

RECOVERY THROUGH INNOVATIONS

Sheraton Four Seasons Hotel

Joseph S. Koury Convention Center  
Greensboro, NC

October 7-9, 2009

# NEW - On-Line Registration

[www.ncwia.com](http://www.ncwia.com)

Click on Training Center...click on Login to request your login ID

## REGISTRATION

Early Registration fee is \$175 if postmarked by September 7, 2009. After September 7, registration will be \$200, and onsite registration will be \$225, subject to space availability.

Registration covers:

Conference programs & workshops; Reception, October 7; Breakfast, October 8; Governor's Awards Banquet, October 8; Breaks & conference materials

Registration does not include lodging. Conference participants are responsible for making their own lodging arrangements.

## FEATURED PRESENTERS

Scott Halford

Susanne Gaddis  
Beth Lengel  
Hope Ethington  
Bruce Benson

Paul Clayton  
Bob Knight  
Ricki Kozumplik  
Steve Parese

Workforce Development Leaders!

J. Keith Crisco, NC Department of Commerce  
Moses Carey, Employment Security Commission  
Dempsey Benton, Office of Economic Recovery & Investment  
Helen Parker, US Department of Labor  
Dr. Sandra Williams, NC Community College System  
Roger Shackelford, Division of Workforce Development

## ACCOMODATIONS

A block of rooms has been reserved at the Sheraton Four Seasons Hotel, Greensboro.

Phone: 1-800-242-6556

[www.sheratongreensboro.com](http://www.sheratongreensboro.com)

Special conference room rate is \$126.00 (plus 12.75% tax) for up to four guests per room (72 hour cancellation policy). Specify that you are attending the NC Workforce Development Partnership Conference to receive this rate. Conference rate and block of rooms will be honored until September 7, 2009.

## CANCELLATIONS

Cancellation requests must be in writing and postmarked no later than September 7, 2009 and will be subject to a \$50.00 cancellation fee. Cancellations after September 7 will be subject to the full registration fee. Substitutions will be accepted at any time.

Mail cancellation requests to:  
Martha Barefoot, Registrar  
Workforce Development Training Center  
4351 Mail Service Center  
Raleigh, NC 27699-4351

## Conversations With...

For a change of pace, enjoy an informal conversation with a workshop presenter and your peers instead of a traditional workshop. We will offer four of these conversations throughout the Conference. Seating is limited so get there early! Topics and facilitators TBA.

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If you have questions regarding the conference, please contact Robbin Broome (919) 306-1819 or Martha Barefoot at (919) 329-5588; Email: [rbroome@nccommerce.com](mailto:rbroome@nccommerce.com) or [mbarefoot@nccommerce.com](mailto:mbarefoot@nccommerce.com)

# PRELIMINARY AGENDA 2009

## Wednesday, October 7, 2009

- 9:00 a.m. - 5:00 p.m. Registration  
Pre-Conference Meetings
- 9:00 a.m. - 12:00 Noon  
NC Association of Workforce Development  
Boards & Directors' Council
- 10:00 a.m. - 12:00 Noon
- JobLink Coordinators
  - JobLink 101
  - WorkforcePlus Training
  - Youth Leads Meeting
  - NC WorkKeys Profilers Association
- 11:30 a.m. - 12:00 Noon  
Moderator Orientation
- 11:00 a.m.—7:00 p.m. Exhibitors' Displays
- 1:00 p.m.—3:00 p.m. Keynote Session  
Shortcuts for Success  
-Scott Halford
- 3:30 p.m.—5:00 p.m. Concurrent Workshops
- Critical Thinking for Success
  - CFNC.org 101: Free Online Tools for Adult Learners
  - News From Washington
  - Literacy, Career & Tech Education & the CRCs
  - Seeking, Securing, and Managing Grant Funding
  - Successful Marketing & Retention for Offender Employment
  - A Current Perspective of NC's Economy
  - Resiliency Among Low-Income Families
  - Taking Charge of Change
  - Taking the "Risk" Out of At-Risk Youth: 10 Tips for Youth Leaders

Reception  
5:00pm - 7:00pm  
Book Signing - Scott Halford

## Thursday, October 8, 2009

- 8:00 a.m.—5:00 p.m. Exhibitors' Displays  
7:30 a.m.—8:30 a.m. Breakfast
- 8:45 a.m.—10:15 a.m. Concurrent Workshops
- Quest for Quality! Customer Service & Satisfaction in the Public Sector
  - Super-Stressed! Techniques for Fighting What's Fighting You
  - Credentialing Options for Workforce Development Professionals
  - Say What? Problem-Solving with Hard-to-Serve Customers
  - Workforce 2020: What the Futurists Say
  - Case Management with Learning-Challenged Youth
  - Solutions Management: How to Better Connect with Your Businesses
  - Working Families Tell All
  - Making Work Easier with Assistive Technology
  - WIA Pre-Apprenticeship Program
  - Code Green
  - Creating Your Workforce Avatar
- 10:30 a.m. General Session  
Join Your Workforce Development Leaders  
J. Keith Crisco, NC Department of Commerce  
Moses Carey, Employment Security Commission of NC  
Dempsey Benton, Economic Recovery & Investment  
Helen Parker, US Department of Labor  
Dr. Saundra Williams, NC Community College System  
Roger Shackelford, Division of Workforce Development

12:00 Noon—1:30 p.m. Lunch—On Your Own

- 1:30 p.m.—2:30 p.m. Concurrent Workshops
- Looking to the Future for Training Our Youth
  - Managing Communication in the Workplace: Creating a Culture of Excellence
  - Women & Work: Considering Non-Traditional Career Options
  - Corrections to Community: Helping Ex-Offenders Make the Mental Adjustment to Employment
  - Should We Reauthorize WIA? What Would You Do?
  - Training Ethical Dilemmas
  - What is Your Learning Style & Why Does it Matter?
  - Building Strong Relationships in the Workforce
  - Trade & Globalization Adjustment Assistance Act
  - Engaging-Customers: Young and Old
- 3:00 p.m.—4:00 p.m. Concurrent Workshops
- Job Retention: Friendship Is Your Best Strategy!
  - How to Communicate Diplomatically: Avoiding Conflict Through Clear Communication
  - Job Search ICU
  - Kids These Days! Helping Today's At-Risk Teens Find Workplace Success
  - Self-Employment for Dislocated Workers
  - Case Notes: What to Write! What to Avoid!
  - Career Portfolios: Assisting Customers to Their First Job, a Better Job, and a Better Life!
  - Working Your Networks - Works for Youth
  - Vision to Know & Do: Helping Workforce Professionals Use Data Effectively
  - Broadcasting: Is Not Just for Tom Brokaw

6:30pm - 8:00pm  
Governor's Awards Banquet

## Friday, October 9, 2009

- 8:00 a.m.—9:00 a.m. Coffee  
Partner Shirt Day!  
Wear Your Favorite Partner Shirt!
- 9:00 a.m.—10:30 a.m. Concurrent Workshops  
NC Shines!—Best Practices
- Virtual One-Stop for Youth Through CFNC
  - Growing Workforce Development Programs Through Grant Funding
  - JobsNOW Update
  - Evidence-Based Practices in Offender Management
  - What is the Senior Community Service Employment Program and How Can it Help me?
  - Demand-Driven Workforce Development
  - Career Readiness Certification: Hear it Direct from Employers!
  - Green Trail
  - Career Clusters for Youth: Career Development
  - Are You Listening? Straight Talk From Business
  - You Can Get There From Here: Mapping Careers in Emerging Sectors
- 10:45 a.m.—12:00 Noon Closing Session  
**JobLink Recognition**  
Choosing To Live In Joy!  
How to Provide Meaningful Work in a Complicated World  
-Hope Ethington