly Means to Serve Our Clients</i> <i>Jeanna Olson, Community Development Administrator, Florida Department of Children & Families</i></p> <p>You cannot truly serve clients unless you open your heart to service. The journey of case management starts with being able to not only assess the client but establish trust. This session will explore building and maintaining a healthy relationship with clients. Also, meeting them where they are to understand their needs. Participants will learn strategies that helps them to become client centered and solution focused. Lastly, the trainer will discuss challenges to case manager and provide strategies for maintaining a solid foundation through the case management journey.</p> <p>CEUs offered</p>

Session #4: Table Talks

Back by popular demand from its debut last year, Table Talks give you time to talk with your peers about a topic of your choice. During Session #4 from 2:45 - 4:00PM, please find a table with the topic you are most interested in discussing. These topics were chosen from those suggested by UPHS Members in our Annual Satisfaction Survey. Facilitators will help guide the discussions. The goal is simply to learn from your peers, meet new people interested in the same things, and come away with a better understanding of how to Connect. Collaborate. Innovate.

Session Descriptions (August 20th)

Session #1

MIDDLE MANAGERS	Leading from the Front: Building a High-Performing Organization <i>Bill and Michelle Wilson, Inner Harbor Properties</i> High-performance organizations don't take culture for granted. They plan, monitor and manage their culture so it remains aligned with what they want to achieve. Many organizations struggle to set cultural goals, to invest in management training and to ensure that employees have heard and believe the message. In this session, we will discuss what preferred behaviors you want to create for your culture, how you want to treat employees, how to determine what employees really want and how to detect what's causing them to disengage and leave. Learn proven strategies to build and strengthen a high-performing culture. CEUs offered
EXECUTIVE MANAGEMENT	Contract Negotiation and Succession Planning <i>Joyce Chastain, The Krizner Group</i> This session teaches participants how to successfully negotiate contracts and agreements, while maintaining positive relationships with partners. They will also become familiar with the fundamentals of contract negotiation to enhance their understanding of why it is necessary for successful business processes. The workshop will also explore negotiation strategies, styles, ethics, and vital communication skills needed to maintain lasting partnerships. In addition, the workshop will also touch on the importance of succession planning. It is vital that agencies, have a sure plan for sustaining and preparing an agency for planned and unplanned change. CEUs offered

Session #2

MIDDLE MANAGERS & EXECUTIVE MANAGEMENT	Grant Management and Meeting Contractual Obligations <i>Amy Bradbury, Director of Financial Planning & Programs, Tallahassee Community College</i> To receive grant funding, we all have a contractual agreement that says we have a legal responsibility to do the right thing. This includes making sure that grants funds are used properly. Good grant managers ensure that there are polices and procedures in place that define how funding is used and must be accounted for. All polices must be updated regularly and followed to the highest ethical standards. Lastly, this session will also review meeting outcomes, as well as, how to successfully get reimbursed and completing accurate grant reports. CEUs offered
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Session #3

MIDDLE MANAGERS	Strategic Planning: From Budget to Board Development <i>Keith Bowers, Director, Florida A&M University's Small Business Development Center</i>
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<p>EXECUTIVE MANAGEMENT</p>	<p><i>Staffing Structures and Effective Use of Skillsets</i> <i>Nyla Davis, Director of Human Resources, Tallahassee Community College</i></p> <p>An inadequate organizational structure can have a huge impact on an agency's ability to successfully function. This session will explore staffing patterns, staff skillsets, and organizational charts that foster a thriving working environment. Also discussed will be ways to resolve operational challenges; with this knowledge participants can create a high functioning structure that is action-oriented, benefits the agency, as well as, retain top notch employees.</p> <p><i>CEUs offered</i></p>

Session #4

<p>MIDDLE MANAGERS & EXECUTIVE MANAGEMENT</p>	<p><i>Shared Leadership – Together We Can Achieve More</i> <i>Dan McGrew, General Manager, CareerSource Capital Region</i></p> <p>Leadership happens at all levels, and it is important to share responsibilities with those that are trainable and capable. The concept of team fosters a can-do attitude and environment, which leads to more trust and less conflict among team members. This is true because there is an equal distribution of power. This session will provide for leaders, effective strategies for implementing and empowering their teams to adopt this strengths-based leadership model.</p> <p><i>CEUs offered</i></p>
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