

FEBRUARY 8, 2012
COLUMBIA CHAPTER FREE ALL DAY WORKSHOP

Location: The Portland Building, 2nd Floor, Room C
1120 SW 5th Avenue, Portland, Oregon 97204

(Parking validation is available for the Smart Park Garages but we highly encourage members to use Public Transportation)

SCHEDULE

8:30 - 8:45

Introductions

8:45 to 10:15

Professional Ethics: A Preventative

10:30 – 10:45

Break

10:45 – 12:00

Professional Ethics: A Preventative, continued

12:00 – 1:00

Lunch Served

1:00 – 2:30

Crucial Conversations

2:30 – 2:45

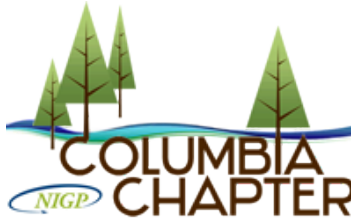
Afternoon Break

2:45 – 4:00

Crucial Conversations, continued

RSVP

Please RSVP to Cindy Phillips at cindy.phillips@portlandoregon.gov by Friday, February 3, 2012. Should you have dietary restrictions or needs please include this information with your RSVP so we may accommodate accordingly.



**FEBRUARY 8, 2012
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TOPICS**

Professional Ethics: A Preventive – (Morning Session)

This *won't* be a review of the ethics code, case studies, or case law! Instead, it will be a unique program designed to help assure that you and your entire organization are able to more easily “walk the talk” of great ethics. This often-humorous program will show us ethics risks we never even knew we had and what can be done right now to make sure those risks don't turn into costly ethical and legal problems on the job. You will also learn how even a slightly changed focus on ethics can significantly build your organization's bottom line.

Ethics and fun aren't words you normally hear in the same sentence. However, Dr. Christopher Bauer has been making professional ethics both straightforward and fun for international audiences for more than 25 years. He will present ethics differently than you have probably ever experienced them before. The tone will be conversational and the ideas immediately applicable. You will leave with easy, practical ideas and tools to reduce your risk for ethics difficulties while simultaneously reducing the risk of your colleagues, coworkers and entire organizations.

Crucial Conversations – (Afternoon Session)

Whether it is in a meeting or a casual conversation, you may have some important ideas or opinions to express. Usually making such comments is not a problem. But, on occasion, what you have to say may be uncomfortable or downright irritating to others. This session explores ways to speak up and be heard with the most positive outcome possible.

This session explores:

- The difference between conquering and being heard.
- Picking your battles.
- The importance of timing and location.
- How your Personal Style influences how we express our opinions.

Crucial Conversations – (Afternoon Session), cont.

- Dealing with those “special people:” The boss; customers; difficult co-workers.
- Overcoming stage fright in meetings.
- Important steps in holding crucial conversations.
- Methods for enhancing your voice and influence.
- Gender and cultural differences in communication.
- Delivering bad news.
- Handling complaints and unreasonable demands or suggestions.
- Major mistakes to avoid when holding a crucial conversation.

ABOUT THE SESSION LEADER

Rob Russell worked as a manager in manufacturing, retail and banking organizations for over twenty years before beginning his own consulting practice in 1984. Since then he has been a private consultant working with both public and private organizations. He has developed and presented a wide variety of programs on management, leadership, team building, problem solving, conflict management, and communication skills.

Rob has consulted with organizations such as Anheuser Busch, Sea World, American Airlines, the City of Portland, Multnomah County, Nike, Hewlett Packard, the Oregon Department of Transportation, United Airlines, Rock-Tenn, Frito-Lay, and others. He also teaches on the adjunct faculty of Portland Community College where he teaches both traditional and online classes.

Rob is a past winner of The State of Oregon’s Outstanding External Consultant award and was named Faculty Member of the Year by Portland Community College’s Institute for Management and Professional Development.