



2019 LULAC FEDERAL TRAINING INSTITUTE (FTI) AGENDA

Tuesday, July 9, 2019

7:00 AM to 6:00 PM	Federal Training Institute (FTI) Command Center	Room 202E
8:30 AM to 5:00 PM	FTI EPA Forum	Room 202A
1:00 PM to 5:00 PM	FTI <i>SEPM/NCHEPM</i> Forum	Room 202B
1:00 PM to 5:00 PM	LULAC National Convention Registration	First Level
3:30 PM to 5:00 PM	FTI Networking Event <i>An excellent networking opportunity and it is open to all FTI attendees.</i>	Room 202E

Wednesday, July 10, 2019

8:30 AM to 9:00 AM	FTI Registration/Check in	Room 202C
9:00 AM to 10:15 AM	FTI Opening Ceremony & Plenary Session	Room 202C

Leadership Panel

What is a Leader? Do you have what it takes? This will be a comprehensive panel about leadership styles, do's and don'ts, and best practices.

Welcome Remarks: **Sindy Benavides**, CEO, League of United Latin American Citizens

Moderator: **Sara E. Clemente**, LULAC Director of Federal Affairs

Panelists: **Carmen Cantor**, Director, HR/CSHRM, U.S. Department of State
Andres E. Gonzalez, Chief Diversity Officer of Froedtert & the Medical College of Wisconsin
Lorena McElwain, Chief of Staff, Office of the Assistant Secretary for Civil Rights, United States Department of Agriculture
Jeffrey Vargas, CEO Generationology LLC

10:30 AM to 4:00 PM **FTI: Young Professional & Collegiate Symposium**

Room 201CD

The symposium is designed to familiarize attendees with the student pathway programs, scholarships, internships, educational opportunities, career opportunities, pay and benefits and recruitment incentives. The attendees will also have the opportunity to meet with representatives from the Federal Government who will share information on student opportunities in their respective agencies.

Moderators: **Laura E. Colón-Marrero** M.P.A., EEO Director, U.S. Department of Justice
Heidi Ortiz, Hispanic/Special Emphasis Employment Program Manager, U.S. Department of Labor

10:30 AM to 4:00 PM **Veterans Symposium; Veterans Claims Clinic**

Room 201A

This workshop will provide attendees with information on programs, benefits and services offered by the Department of Veterans Affairs to Veterans and their families. Special emphasis will be given to the following programs:

A Compensation and Pension Claims Clinic - Veterans Benefits Administration (VBA) Symposium: A Veterans claims clinic will be conducted by the Milwaukee Regional Benefits Office. The Claims Clinic is for active duty military personnel in the process of discharging from the military and Veterans. Those attending will be able to file disability claims, submit evidence, speak with a claims processor and ask general questions about the claims and appeals process.

Moderator: **Dwayne E. Campbell**, Hispanic Veterans Liaison, Center for Minority Veterans, U.S. Department of Veterans Affairs
Roman Palomares, Chairman, LULAC Veterans Affairs Committee

Speakers: **Milwaukee Benefits Regional Office**
U.S. Department of Veterans Affairs Staff

10:30 AM to 12:00 PM **FEMA Emergency Preparedness through Youth Leadership**

Room 101B

Disasters impact all segments of society and emergency preparedness is a shared responsibility among everyone. It calls for the involvement of every person — youth, parents, and community members — to help keep the Nation safe from harm and create resilient communities. Youth who take ownership of emergency preparedness actions will build a sense of self-empowerment and will be better equipped to respond appropriately during an emergency event. Prepared youth of today will become the positive influencers, educators and leaders of the future.

While youth may face specific challenges, they also have the resiliency to overcome the impacts of a disaster. By preparing youth to quickly adapt to and recover from emergencies, we help build more resilient communities before, during, and after disaster.

Additionally, youth can bring fresh ideas and unique perspectives to preparedness planning efforts that are valuable to their families, friends, and communities.

This workshop will review:

- The importance and benefit of involving youth in emergency preparedness efforts;
- Strategies for encouraging youth to take action and help them understand the hazards and risks that can affect their community;
- How to link youth preparedness to established family and community programs, especially in communities where English may not be the first language spoken (or understood) among adults;
- How to identify opportunities to embed youth in preparedness planning, emergency exercises, and peer education activities;
- How youth leaders can establish partnerships with other community leaders that place a high priority on youth preparedness;
- How to access resources (both English and Spanish) for youth;
- Examples of youth who have taken action to increase their preparedness, and the results of these efforts.

Workshop participants will benefit from hearing from volunteer organizations and emergency preparedness experts from the government sector that have worked with youth to prepare for and respond to emergency situations. Participants will have the opportunity to network with other community leaders for youth who want to be directly involved in disaster preparedness efforts.

Please join us in working with our youth to lead our communities and become better prepared.

Moderator: **Kimberly Helm**, Community Partners Specialist, Federal Emergency Management Agency (FEMA)

Speaker/s: **FEMA**, State Emergency Management and Volunteer Organizations
Mary Jean (MJ) Erschen-Cooke, Found and Coordinator, Wisconsin's READY Program
Amy Pifine, Regional Preparedness Liaison, Federal Emergency Management Agency, Region V
Gabriel Garriga, Community Preparedness Program Specialist, Federal Emergency Management Agency, Region V

10:30 AM to 11:45 AM **The Feedback Dilemma**

Room 202A

No one wants it, no one wants to give it. It's a loaded word, and one that has the capacity to strike fear in the heart of both the recipient and the deliverer. But it's more than the interplay of minds, language, and egos. The ability of leaders to foster organizational environments conducive to regular feedback isn't easily cultivated. But failure to do so threatens our ability to achieve organizational objectives. In a time of leading amidst more complexity than ever, leaders and managers must uncover the secrets to making feedback work at all levels.

Moderator/s: **Eduard Jimenez**, Prospanica Milwaukee
Ruven Ortiz, Client Communications Specialist, U.S. General Services Administration
Speaker: **Patrick Malone**, Ph.D., Director, Key Executive Leadership Programs, American University

10:30 AM to 11:45 AM **SES-100: Wanted – A Few Exceptional Leaders for our Nation’s Senior Executive Service (SES)** **Room 202B**

It’s a fact. The successful delivery of our nation’s Federal Governmental services relies on the replenishing of executive leadership within the normal rotation of our two million staffed federal workforce. Come and learn first-hand about the service from current and former senior executives, the required qualifications, and how to prepare to be competitive for selection. Get a sense of the challenges in becoming a one of a kind applicant. This is also a blueprint for your advancement in federal service. Come and ask your “burning” questions from faculty who serve or have served in the Senior Executive Service. *

***Note:** SES-100 is the first of three sessions in this track with an overview of the Senior Executive Service for all interested in learning about the Service. Session. SES-101 is primarily for GS-14/15 and leads one through the Senior Executive Service Executive Core Qualifications and leadership characteristics, traits, and experiences one needs for successful competition for selection into the Senior Executive Service, and SES-102 guides you in preparing your application and for an interview.

Moderator: **Carmen Cantor**, Director, HR/CSHRM, U.S. Department of State

Speakers: **Joseph Mancias, Jr.**, Former Senior Management Counsel to the Director, U.S. Citizenship and Immigration Services, Department of Homeland Security
Lorena McElwain, Chief of Staff, Office of the Assistant Secretary for Civil Rights, U.S. Department of Agriculture
Felicita “Feli” Sola-Carter, Former Assistant Deputy Commissioner & Deputy Chief Human Capital Officer, Social Security Administration

10:30 AM to 11:45 AM **Trust at Work** **Room 202C**

The latest research validates that trust is crucial to successful leadership. This session is exploring the Dimensions of Trust based on *The Thin Book of Trust* by Charles Feldman. The topic will explore the critical need for trust in the workplace, the four dimensions of trust, and the elements of trust credibility and respect from the DePuy coaching model: Leading from the Middle. We will explore self-trust, how to build trust, and how to restore trust when it is lost.

Moderators: **Roberto Contreras**, Civil Rights Director, Food and Nutrition Service, United States Department of Agriculture
Mario Cortez, Prospanica Milwaukee

Speaker: **Brenda DePuy**, President, DePuy HR Associates

Conflict (“C”) happens! Wherever two or more people come together, there is bound to be conflict. It is an innate and unavoidable part of our existence. Those who can effectively manage conflict will build and enhance workplace relationships. However, managing conflict is not an easy endeavor, and it takes unique skills. This presentation is designed to give individuals some practical solutions for preventing and resolving conflict. Participants will get an understanding of self-awareness/self-control, how to prevent destructive responses, be able to identify types of conflict and how to foster constructive responses to conflict, as well as learn their primary style for handling conflict. Participants will learn solution building techniques for finding common ground. If conflict is left unchecked or unresolved, it can lead to lost production, absenteeism, attrition, and even law suits. Dealing with conflict is important for every organization no matter what the size.

Takeaways:

- Participants will learn the appropriate strategies for minimizing conflict
- Participant will gain a better understanding of the benefits and consequences of conflict
- Participants will learn their conflict management style

Moderators: **Charmaine McDaniels**, EEO Program Manager, Drug Enforcement Administration
Gloria Gutierrez-Soto, Prospanica Milwaukee

Speaker: **Oliver C. Allen Jr.**, CEO, Training & Development Strategies, LLC

12:00 pm to 2:00 pm **Lunch**

12:00 pm to 2:00 pm **FTI: Young Professional & Collegiate Symposium Luncheon**

2:00 PM to 3:15 PM **SES-101: It’s NOT a Mystery! – There Is a Blueprint for Entry into the Senior Executive Service (SES)** Room 202A

Interested in becoming a SES member? Learn about the experiences that you will need that make up a successful framework. Learn what you will need to stand out in a competitive field and uncover the process to become a member of the Senior Executive Service Corps. Gain an overview of the Executive Core Qualifications (ECQs), which define the competencies needed to build a federal corporate culture that strives for results, serves customers, and builds successful teams and coalitions within and outside the organization.

Moderator: **Edgar Delgado**, Zonal Contracting Officer, Center for Brokering Services- Public Building Services, U.S. General Services Administration

Speakers: **Joseph Mancias, Jr.**, Former Senior Management Counsel to the Director, U.S. Citizenship and Immigration Services, Department of Homeland Security

Lorena McElwain, Chief of Staff, Office of the Assistant Secretary for Civil Rights, U.S. Department of Agriculture
Felicita “Feli” Sola-Carter, Former Assistant Deputy Commissioner and Deputy Chief Human Capital Officer, Social Security Administration

2:00 PM to 3:15 PM **Cross Cultural Communications: Why It Matters to Each of You** **Room 202B**

Cross cultural communications is a critical skillset that sets apart leaders from managers. This workshop will provide you a thorough understanding of how to recognize when communication breaks down due to cross cultural communication mistakes. Win Cayo will provide you some real world examples of cross cultural communication failures made by some of the largest global companies in the world. Join this workshop and expect an interactive session about cross cultural communications.

Workshop Learning Objectives. Participants who attend this workshop will:

- Understand the meaning of "culture";
- Find tangible tools to help recognize different communication styles across cultures;
- And learn how to work collaboratively among your work teams and with people in your personal life

Moderators: **Linda Bacelis-Bush**, Prospanica Milwaukee
 Edgar Delgado, Zonal Contracting Officer, Center for Brokering Services- Public Building Services, U.S. General Services Administration

Speaker: **Win Cayo**, Project Manager, U.S. General Services Administration

2:00 PM to 3:15 PM **Unleashing Intergenerational Collaboration** **Room 202C**

The most valuable currency in today’s multigenerational workplace is collaborative intelligence. This workshop will help individuals from all generations better understand how to deploy intergenerational collaborative understanding in designing, developing and deploying major programs, projects, and initiatives.

Workshop Learning Objectives - Participants who complete this workshop will:

- Understand the science of collaboration;
- Learn intergenerational collaboration insights and tactics that they can immediately use in the workplace; and
- Master how to create and employ an “intergenerational collaboration culture”.

Moderator: **Karina Castillo**, Federal Affairs Intern, University of California, Irvine

Speaker: **Jeffrey Vargas**, President/CEO, Generationology LLC

2:00 PM to 3:15 PM **Project Management Principles for Better Results** **Room 202D**

In this workshop, attendees will learn the principles of Project Management Institute: Body of Knowledge (PMBOK). Attendees will apply the principles of the PMBOK as a guide to present a real world project plan in their workplace.

Benefits:

- Understand the principles of project management based on the PMBOK
- Learn how to apply basic project management tools such as project charter, project management plan, and risk management plan; and
- Present the project planning and implementation to leadership.

Moderators: **Mario Cortez**, Prospanica Milwaukee
Belen Sanchez Leos, Occupational Safety and Health Specialist, DOL

Speaker: **Ana Valentin**, Enterprise Service Program Manager, National Oceanic and Atmospheric Administration

3:30 PM to 4:45 PM **Developing Your ECQs** **Room 202A**

Roll up your sleeves and let's get to work! Using an ECQ outline format, you will develop an ECQ story in class. We will work a one-page story in class in a guided effort and then evaluate it using a checklist, so bring note paper or a computer. Also ensure to bring your resume or performance accomplishment with you for inspiration. This will function as one and a half session.

Moderator: **Ana Valentin**, Enterprise Service Program Manager, National Oceanic and Atmospheric Administration

Speaker: **Brenda DePuy**, President, DePuy HR Associates

3:30 PM to 4:45 PM **A World of Differences: How Bias in People and Systems Can be Overcome** **Room 202B**

In this workshop, participants will explore why differences are important in the workforce with particular focus on how those differences are witnessed, experienced and perceived. Further, the participant will get an opportunity to examine briefly their own experiences with respect to such differences. A brief overview of traditional, and Federal Government organizational systems and the potential for subjectivity in such systems. Participants will be exposed to various experimental studies conducted on this topic with a focus on results. Additionally, participants will engage in discussion and dialogue based on research and best practices as to how bias impacts organizational systems and how individual bias can be overcome from an individual, systems, and cultural perspective. This workshop will dive deeper into the brain functions of both System 1 and System 2 thinking during decision making and what is perceived as good judgement.

Moderators: **Keishla Acevedo-Nazario**, Equal Opportunity Assistant, Office of the Assistant Secretary for Civil Rights U.S Department of Agriculture
Samantha Maldonado, Prospanica Milwaukee

Speaker: **Zina B. Sutch**, Ph. D., Deputy Associate Director, OPM/ Outreach, Diversity Inclusion

3:30 PM to 4:45 PM **One-on-One with Your Workshop Presenter** **Room 202C**

Do you need some clarification on a subject discussed during the workshop or would like to further chat with the workshop presenter? The One-on-one with the presenters will allow you with the opportunity to do so while serving as an excellent networking opportunity. This activity is only for FTI attendees.

Speaker/s: **FTI Workshop Presenters**

Thursday, July 11, 2019

7:00 AM to 9:00 AM **Defenders of Freedom Breakfast** **Ballroom D**

9:00 AM to 4:00 PM **FTI Young Professional & Collegiate Symposium** **Room 201CD**

The symposium is designed to familiarize attendees with the student pathway programs, scholarships, internships, educational opportunities, career opportunities, pay and benefits, and recruitment incentives. The attendees will also have the opportunity to meet with representatives from the Federal Government who will share information on student opportunities in their respective agencies.

9:00 AM to 10:15 AM **Fighting Fair: Building Your Team's Capacity to Navigate Conflict** **Room 202A**

Leaders know that teams that consistently win over time have honed their skills in navigating conflict. Yet leaders and managers are often too busy fighting fires to think about the key practices we need to model and develop in our teams preemptively. We are so caught up in this, that we're unprepared for tricky conflicts when they arise. To get in front of these challenges, and to support our employees in their own leadership development, we need to determine the key practices that we should develop in our teams and build margin to develop those practices before we need them.

This session focuses on simple practices to add to your management toolkit in order to:

- Build your team's capacity to give and receive tricky feedback;
- Navigate differences in work style, personality, and communication styles;
- Raise reservations and ask tough questions of each other and the work, and
- Troubleshoot team member lapses in judgment and trust.

With a focus on practical, evidence-based practices proven to have the best chance of building trust across diverse teams, this workshop will leave participants with clear takeaways they can apply immediately to improve their team collaboration moving forward.

Moderator: **Gloria Gutierrez Soto**, Prospanica Milwaukee
Keyla Hernandez, Federal Communications Commission (FCC)

Speaker: **Melanie Rivera**, CEO, Breaker28, LLC

9:00 AM to 10:15 AM **New Perspectives to Mature your Diversity and Inclusion Program** **Room 202B**

Conducting the same diversity and inclusion activities year after year often do not create the sustainable change needed to really move the needle. Creating a diverse workforce and a culture of inclusion requires shifts in thinking and viewpoints that can only come with intentional strategies and communication. This session will equip you with new perspectives on how to lead your Diversity & Inclusion (D&I) program efforts by utilizing a holistic approach that will help you effectively build and mature your D&I program. Participants will learn about a D&I maturity model, a holistic D&I framework, a model to develop your D&I business case, and successful practices researched from across different industries to enhance your D&I program.

Moderators: **Jesus Maldonado-Reyes**, Prospanica Milwaukee
Edna Negron-Oliver, FTI Volunteer, Retired U.S. Bureau of Prisons

Speakers: **Jacqueline Padrón**, Diversity Program Manager, Outreach, Diversity and Inclusion, Employee Services, U.S. Office of Personnel Management
Zina B. Sutch, Ph.D., Deputy Associate Director, Outreach, Diversity and Inclusion, U.S. Office of Personnel Management

9:00 AM to 10:15 AM **Leadership Skills for the Younger Boss – How to Motivate and Sheppard an Experienced Workforce** **Room 202C**

In the private sector nearly 40% of bosses are younger than the people that they lead. In more and more federal agencies, a new generation has started securing major leadership positions. This workshop will provide younger leaders with the information and skills they need in order to effectively motivate and shepherd experienced workers.

Workshop Learning Objectives - Participants who complete this workshop will:

- Learn how to become a strategic intergenerational leader;
- Secure an understanding of the tactical steps to gain “buy-in and support” from experienced workers; and
- Learn the professional development formal and informal experiences that will enhance leadership capacity.

Moderator: **Ana Valentin**, Enterprise Service Program Manager, National Oceanic and Atmospheric Administration

Speaker: **Jeffrey Vargas**, President/CEO, Generationology LLC

9:00 AM to 10:15 AM **SES 102: Tell us Your Story of Accomplishment – in a Paragraph! Room 202D**
It’s not Easy!

This session provides you guidance for preparing your application. You’ll hear from former and current Senior Executives who have served on the Office of Personnel Management’s SES Qualification Review Board. They will also share what to expect during an interview by senior executives.

You will be asked to share stories about you! Specifically stories that include what challenges you have undertaken and solved, factual stories about yourself, and stories including why you are ready to be a member of the Senior Executive Service. This session provides a glimpse on the journey your stories may take to eventually be presented to

OPM’s SES Quality Review Board of Career Senior Executives for certification. This is the final step for selection once nominated by your department or agency. This session is about tooting your own horn to hear the sweet music.

Speakers: **Joseph Mancias, Jr.**, Former Senior Management Counsel to the Director, U.S. Citizenship and Immigration Services, Department of Homeland Security
Lorena McElwain, Chief of Staff, Office of the Assistant Secretary for Civil Rights, U.S. Department of Agriculture
Felicita “Feli” Sola-Carter, Former Assistant Deputy Commissioner and Deputy Chief Human Capital Officer, Social Security Administration

10:30 AM to 11:45AM **Ethics and the Challenge of Right v Right Decisions** **Room 202A**

All too often in today’s world we are faced with ‘right v right’ decisions. How do we handle this challenge? This session introduces participants to the question of ethics and the challenges of leading with integrity. It begins with the premise that the most precious thing you have is your reputation for treating people fairly, and for creating meaningful change. Attendees are exposed to cases and conceptual models that help leaders make sense of these quandaries to arrive at informed, sound decisions.

Moderator: **Keishla Acevedo-Nazario**, Equal Opportunity Assistant, Office of the Assistant Secretary for Civil Rights U.S Department of Agriculture

Speaker: **Patrick Malone**, Ph.D., Director, Key Executive Leadership Programs, American University

10:30 AM to 11:45AM **That May Be What You Heard, but that’s Not What I Said: Room 202B**
The Power of Effective Listening

Listening is the cornerstone of communication and is one of the most important skills we have, but also one of the most neglected. The efficacy of our listening can have a major impact on our jobs, our communities, and our relationships with others. Because listening has such a pervasive impact on our lives, everyone can benefit from the enhancement of this critical skill. This presentation provides participants with insights on the importance of effective listening, explores barriers to effective listening, introduces characteristics of effective listening, and helps them to assess their strengths and challenges in their individual listening tendencies.

Moderator: **Linda Bacelis-Bush**, Prospanica Milwaukee

Speaker: **Becky A. Kelly Bell**, PhD, Alternative Dispute Resolution Specialist, USDA/FSIS

10:30 AM to 11:45AM **You May Not Have Authority, but You DO HAVE INFLUENCE!** **Room 202C**

What makes it challenging to intervene when you observe or experience rude, uncivil or harassing behavior? What can you do as a bystander to stop that behavior? Although employees don't have the authority that supervisors do, they can make a big difference preventing and eliminating harassment in the workplace. Rather than dwelling on legal standards and what not to do, this training will focus on what to do – the words and

actions that promote respect and fairness, and employees' responsibility for contributing to respect in the workplace.

Moderator: **Amneris Caba**, EEO & Diversity Specialist & HEPM, National Oceanic and Atmospheric Administration

Speaker: **Virginia Andreu**, Attorney, Equal Employment Opportunity Commission (EEOC)

10:30 AM to 11:45 AM **Federal Employment Process for Veterans, Transitioning Military Service Members and Spouses** **Room 202D**

The Federal Government is interested in hiring spouses and parents of veterans and military personnel. The government has established a number of special programs (called authorities) to encourage you to become part of the federal workforce. The Federal Government offers a superb compensation package with good salaries; regular pay raises; health-benefits, and more. So, if you are going to compete with many others for a federal job, you need to know what special authorities you can use to land that perfect job. Come and learn about these many benefits and opportunities.

Moderator: **Ana Monserrate**, Team Lead, Center for Programmatic Training, Social Security Administration

Speakers: **Dwayne E. Campbell**, Hispanic Veterans Liaison, Center for Minority Veterans, U.S. Department of Veterans Affairs
Heidi Ortiz, Hispanic/Special Emphasis and Veterans Employment Program Manager, U.S. Department of Labor

12:00 pm to 2:00 pm **Lunch**

12:00 pm to 2:00 pm **FTI: Young Professional & Collegiate Symposium Luncheon**

2:00 PM to 3:15 PM **The Management Tune-Up: Light-Lift Practices That Catapult The Success of Your Team** **Room 202A**

As a manager and leader, it's easy to run our teams on cruise control: to stop doing the intentional and high-impact management practices that give everyone a chance to succeed and ensure our teams continue to win.

This practical session will focus on practices that separate excellent managers from mediocre ones, with a focus on easy-to-start, light-lift practices that make the biggest difference in hiring, developing, and retaining a high-performing team. Topics covered include:

- Building a culture of high-performance through clear delegation, and accountability to ambitious goals and established roles;
- Building rigor into your check-ins and quarterly step backs, to ensure real progress on the projects that matter most;
- Being intentional about the feedback you give and how you develop missing skills in your team;

- Creating momentum on your team to bounce back from setbacks quickly, to unlock discretionary effort when you need it most; and
- Strategies for developing will and skill in your low performers, when termination is not an option.

Newer managers will leave this training with a canon of the exact practices to follow in order to shore up their team for success; seasoned managers will get 201-level strategies to go deeper in developing people and offloading greater amounts of their work.

Moderator: **Liset Vazquez**, Prospanica Milwaukee

Speaker: **Melanie Rivera**, CEO, Breaker28, LLC

2:00 PM to 3:15 PM **Mystery, Magic, or Mastery: Developing Business Acumen** **Room 202B**

Change: Done it! People: Led them! Results: Got those! Coalitions: Of course! Business Acumen: Wait... What's that? Unfortunately, many people, particularly in government, struggle with understanding and demonstrating business acumen. What is Business Acumen? How does it relate to other leadership skills and the ECQs required to advance to senior leadership roles? How do you develop it? How do you measure it? How can you highlight your business acumen even when you have never worked in information technology, human resources, or financial management?

Through presentation and exercises this workshop will:

- Remove the mystery by helping you better understand business acumen,
- Share the magic by highlighting how your experiences relate to this elusive arena, and
- Promote mastery by showing you how to develop new skills in this area.

Moderator: **Kimberly Helm**, Community Partner Specialist, Federal Emergency Management Agency

Speaker: **Denise Viera**, Senior Advisor, US DOJ/ Office of Justice Programs

2:00PM to 3:15 PM **Kindness, not Metrics.** **Room 202C**

Kindness opens the door to a workplace of trust and teamwork. Its positive impact on self and others is well-established, allowing for greater contributions in an impersonal world often marked by cynicism and doubt. This session focuses on establishing an understanding of the concepts of kindness and compassion and how one can harness their intellectual and emotional skills to find happiness and create relationships marked by empathy and caring. The result is better organizational performance.

Moderator: **Gloria Gutierrez-Soto**, Prospanica Milwaukee

Speaker: **Patrick Malone**, Ph.D., Director, Key Executive Leadership Programs, American University

3:30PM to 4:45 PM

Strengths versus ECQs/Competencies

Room 202A

Using the framework of Strengths Finders, you will explore the differences between Strengths and Competencies, how this informs your career decisions, and ways marketing of yourself. A competency is not a strength and you'll find out why it matters. You will learn to play to your strengths and then focus on competency development as a career strategy. Participants may choose to take the Top 5 Strengths survey offered online by Gallup for \$20 prior to the class, but is not a requirement. We will explore a self-assessment of strength areas and identify the 27 Competencies for ECQs in relationship to your experiences.

Moderator: **Roberto Contreras**, Civil Rights Director, Food and Nutrition Service, United States Department of Agriculture

Speaker: **Brenda DePuy**, President, DePuy HR Associates

3:30PM to 4:45 PM

Leading Others through TRUST

Room 202B

Trust is the new currency in today's global market. Creating and establishing trust is essential in the development of a successful team and organization. Participants will learn the how to develop and learn trust, teamwork, and behaviors that lead to high-trust teams and organizations.

Teams and organizations that are successful operate with high trust and outperform teams or organizations with low trust. This course will help organizations create a high-trust culture of collaboration and engagement. Many companies from Forbes to Franklin Covey consider Trust world. How can you establish Trust? This session is based on Franklin Covey's book *The Speed of Trust*, and will discuss the framework, language and behaviors necessary to lead and establish high trust relationships, teams and organizations.

Moderator: **Samantha Maldonado**, Prospanica Milwaukee

Speaker: **Migdalia Gonzalez**, Senior Training Specialist, HUD

3:30PM to 4:45 PM

One-on-One with Your Workshop Presenter

Room 202C

Do you need some clarification on a subject discussed during the workshop or would like to further chat with the workshop presenter? The One-on-one with the presenters will allow you with the opportunity to do so while serving as an excellent networking opportunity. This activity is only for FTI attendees.

Speakers: **FTI Workshop Presenters**

Friday, July 12, 2019

9:00 AM to 12:00 PM **FTI Wisconsin Youth Symposium**

Room 201CD

The key objective of this event is to provide participants with information that may help reduce dropout rates, address current issues that may affect their future, and provide them with motivation and tools to help them continue their education. We know that once students learn more about the endless opportunities to succeed before them, their lives may be changed.

This symposium empowers students with information about leadership, diverse opportunities that exist within the Federal Government (civilian and/or armed forces), while also focusing on leadership skills, academic and professional goals. Throughout the day, attendees will interact with representatives from different agencies at the Expo. Representatives will provide guidance regarding scholarships, internships and employment opportunities for current high school students.

9:00 AM to 12:00 PM **FTI-Train the Trainer, Cultivating Talent for Tomorrow**

Room 202C

“Effectively Guiding Students towards their Ideal Federal Career”

Join seasoned Federal recruitment experts from the U.S. Office of Personnel Management and other agencies in this deep-dive into Federal careers and employment. This session is beneficial for Career Services professionals, college staff and/or other individuals assisting students in securing future employment. The information received will be of benefit and can assist students/clients seeking guidance on first steps to get into the Federal Government, or experienced professionals looking for a career change, as they may not know where to begin.

This exciting, interactive session will offer an overview of the Federal competitive civil service hiring process; an understanding of what types of jobs are available; practical tips on guiding students in Federal career exploration, and simplify the Federal application process. Attendees will learn several ways in which the Federal Government hires and will receive a primer on searching and applying for Federal jobs using the USAJOBS website. In addition, participants will learn more about the Pathways Programs for students and recent graduates, including how interns are hired. You will leave the session better prepared to guide your students as they navigate the Federal employment process.

Moderators: **Laura E. Colón-Marrero** M.P.A., EEO Director, U.S. Department of Justice
Heidi Ortiz, Hispanic/Special Emphasis Employment Program Manager, U.S. Department of Labor

9:00 AM to 10:15 AM **Stories to Impress: Performance Language and You**

Room 202A

This highly interactive workshop encourages participants to think about their accomplishments from a performance perspective, and to elevate how those accomplishments are communicated by integrating scope and impact to articulate results. The ability to convey information in this manner can make a difference when conveying accomplishments, in personal (resume writing, interviews, executive core qualifications, elevator speeches) and professional settings (responding to audits, program accomplishments, annual narratives, award nominations, etc.). Participants will have an opportunity to document and discuss their own accomplishments at increasingly higher levels of performance, highlighting entrepreneurship, problem-solving and technical credibility.

Moderators: **Linda Bacelis-Bush**, Prospanica Milwaukee
Roberto Contreras, Civil Rights Director, Food and Nutrition Service,
United States Department of Agriculture

Speaker: **Lorena McElwain**, Chief of Staff, Office of the Assistant Secretary for Civil Rights, United States Department of Agriculture

9:00 AM to 10:15 AM **Building Your Leading People into Competency**

Room 202B

Building your people into competency is one of the biggest barriers to moving into the SES. IF you have not built this competency well, you will not succeed in gaining entrance into the SES. Yet, it is one of the most elusive of traits to garner. What experience, training, and skills do you need? How do you get them and then to market them? Wherever you're starting from, come prepared to discuss/write a short statement on this area and we will explore further in class.

Moderator: **Edna Negron-Oliver**, FTI Volunteer, Former U.S. Bureau of Prisons Employee

Speaker: **Brenda DePuy**, President, DePuy HR Associates

9:00 AM to 10:15 AM **You Want Me to Work with Who?**

Room 202D

In today's workplace, employees and leaders are tasked with more work, access to less; an overload of information; and a workforce made of different generations and opinions. Without strong and effective relationships, organizations cannot operate. One key factor to creating cohesive teams is based on a simple phrase: Emotional Intelligence (EI). Emotional Intelligence (EI) competencies are the heart of effective workplace relationships and productivity. How can we build better relationships even when we do not see eye to eye with someone? The ability to build effective teams and relationships is critical in the leadership journey, however it is one of the most difficult challenges we face when working with others. How can you establish Trust without understanding Emotional Intelligence? Come and find out more.

Moderator: **Amneris Caba**, EEO & Diversity Specialist & HEPM, National Oceanic and Atmospheric Administration

Speaker: **Migdalia Gonzalez**, Senior Training Specialist, HUD

10:30 AM to 11:45 AM **Becoming a Superhero: Agents for Change**

Room 202A

What do you feel when you face change? Do you feel fear, or fierce? Change can be scary, intimidating, exciting and empowering - sometimes all at once. How can you develop the ability to lead others through change and be repeatedly poised to "save the day"? This workshop will give you guidance and exercises for increasing your mental flexibility and resiliency so you can better manage change and avoid your personal kryptonite. Then tools for enhancing strategic thinking and developing longer term organizational visions will be provided to help you unleash your change agent superpowers.

Moderators: **Keishla Acevedo-Nazario**, Equal Opportunity Assistant, Office of the Assistant Secretary for Civil Rights U.S Department of Agriculture
Liset Vazquez, Prospanica Milwaukee

Speaker: **Denise Viera**, Senior Advisor, US DOJ/ Office of Justice Programs

10:30 AM to 11:45 AM **You May Not Have Authority, but You DO HAVE INFLUENCE!**

Room 202B

What makes it challenging to intervene when you observe or experience rude, uncivil or harassing behavior? What can you do as a bystander to stop that behavior? Although employees don't have the authority that supervisors do, they can make a big difference preventing and eliminating harassment in the workplace. Rather than dwelling on legal standards and what not to do, this training will focus on what to do – the words and actions that promote respect and fairness, and employees' responsibility for contributing to respect in the workplace.

Moderator: **Gloria Gutierrez-Soto**, Prospanica Milwaukee

Speaker: **Virginia Andreu**, Attorney, Equal Employment Opportunity Commission (EEOC)

10:30 AM to 11:45 AM **Dynamic Interviewing Techniques**

Room 202D

First impressions do count, and so do the following 30 minutes during your job interview! Naturally, interviewers will form first impressions when they meet you, so you need to pay attention to how you present yourself from the very first moment you enter the interview. However, once the interview starts the emphasis is not just on what you bring to the table as far as experiences and skills. Interviewers will pay much attention to how you present the information. You must present your experiences in an organized and engaging manner. In this workshop, you will learn how to prepare for behavioral interviews, and will practice answering questions using the STAR method to ensure you cover relevant and impactful details and leave out the fluff.

Moderator: **Alesia Rose**, Hispanic American Outreach Program Manager, CIA
Zoila Deidrich, Prospanica Milwaukee

Speaker: **Felicita Sola Carter**, Senior Executive (Retired) and Consultant

12:00 pm to 2:00 pm **Lunch**
12:00 pm to 2:00 pm **FTI: Wisconsin Youth Symposium Luncheon**

2:00 PM to 3:15 PM **Leadership Skills for the Younger Boss – How to Motivate and Shepherd an Experienced Workforce** **Room 202A**

In the private sector nearly 40% of bosses are younger than the people that they lead. In more and more federal agencies, a new generation has started securing major leadership positions. This workshop will provide younger leaders with the information and skills they need in order to effectively motivate and shepherd experienced workers.

Workshop Learning Objectives - Participants who complete this workshop will:

- Learn how to become a strategic intergenerational leader;
- Secure an understanding of the tactical steps to gain “buy-in and support” from experienced workers; and
- Learn the professional development formal and informal experiences that will enhance leadership capacity.

Moderator: **Fiorenza Herrera**, FTI Intern, Swarthmore College

Speaker: **Jeffrey Vargas**, President/CEO, Generationology LLC

2:00 PM to 3:15 PM **What Is All the Fuss about Project Management?** **Room 202B**

Never worked on a team? Don't want to work on a team? Do you have to work on a project where you don't know or like the people involved? This session is a basic introduction to Project Management (PM). Familiarize yourself with the nuts and bolts of each role, terminology and structure in PM. You will understand a review of common management processes that may be used to improve performance: personally and professionally. You will be able to take control of your many tasks, workload and projects by managing your demands on your time. Doing so is key to your continued success in your career growth. As a leader, you must learn to balance the “fires”, learn to balance work and personal life, and learn when to say no. Managing all your “projects” is key your ability to lead others.

Moderator: **Ana Monserrate**, Team Lead, Center for Programmatic Training, Social Security Administration

Speaker: **Migdalia Gonzalez**, Senior Training Specialist, HUD

2:00 PM to 3:15 PM **One-on-One with Your Workshop Presenter** **Room 202D**

Do you need some clarification on a subject discussed during the workshop or would like to further chat with the workshop presenter? The One-on-one with the presenters will allow you with the opportunity to do so while serving as an excellent networking opportunity. This activity is only for FTI attendees.

Speakers: **FTI Workshop Presenters**

Saturday, July 13, 2019

9:00 AM to 11:30 PM **2020 FTIP Initiative**

Room 202E