

# IOWA STATE UNIVERSITY

## Professional and Scientific Council

**Professional Development Committee Year-End Report 2019-2020**

**Submitted by Tera Lawson, Chair**

### **2019-2020 Professional Development Committee\*:**

**Council members:** Paula Burns, Jordan Gillespie, Chris Johnsen, Megan Van Heiden

**What we do:** We work together to foster the personal and professional development of Professional and Scientific Employees of Iowa State University.

**Our goal:** Create opportunities for P&S Employees to do the following:

- Learn new skills and strengthen old ones
- Gather resources and information
- Engage and network with others
- Ask questions about topics and activities

**So how did we as a committee work to meet our goal?**

- Hosted 11 monthly Seminar Series Events on diverse topics relevant to P&S Employees.
- Advocated for increasing university-sponsored personal and professional development opportunities for P&S Employees.
- Continued to look for new and different ways to create opportunities for personal and professional development for P&S Employees that make sense for a volunteer committee of Council.
- Planned and hosted a full-day professional development conference focused on the personal and professional development of P&S Employees.

### **Professional and Scientific Council Seminar Series Events:**

Eleven Professional and Scientific Council Seminar Series Events were held in 2019-2020.

The Council Professional Development Committee coordinated, hosted, and recorded attendance at eight of the 2019-2020 Professional and Scientific Council Seminar Series Events. Attendees were manually given credit for attending the Council Seminar Series Events face-to-face or via the livestream in Learn@ISU. All sessions recorded by Extension IT were included in the Professional and Scientific Council Catalog in Learn@ISU for viewing by any ISU Employee at any time.

\* The April and May PD Committee meetings were held via WebEx due to COVID-19.

The November 2019-2020 Professional and Scientific Council Seminar Series Event was recorded at the 2019 Professional and Scientific Council Professional Development Conference and released as an online only session available in Learn@ISU.

The May and June 2019-2020 Professional and Scientific Council Seminar Series Events were recorded at this year's Professional and Scientific Council Professional Development Conference and released through Learn@ISU as online only sessions.

The Professional Development Committee also researched, developed, documented, and implemented a captioning process to improve digital accessibility for recorded Council Seminar Series Event released through Learn@ISU. Meetings were held with Nora Ryan from the Office of Equal Opportunity, Linda Cronk from Environmental Health and Safety, and Jeanne Wiebke, Brian Webster, and Stacey O'Dell from Extension IT. Additional offices and units on campus were involved in gathering information, discussing options, and gaining access to systems and files.

A multi-phase process is now in place to produce captions that are included in the Council Seminar Series Event recordings in Learn@ISU. The May Council Seminar Series Event recording was the first to be successfully released with captioning. Captions are also being created for several previous Council Seminar Series Events (2018-2019) and will be released as they are completed. Efforts to make the Council Seminar Series Events more digitally accessible will continue as will improving the process that has been developed to produce captions.

The 2019-2020 Council Seminar Series Events were as follows:

- So you know your personality style, now what?  
*Krisdeena Jansen, University Human Resources*  
July 9, 2-3 p.m., in the MU Gallery Room, livestreamed and recorded. Posted in Learn@ISU as FY20-1.  
Attendance: 35 face-to-face, 35 livestream, 47 views as of 6/28/19

Once teams complete a personality assessment such as DiSC or Real Colors, it is critical that participants understand how to apply the lessons learned. The research shows that employees put their best efforts forward when they have an emotional connection to their work and environment. Join us to discuss the root cause of how employees motivate themselves to be their best selves.

“So you know your personality style, now what?” will take a deep dive into some considerations as to why, regardless of individual style, people do or do not feel connected to their work and what leaders can do about it. This session will connect the awareness and understanding brought forward from attending personality assessment workshops in the past and begin to apply the underlying reasons for how and why assessments can be a powerful tool in the workplace.

\*Prerequisite: It is recommended that participants have a basic understanding of DiSC and Real Colors personality assessments prior to attending. Please check out DiSC overview and Real Colors overview.

- Could you, should you, will you save more for retirement?  
*Ann Doty, University Human Resources Retirement Education and Services*  
August 13, 2-3 p.m., MU Gallery Room, livestreamed and recorded. Posted in Learn@ISU as FY20-2.  
Attendance: 35 face-to-face, 35 livestream, 47 views as of 6/28/19

Join us to discuss the options you have as an ISU Employee to save more for retirement, the difference between Roth after-tax and pre-tax retirement savings, and how additional retirement savings can give you more options in planning your future.

- P&S Classification and Compensation Review Update  
*Emma Houghton, Director of Compensation and Classification, University Human Resources*  
September 10, 2-3 p.m., MU Gallery Room, livestreamed and recorded. Posted in Learn@ISU as FY20-3.  
Attendance: 99 face-to-face, 90 livestream, 44 views as of 6/28/19

Join us on September 10 from 2 to 3 p.m. when Emma Houghton, Director of Compensation and Classification, University Human Resources, will join us to provide an update on and discuss next steps in the P&S Classification and Compensation Review Project.

- Implicit Bias and What You Can Do  
*Katy Swalwell, Associate Professor, School of Education*  
October 8, 2-3 p.m., Room 3512 MU, livestreamed and recorded. Posted in Learn@ISU as FY20-4.  
Attendance: 16 face-to-face, 14 livestream, 15 views as of 6/28/19

Join us on October 8 from 2 to 3 p.m. when Katy Swalwell, Associate Professor, School of Education, will be discussing implicit bias, helping us to recognize it, and addressing how we as Iowa State University Employees can begin to address it.

- Managing Teams for Creative Outcomes  
*José Rosa, Faculty Fellow in the Division of Diversity and Inclusion, Professor in Marketing and John and Deborah Ganoë Faculty Fellow, Ivy College of Business*  
November – This session was recorded during the 2019 Professional and Scientific Council Professional Development Conference and was released as the November Council Seminar Series Event. Posted in Learn@ISU as FY20-5.  
Attendance: 35 views as of 6/28/19

View this session to learn more about playfulness and mind-body engagement that helps to enhance the creativity of teams by tapping emotional and embodied mechanisms. These

mechanisms tend to be idle or subsumed by traditional sit-around-a-table approaches to problem solving. Learn to engage team members in ways that unleash more of their creative potential.

The "Ergonomics of Innovation" and the "Developing Entrepreneurship Among the World's Poorest" articles Rosa references (and were required pre-reading for the session) can be found by logging into [Learn@ISU](#), typing FY20-5 into the search bar, clicking the Council Seminar Series Event Title, and scrolling to the bottom of the pop-up window.

To view the video recording, you will need to log into [Learn@ISU](#), type FY20-5 into the search bar, and click launch.

Please make sure to allow pop-ups, cookies, and flash content from training.ehs.iastate.edu in order to view the video and/or the additional documents. After viewing the video, you will need to complete the user sign-off screen (pop-up) to have it added to your Learn@ISU training profile.

- **Creating Effective Presentations**  
*Lesya Hassall, Program Coordinator, Center for Excellence in Learning and Teaching, and Megan Landolt, Assistant to the President for Communications*  
December 10, 2-3 p.m., in the MU Pioneer Room, livestreamed and recorded. Posted in Learn@ISU as FY20-6.  
Attendance: 19 face-to-face, 19 livestream, 42 views as of 6/28/19

We've all attended a "dud" presentation, so how do you avoid being that presenter? Join us December 10 from 2 to 3 p.m. in the Pioneer Room of the Memorial Union to discuss how to blend communication principles with instructional design strategies to create effective and engaging presentations!

- **Negotiating for Success – Strategies, Tools, and Skills**  
*Ryan Bhattacharyya, Professor of Practice and Espeland International Fellow, Ivy College of Business*  
January 14, 2-3 p.m., in the MU Pioneer Room, livestreamed and recorded. Posted in Learn@ISU as FY20-7.  
Attendance: 98 face-to-face, 214 livestream, 214 views as of 6/28/19

Negotiation and conflict resolution don't have to be avoided. Learn how to effectively maximize the strengths you already have to advocate more persuasively for your position(s) in a collaborative, yet effective way.

- **Infusing Fun into the Workplace While Getting Stuff Done!**  
*Paula Burns and Kate Goudy, Child Welfare Research and Training Project*  
March 10, 2-3 p.m., in the MU Pioneer Room.  
Attendance: 22 face-to-face

Are you open to instilling a little fun into the workweek to build team camaraderie, which could ultimately increase productivity? Have you already instituted fun into your work environment but want a few fresh ideas for team building? Happy employees are good for business. Join us for an interactive session on ways to infuse fun into the workplace while still getting stuff done. You will leave with resources to use immediately in your office and we will provide the research to back up our claims that fun in the workplace is beneficial and necessary to achieve successful outcomes.

- P&S Classification and Compensation Review – Implementation  
*Emma Houghton, Director of Compensation and Classification, University Human Resources*  
April 14, 2-3 p.m., online only via Adobe Connect and recorded. Posted in Learn@ISU as FY20-9.  
Attendance: 10 livestream, 14 views as of 6/28/19

Emma Houghton, Director of Compensation and Classification, University Human Resources, will provide an update on the P&S Classification and Compensation Review Project and its implementation, as well as the impact of this change at our University.

To view this Council Seminar Series Event, log in to [Learn@ISU](#), type FY20-9 into the search bar, and click launch. The recording can also be found by clicking the course catalog tab and scrolling down to the Professional and Scientific Council Catalog.

Please make sure to allow pop-ups, cookies, and flash content from [training.ehs.iastate.edu](http://training.ehs.iastate.edu) in order to view the video. After viewing the video, you will need to complete the user sign-off screen (pop-up) to have it added to your Learn@ISU training profile.

- Don't Let Surprises Spoil Your Retirement  
*Barb Wollan, Human Sciences Specialist in Family Finance, ISU Extension and Outreach*  
May - This session was recorded during the 2020 Professional and Scientific Council Professional Development Conference and released as the May Council Seminar Series Event  
Posted in Learn@ISU as FY20-10  
Attendance: 21 views as of 6/28/19

Knowing what to expect always makes it easier to plan, and when planning for an “ideal retirement,” no one wants unpleasant surprises! View this presentation to learn about costs you’ll experience related to issues your employer takes care of while you’re working, what current low inflation rates may mean for you, and more.

During this presentation, Barb Wollan, Human Sciences Specialist in Family Finance with Iowa State University Extension and Outreach, will show you where to locate tools to help plan for expenses during retirement, avoid income-tax penalties during retirement, and get

you ready to develop a plan for how expenses, including health insurance costs, typically change at and throughout retirement.

\*This session was recorded at the 2020 Professional and Scientific Council Professional Development Conference held on February 13, 2020.

The handout Wollan refers to at the beginning of the session can be found by logging into [Learn@ISU](#), typing FY20-10 into the search bar, clicking the Council Seminar Series Event Title, and scrolling to the bottom of the pop-up window.

To view the video recording, you will need to log into [Learn@ISU](#), type FY20-10 into the search bar, and click launch.

Please make sure to allow pop-ups, cookies, and flash content from training.ehs.iastate.edu in order to view the video and/or the additional document. After viewing the video, you will need to complete the user sign-off screen (pop-up) to have it added to your Learn@ISU training profile.

- Ouch! That Stereotype Hurts

*Malisa Rader, Human Sciences Specialist in Family Finance, ISU Extension and Outreach*  
June - This session was recorded during the 2020 Professional and Scientific Council Professional Development Conference and released as the June Council Seminar Series Event

Posted in Learn@ISU as FY20-11

**\*First recorded seminar series event to be released WITH captions\***

Attendance: 21 views as of 6/28/19

Staying silent in the face of demeaning comments, stereotypes, or bias allows inappropriate attitudes and behaviors to thrive. This training will provide seven easy and effective strategies for speaking up respectfully to counter hurtful comments and actions.

During this presentation, Malisa Rader, Human Sciences Specialist in Family Life with Iowa State University Extension and Outreach, will show you how to "speak up" in the face of a variety of stereotypes and bias and to develop strategies to recover communication in "oops" moments.

\*This session was recorded at the 2020 Professional and Scientific Council Professional Development Conference held on February 13, 2020.

The handout Rader refers to at the beginning of the session can be found by logging into [Learn@ISU](#), typing FY20-11 into the search bar, clicking the Council Seminar Series Event Title, and scrolling to the bottom of the pop-up window.

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Please make sure to allow pop-ups, cookies, and flash content from training.ehs.iastate.edu in order to view the video and/or the additional document. After viewing the video, you will need to complete the user sign-off screen (pop-up) to have it added to your Learn@ISU training profile.

### **Advocacy for Support of Professional Development for P&S Employees:**

#### **Campus Climate Implementation Team for Merit and Professional and Scientific Employees**

President Wendy Wintersteen charged four implementation teams with moving forward on actionable information from the Campus Climate Survey Results that will address the experiences of Undergraduate Students, Graduate Students and Postdoctoral Scholars, Faculty, and Merit and Professional and Scientific Employees. The Chair of the Council Professional Development Committee was asked to serve on the Campus Climate Implementation Team for Merit and Professional and Scientific Employees when the review of the Campus Climate Survey showed the need for professional and leadership development opportunities for staff.

Following a review of the Campus Climate Survey, the Campus Climate Implementation Team for Merit and Professional and Scientific Employees analyzed results of other campus surveys and committee reports to identify recurring themes. These surveys and reports included the following:

- 2002 and 2014 Status of Women Reports
  - Summary from 2002: Women faculty and P&S employees are concentrated at lower ranks and have made minimal gains in the past eight years in their representation at higher ranks (Executive Summary)
  - Summary from 2014: Increase Opportunities for Mentoring, Training and Professional Development (Recommendation)
- 2008 through 2018 Ombuds Reports
  - Summary: Systemic issues and concerns identified by visitors have included conflict with supervisor since the inception of the Ombuds Office in 2008. In each annual report, conflict with supervisor was the top issue, except for FY15 when lack of respect was the top issue.
- 1996 through 2018 Professional and Scientific Council Priorities documented in *Inside Iowa State* through both annual Council President Interviews and periodic articles on Council Priorities
  - Summary: Opportunities and funding for professional development have consistently been priorities of the Professional and Scientific Council. The Professional and Scientific Council created a committee to provide professional development opportunities for P&S

employees that included the creation and hosting of a Professional Development Seminar Series and a full-day professional development conference.

- 2016 through 2018 Professional and Scientific Council Professional Development Conference Surveys
  - Summary: In 2016, a question regarding how Iowa State University Employees paid the registration fee to attend the Professional and Scientific Council Professional Development Conference was added to the post-event survey, and in 2016, 2017, and 2018, some respondents indicated they paid out-of-pocket to attend this professional development opportunity.

What emerged from this analysis was the need for robust, consistent, and customizable professional and leadership development opportunities for staff.

The committee identified thematic areas that represent Leadership Development, Operationalizing Leadership, Personal Development, and Professional Development and recommended that UHR work closely with the campus partners listed below to fulfill these development needs:

- Campus WellBeing Leadership Alliance
- Faculty and Staff Associations
- Professional and Scientific Council Executive Committee/Professional Development Committee
- Vice President for Diversity and Inclusion Council

### **Continued Advocacy**

Committee Chair and Professional Development Committee Members continued to educate about and advocate for a distinction between the concepts of "professional and personal development" and "job training" whenever possible. This included conversations with University Human Resources and University Leaders.

### **Professional and Scientific Council Professional Development Conference Subcommittee:**

#### **2019-2020 Conference Subcommittee Members:**

Tera Lawson, PD Conference Chair  
Paula Burns, Participant Experience  
Jordan Gillespie, Finance  
Kate Goudy, Education/Speakers  
Chris Johnsen, Communications/Marketing  
Stacy Kilstofte, Facilities  
JoAnn Lee, Participant Experience



Deanna Sargent, Communications/Marketing  
Katie Shields, Education/Speakers  
Megan Van Heiden, Communications/Marketing

### **2020 Professional and Scientific Council Professional Development Conference Overview:**

The need for professional development for P&S Employees has long been a priority for the Professional and Scientific Council. One of the opportunities Council has created in an attempt to meet the need for professional development at Iowa State University is a full-day conference dedicated to the professional and personal development of P&S Employees.

We held our 8<sup>th</sup> Annual Professional and Scientific Council Professional Development Conference on February 13, 2020, aiming to provide participants with opportunities to experience growth and encouragement, to engage in positive social interactions with their fellow Professional and Scientific Employees, and to gain skills and knowledge they can use as they continue their adventures at Iowa State University.

The theme for the 2020 Professional and Scientific Council Professional Development Conference was Cultivate Your Adventure: Thriving Together. The theme was selected to continue to build on the Cultivate Your Adventure theme that was launched three years ago (Cultivate Your Adventure: From Initiating to Innovating, Cultivate Your Adventure: Growing Your Future, Cultivate Your Adventure: Planting the Seeds of Success). Using the entire name of the conference in an attempt to continue to brand this conference as Professional and Scientific Council's also continued this year.

### **2020 Professional and Scientific Council Professional Development Conference Highlights:**

- Issued a Call for Presentations and selected presenters based on submitted material.
- Included learning objectives in session descriptions to give participants a better idea of what to expect to learn during the session and to keep speakers more accountable to their provided session descriptions.
- Developed a new format for the conference, including fewer concurrent sessions and more time with the keynote speakers.
- Invited TWO keynote speakers to present at the event.
  - In the morning keynote, we learned about the power of connecting with others and being mindful of our two hats (human and technical) from Tom Krieglstein.
  - During the afternoon keynote, we discussed resiliency with Mitch Matthews.
- Offered 20 concurrent sessions focusing on the areas of leadership, health and wellness, professional resources, and human interactions.
- Included concurrent sessions that offered the following:

- Deeper dives into popular topics.
- Exploration of new topics (e.g., parenting)
- Included well-attended lunch activities that were designed to focus on health and wellness, provide opportunities to interact with fellow employees, and offer additional information about University resources. Activities included the following:
  - Quiet Space
  - Take time for YOU
  - "Knead" to relax
  - Creations with a Twist
  - Strike a pose
  - Drum up some relaxation
  - Iowa State University Printing Services
  - Iowa State University Bookstore
- Provided a buffet lunch.
- Recorded two sessions for later release as Council Seminar Series Events.
- Leveraged internal Iowa State University Resources, including ISU Printing and the University Bookstore.
  - ISU Printing - conference notebook that was provided to each attendee
  - University Bookstore – speaker gifts
- Recorded our highest attendance to date: 443 individuals in attendance
- Received a 65% response rate on post-event survey (did not include Subcommittee Members or Speakers who only attended the session they were presenting).
- Received a robust satisfaction rate from attendees – 97.4% of the 274 respondents reported being satisfied or highly satisfied with the conference.

**2020 Professional and Scientific Council Professional Development Conference Schedule:**

**Opening Remarks: Tera Lawson, Professional and Scientific Council Professional Development Conference Chair**

**Welcome: Wendy Wintersteen, Iowa State University President**

**Opening Keynote: *Shaping Your Buzz through Accountability*, Cindy Maher, Co-Founder and Partner, Leading Edge and Jamie Guite, Master Facilitator, Leading Edge**

During this, hilarious, and interactive keynote, participants will deepen their ability to see problems and provide solutions rather than blaming others or making excuses. Shifting to a culture of accountability requires leaders to remove fear from the workplace, coach and

empower individuals to think things through, and manage teams that collaborate and take ownership of the most important things. Through a blend of improvisational comedy and cutting-edge research, you'll recognize what a lack of accountability will cost you – and how to drive it throughout the culture at Iowa State University.

### **Session 1: (seven concurrent sessions)**

- **Emotional Hijacking: It's Just as Dangerous as It Sounds**, *Alison DePenning and Julie Hlas*

Psychologist and science journalist Daniel Goleman introduced the world to the importance of emotional intelligence: the ability to identify, understand, and manage emotions. Goleman brought to light the concept of the emotional hijack, a bypass of your normal reasoning process. This presentation will explore factors that might make you at-risk for emotional hijacking, the toll it takes on your body and mind, what an amygdala hijack hangover feels like, the damage it causes to relationships, and how to re-wire the brain to avoid an emotional hijack incident.

**Following this presentation, participants will be able to:**

1. Define emotional hijacking.
2. Identify the impact of emotional hijacking and strategies to utilize to attempt to avoid an incident.

- **Ouch! That Stereotype Hurts**, *Malisa Rader*

Staying silent in the face of demeaning comments, stereotypes, or bias allows inappropriate attitudes and behaviors to thrive. This training will provide seven easy and effective strategies for speaking up respectfully to counter hurtful comments and actions.

**Following this presentation, participants will be able to:**

1. "Speak up" in the face of a variety of stereotypes and bias.
2. Develop strategies to recover communication in "oops" moments.

- **Understanding Health Insurance**, *Sara Parris and Jamie Wingert*

Health insurance literacy has increasingly become an area of focus as research shows that most adults do not have the proper tools to select the best health insurance plan for their families and to understand their out of pocket costs. This session will define common health insurance terms (deductible, coinsurance, copay) and go through a couple of real-life plan and cost comparisons. Some of the examples will be based off of the ISU employee health plan. Attendees will also learn about in-network vs out-of-network, use of ER services, emergency exceptions, and why it is so hard for your healthcare provider to give you a cost estimate. Participants will leave the session with a better understanding of their health

insurance plans and how to choose the best plan for themselves and their families.

**Following this presentation, participants will be able to:**

1. Define common health insurance terms such as copay, deductible, etc.
2. Perform an accurate cost comparison of health plans to select the best coverage for them and their families.

- **Relational vs. Positional Leadership – How are these enacted by women at ISU?**, *Tera Lawson, Katie Shields, Audrey Kennis, Jennifer Schroeder, and Jessie Liebenguth*

Explore positional and relational leadership, how you can have one without the other, and how they are not mutually exclusive. Join us to unpack leadership and learn how leadership is enacted by mid-career professionals at ISU who also identify as women. Hear from colleagues about their leadership journeys and how to incorporate opportunities to enhance your relational leadership skills.

**Following this presentation, participants will be able to:**

1. Define and recognize relational and positional leadership.
2. Identify where they are most comfortable in this leadership continuum.
3. Identify and implement relational leadership strategies in their work and workplace.

- **How do we achieve great customer service with our colleagues?**, *Mary Zimmerman*

We can attract and retain our best employees by prioritizing how we treat our customers as well as each other. The development of great customer service skills in the workplace increases productivity, enhances our work environment, and increases job satisfaction. How should we react, handling the “bumps” and our coworker’s perception along the way? Develop a winning workplace by learning simple steps and creating strategies to empower you while supporting colleagues through the customer service skills. By eliminating obstacles, we can make impacts as individuals!

**Following this presentation, participants will be able to:**

1. Evaluate what they could improve in the work environment.
2. Create strategies to improve the work environment for both them and their colleagues.

- **Don’t Let Surprises Spoil Your Retirement**, *Barb Wollan*

Knowing what to expect always makes it easier to plan, and when planning for an “ideal retirement” no one wants unpleasant surprises. Learn about costs you’ll experience related to issues your employer takes care of while you’re working, what current low inflation rates may mean for you, and more.

**Following this presentation, participants will be able to:**

1. Develop a plan for how expenses typically change at retirement and throughout retirement, including health insurance costs.
2. Locate tools to help plan for expenses during retirement.
3. Describe how to avoid income tax penalties in retirement.

• **Navigating Nutrition Messages, Lisa Nolting and Kallen Anderson**

It seems like everyone and their neighbor are saying different things related to food, nutrition, and health. It can sometimes feel like a fog navigating through nutrition messages, not knowing what is correct, or correct for you. This session will walk you through food and nutrition information, and give you the skills needed to know what points are accurate and inaccurate.

**Following this presentation, participants will be able to:**

1. Evaluate evidence-based nutrition and health information in their daily lives.
2. Assist others to find accurate nutrition resources both on and off campus.

**Lunch Activities:**

- **Quiet Space** – Enjoy quiet time to yourself
- **Take time for YOU** – Experience new wellness activities offered by ISU WellBeing
- **"Knead" to relax** – Enjoy a quick massage from PCI Academy Massage Therapy School
- **Creations with a Twist** – Bring your craziest ideas and watch Daniel Poe create balloon art just for you
- **Strike a pose** – Get your pose on at the photo booth with a life-size balloon replica of Cy
- **Drum up some relaxation** – Explore a new way to relax by joining or observing the drumming circle
- **Iowa State University Printing Services** – Learn more about their wide-format printing capabilities, get expert advice for suggested uses, and explore sample products
- **Iowa State University Book Store** – Shop for books recommended by conference speakers, as well as several other books on leadership, health and wellness, professional resources, and human interactions

**Session 2: (nine concurrent sessions, five of which were extended sessions)**

• **Feedback Is a Gift, but I'd Rather Get Chocolate: Part 1 of 2, Cindy Maher and Jamie Guite**

We get a LOT of feedback. Whether the feedback comes from colleagues, students, administrators, or the public – it can be tough to hear. We know that feedback is essential for development, growth, and healthy relationships – but most of us dread and dismiss it.

That's because feedback sits at the heart of two conflicting human desires: we want to learn and grow but we also want to be accepted and respected just as we are now. This presentation addresses this tension head on. Through a blend of comedy, research, and peer discussion, you'll leave recognizing how to defuse defensiveness so that you and others can learn, connect, and change behaviors.

**Following this presentation, participants will be able to:**

1. Recognize how feedback impacts employee engagement.
2. Identify three feedback triggers that spark defensiveness and cause us to shut down.
3. Defuse these triggers whenever you receive feedback or when you deliver feedback to others.

- **Ouch! That Stereotype Hurts, *Malisa Rader***

Staying silent in the face of demeaning comments, stereotypes, or bias allows inappropriate attitudes and behaviors to thrive. This training will provide seven easy and effective strategies for speaking up respectfully to counter hurtful comments and actions.

**Following this presentation, participants will be able to:**

1. "Speak up" in the face of a variety of stereotypes and bias.
2. Develop strategies to recover communication in "oops" moments.

- **Inclusive Team Building: Part 1 of 2, *Barbara Dunn Swanson***

Much of the work we do at Iowa State University is collaborative. Collectively, we can influence one another and create an inclusive, supportive environment by practicing self-care and managing stress. Join us for a workshop to explore the value of teams and teamwork through guided small and large group activities.

**Following this presentation, participants will be able to:**

1. Describe the value of teams and team work.
2. Recognize what individual team members bring to the table.
3. Identify how language and behavior along with diversity and inclusion help to strengthen our work.

- **Flipcharts Will Never Be the Same: Part 1 of 2, *Susan DeBlicek***

Tired of simply making lists on flipchart paper? This workshop will successfully engage participants in a hands-on session with activities to improve the quality of notes written on flipchart paper. Borrowing concepts from Graphic Facilitation, we'll dive into templates for capturing ideas during a meeting, colors, and text to improve flipchart notes, and visual

meeting agenda templates. Doodling increases memorization of concepts and helps groups process complex information. This hands-on workshop will provide a preview to graphic facilitation and graphic note-taking.

**Following this presentation, participants will be able to:**

1. Take visual notes on flipchart paper that capture a group discussion.
2. Create a visual agenda and use graphic meeting templates.

- **How do we achieve great customer service with our colleagues?, *Mary Zimmerman***

We can attract and retain our best employees by prioritizing how we treat our customers as well as each other. The development of great customer service skills in the workplace increases productivity, enhances our work environment, and increases job satisfaction. How should we react, handling the “bumps” and our coworker’s perception along the way? Develop a winning workplace by learning simple steps and creating strategies to empower you while supporting colleagues through the customer service skills. By eliminating obstacles, we can make impacts as individuals!

- **Leverage Your Leadership Strengths: Part 1 of 2, *Jennifer Leptien and Lora Leigh Chrystal***

Do you know your CliftonStrengths™ and are looking to leverage them in your day-to-day life? If so, join us to explore your strengths and how they connect to your own personal style of leadership. We will share how your personal strengths can be amplified to improve working with others and your personal wellbeing. \*\*\*All participants are required to bring your personal strengths report to the session. For those who haven’t taken the assessment, visit the Gallup.com Store to purchase your Top 5 CliftonStrengths™ code at a cost of \$19.99 and complete the assessment before attending the workshop.

**Following this presentation, participants will be able to:**

1. Recognize how their strengths connect to their personal style of leadership.
2. Leverage personal strengths to improve working relationships.

- **Using Cultural Proficiency in the Workplace to Better Understand Dysconscious Bias and Address Macroaggressions: Part 1 of 2, *Isaiah McGee***

This session focuses on Cultural Proficiency by examining conditions that disproportionately affect marginalized populations in organizational settings such as schools, and colleges. Participants will discuss how racial/ethnic consciousness and experience shape one’s conception of self and how it affects individuals’ perceptions, working practices, as well as identity and achievement. Participants will also begin building the capacity for addressing disproportionality and opportunity gaps.

**Following this presentation, participants will be able to:**

1. Conceptualize how dysconscious bias has historically impacted learning outcomes.
2. Introduce the components of Cultural Proficiency Framework.
3. Consider the impact of microaggressions in communal working spaces.
4. Begin building the capacity for addressing disproportionality and opportunity gaps.

- **I'll RT Yours If You RT Mine: Collaborative Social Media**, *Erin Rosacker*

In a decentralized setting, it's hard to find a common message, but you are not alone. Crowd-sourced suggestions and common-sense guidelines can help us communicate more effectively and collaboratively on social media platforms. Our goals might be different, but our mission is the same. Join the conversation to share best practices, experiences (the good, the bad, and the ugly), and recommendations as we shape how we provide central strategic relations and communications.

**Following this presentation, participants will be able to:**

1. Evaluate social media communications.
2. Create and connect with a campus network for collaborative communication.

- **Mindfulness in the Workplace: Making Space for Mental Health Everyday**, *Karen Bovenmyer and Karen Couves*

How can we reduce workplace anxiety? How can we reframe and perform our work in a different way? The Center for Contemplative Mind in Society's Tree of Contemplative Practices and habit-stack principles from James Clear's Atomic Habits can be incorporated into any P&S staff member's daily routine. This session will share how to incorporate connection and awareness through techniques like stillness, ritual, movement, creativity, and relational communication into our workspace habits. Participants will practice three Tree branches: a loving kindness meditation (generative), deep listening (relational), Zen doodling (creative) and leave with an action plan for incorporating mental wellness practices into daily habits.

**Following this presentation, participants will be able to:**

1. Practice at least three techniques to self-soothe and reduce anxiety, build connection with coworkers, and reframe how we approach our daily tasks.
2. Create an action plan to incorporate mental wellness practices into the habit-stacks of their daily lives.



### **Session 3: (nine concurrent sessions, five of which were extended sessions)**

- **Feedback Is a Gift, but I'd Rather Get Chocolate: Part 2 of 2**, *Cindy Maher and Jamie Guite*

We get a LOT of feedback. Whether the feedback comes from colleagues, students, administrators, or the public – it can be tough to hear. We know that feedback is essential for development, growth, and healthy relationships – but most of us dread and dismiss it. That's because feedback sits at the heart of two conflicting human desires: we want to learn and grow but we also want to be accepted and respected just as we are now. This presentation addresses this tension head on. Through a blend of comedy, research, and peer discussion, you'll leave recognizing how to defuse defensiveness so that you and others can learn, connect, and change behaviors.

**Following this presentation, participants will be able to:**

1. Recognize how feedback impacts employee engagement.
2. Identify three feedback triggers that spark defensiveness and cause us to shut down.
3. Defuse these triggers whenever you receive feedback or when you deliver feedback to others.

- **Navigating Student Loan Repayment as a Higher Education Professional**, *Isaac Ehlers and Julia Gwebu*

Presented by Student Loan Education Office Financial Literacy Advisers, this session will cover various federal student loan repayment programs and forgiveness options. The presentation will benefit both those who are just starting repayment, as well as those who have been in repayment for some time. We will go in-depth regarding the Income-Drive repayment plans, including Income-Based, Income-Contingent, Pay-as-you-Earn, and Revised Pay-as-you-Earn. We will also explore the Public Service Loan Forgiveness (PSLF) program. We will outline the necessary steps to ensure compliance with PSLF regulations and loan servicer requirements, such as employer qualifications, qualifying loans, required payments, and repayment plans. We will provide insight on completing annual Employment Certification form and the Application for Forgiveness under PSLF. We will also go over recent data regarding PSLF and student loan repayment.

**Following this presentation, participants will be able to:**

1. Describe student loan repayment options.
2. Evaluate progress on Public Service Loan Forgiveness.

- **Inclusive Team Building: Part 2 of 2, Barbara Dunn Swanson**

Much of the work we do at Iowa State University is collaborative. Collectively, we can influence one another and create an inclusive, supportive environment by practicing self-care and managing stress. Join us for a workshop to explore the value of teams and teamwork through guided small and large group activities.

**Following this presentation, participants will be able to:**

1. Describe the value of teams and team work.
2. Recognize what individual team members bring to the table.
3. Identify how language and behavior along with diversity and inclusion help to strengthen our work.

- **Flipcharts Will Never Be the Same: Part 2 of 2, Susan DeBlieck**

Tired of simply making lists on flipchart paper? This workshop will successfully engage participants in a hands-on session with activities to improve the quality of notes written on flipchart paper. Borrowing concepts from Graphic Facilitation, we'll dive into templates for capturing ideas during a meeting, colors, and text to improve flipchart notes, and visual meeting agenda templates. Doodling increases memorization of concepts and helps groups process complex information. This hands-on workshop will provide a preview to graphic facilitation and graphic note-taking.

**Following this presentation, participants will be able to:**

1. Take visual notes on flipchart paper that capture a group discussion.
2. Create a visual agenda and use graphic meeting templates.

- **Prepare for Caregiving, Barb Wollan**

If you see caregiving in your future, now is a great time to lay some groundwork that will make it easier for everyone when and if the time comes. Family conversations about future care needs can be tricky, but a little effort in advance will pay off later on. One important step is to locate key documents and learn how to access financial information if need arises. This workshop will give you some ways to get started on a process that could save money and prevent stress down the road.

**Following this presentation, participants will be able to:**

1. Identify key information and documents needed to care for a family member.
2. Begin conversations with family members about caregiving preferences.

- **Leverage Your Leadership Strengths: Part 2 of 2, Jennifer Leptien and Lora Leigh Chrystal**

Do you know your CliftonStrengths™ and are looking to leverage them in your day-to-day life? If so, join us to explore your strengths and how they connect to your own personal style of leadership. We will share how your personal strengths can be amplified to improve working with others and your personal wellbeing. \*\*\*All participants are required to bring your personal strengths report to the session. For those who haven't taken the assessment, visit the Gallup.com Store to purchase your Top 5 CliftonStrengths™ code at a cost of \$19.99 and complete the assessment before attending the workshop.

**Following this presentation, participants will be able to:**

1. Recognize how their strengths connect to their personal style of leadership.
2. Leverage personal strengths to improve working relationships.

- **Using Cultural Proficiency in the Workplace to Better Understand Dysconscious Bias and Address Macroaggressions: Part 2 of 2, Isaiah McGee**

This session focuses on Cultural Proficiency by examining conditions that disproportionately affect marginalized populations in organizational settings such as schools, and colleges. Participants will discuss how racial/ethnic consciousness and experience shape one's conception of self and how it affects individuals' perceptions, working practices, as well as identity and achievement. Participants will also begin building the capacity for addressing disproportionality and opportunity gaps.

**Following this presentation, participants will be able to:**

1. Conceptualize how dysconscious bias has historically impacted learning outcomes.
2. Introduce the components of Cultural Proficiency Framework.
3. Consider the impact of microaggressions in communal working spaces.
4. Begin building the capacity for addressing disproportionality and opportunity gaps.

- **I'll RT Yours If You RT Mine: Collaborative Social Media, Erin Rosacker**

In a decentralized setting, it's hard to find a common message, but you are not alone. Crowd-sourced suggestions and common-sense guidelines can help us communicate more effectively and collaboratively on social media platforms. Our goals might be different, but our mission is the same. Join the conversation to share best practices, experiences (the good, the bad, and the ugly), and recommendations as we shape how we provide central

strategic relations and communications.

**Following this presentation, participants will be able to:**

1. Evaluate social media communications.
2. Create and connect with a campus network for collaborative communication.

• **Having Fun on Wednesday at 9AM, Paula Burns and Kate Goudy**

Imagine an office filled with cubicles and employees wearing earbuds, typing away on their computers, and leaving at the end of the day having spoken two sentences to their co-workers. Maybe you don't have to imagine; maybe this is reality for you. What may be missing – connections, collaboration, laughter? Are you open to instilling a little fun into the workweek to build team camaraderie, which could ultimately increase productivity? Have you already instituted fun into your work environment but want a few fresh ideas for team building? Happy employees are good for business. Join us for an interactive session on ways to infuse fun into the workplace while still getting stuff done. You will leave with resources to use immediately in your office. We will provide the research to back up our claims that fun in the workplace is beneficial and necessary to achieve successful outcomes.

**Following this presentation, participants will be able to:**

1. Implement team building activities into their work environment.
2. Explain why having fun at work is important.

**Closing Keynote: *Maximizing Energy in a World That Sucks You Dry*, Cindy Maher, Co-Founder and Partner, Leading Edge and Jamie Guite, Master Facilitator, Leading Edge**

Change can exhaust us. During the closing keynote, we'll build awareness around your four wellsprings of energy. Through deeply funny customized scenes, personal reflection and small group conversation, learners will recognize what they can do to increase resilience and positivity. Walk away from the conference with a 30-day commitment through a final peer coaching exercise.

**Professional and Scientific Council: Amy Ward, Professional and Scientific Council President**

**Closing Remarks: Tera Lawson, Professional and Scientific Council Professional Development Conference Chair**

**2020 Professional and Scientific Council Professional Development Conference Budget:**

In order to put on a full-day conference dedicated to the personal and professional development of Iowa State University P&S Employees, we began our budgeting process in August.

We started with each conference area (Communications/Marketing, Education/Speakers, Participant Experience, Facilities, and Finance) and worked through any potential costs associated with completing the tasks assigned to that area and from there determined our expense categories.

Every potential expense was made a line item in our budget with an estimated cost. We worked hard to make sure that all expenses were fully considered at this stage so that no unexpected costs occurred after we set the conference registration rate. Once the conference registration rate is set each year, we don't have much, if any, room in the budget for surprises. We then projected revenues based on how many people we anticipated would register for the conference, looked at that revenue against our estimated expenses, and ran projections for two or three potential registration rates.

We adjusted expenses and registration rates until our revenue covered our expenses and then we set the registration rates at \$100 for early registration, December 6 – January 28, 2019, and at \$120 for regular registration, January 29 – February 12, 2019.

We then managed expenses throughout the conference lifecycle, updating estimated expenses, and working within the budget we set. As the bills came in and we knew actual costs within categories, we re-budgeted those savings or overages as needed. Additionally, we constantly reviewed invoices and receipts to ensure that we were being charged what we were supposed to be charged. We worked to be not only good but GREAT stewards of our funds.

Existing revenue for the 2019 Professional and Scientific Council Professional Development Conference was as follows:

- \$19,018.56 Balance Forward – We work to maintain a balance forward of about \$20,000 each year so that if we don't meet the revenue projections for a particular year, we have enough funding to cover the cost for Scheman and can still have a conference. It would be a very lean conference, but it could still occur.
- \$5,000 from the Office of the Senior Vice President and Provost – These funds are contributed annually and initially came from a program that was funded for this amount by the Provost's office and managed by UHR. The FY 15 Council Executive Committee determined more P&S Employees would benefit from these funds if they were to be used for the conference, on non-food expenses, and thus the funding is now contributed to the Conference each year. For the past three years, we have used the funds from the Provost's office to pay outside speakers' fees.

The remaining revenue needed to run the conference is derived through registration fees. We had 361 people register under the \$100.00 early registration rate and 45 register under the \$120 registration rate.

From the table below, you can see that our projections, which were calculated on previous year’s registration numbers where approximately 1/4 of people registered under the regular rate, were a little off and that our actual revenue from registration fees for the 2019 conference was down from what we projected it would be in August.

| Revenue Generated from Paid Participants |                 |                 |
|--|-----------------|-----------------|
|  | Projected       | Actual          |
| Early Registration (361)                 | \$30,000        | \$36,100        |
| Regular Registration (45)                | \$18,000        | \$5,400         |
| <b>Total (406)</b>                       | <b>\$48,000</b> | <b>\$41,500</b> |

Not only do we constantly monitor the conference expenses, but once registration opens, we constantly monitor the conference revenues as well. We saw that the paid registrations were going to be down a bit from our projections, and we worked the flexible costs in our budget. However, some expenses need to be paid regardless of the number of registrants and they don’t move much.

The actual conference expenses can be seen in the table below.

| 2019 Conference Expenses   |                    |                             |
|----------------------------|--------------------|-----------------------------|
| Category                   | Amount             | Percentage of Expense Total |
| Speakers                   | \$9,975.23         | 22.25%                      |
| Conference Supplies        | \$12,008.18        | 26.78%                      |
| Venue (Room and AV rental) | \$5,903.38         | 13.16%                      |
| Food                       | \$16,956.09        | 37.81%                      |
| <b>Total</b>               | <b>\$44,842.88</b> | <b>100%</b>                 |

Speakers includes payments to outside speakers and tokens of our appreciation for internal speakers sharing their time and expertise with us.

Conference Supplies includes printing the personalized schedules and signage at Scheman, the participant notebook, charges for the university photographer, the website, printing the lunch tickets to put in the nametags, a Conference Planning and Management fee of \$10 per registrant, credit card fees for those who used credit cards to pay their registration fee as well as the ISU Administration fee on top of the credit card payments, and the Conference Planning and Management fee.

Venue includes all of the room rental fees as well as charges for microphones, laptops, and projectors. Food includes the AM and PM break (\$17.46 per person) as well as the \$21.54 that was charged per person for the baked potato bar and soup lunch. The \$17.46 and the \$21.54 amounts also include the 18% service fee. We would like to ask you to note that the only approved food vendor for the Iowa State Center is Venue Works, and as such we must order food through them.

Total conference expenses were \$44,842.88.

Comparing our totals and percentages of total costs from 2018 and 2019, you will see that we spent more on speakers and food in 2019 (in both dollar amount and percentage of total costs), which is in direct response to prior year’s survey feedback.

| 2018 Conference Expenses vs 2019 Conference Expenses |                    |                 |                    |                 |
|--|--------------------|-----------------|--------------------|-----------------|
| Category   | 2018 Amount        | 2018 Percentage | 2019 Amount        | 2019 Percentage |
| Speakers   | \$8,188.54         | 19.85%          | \$9,975.23         | 22.25%          |
| Conference Supplies                                  | \$14,411.03        | 34.94%          | \$12,008.18        | 26.78%          |
| Venue (Room and AV rental)                           | \$7,224.60         | 17.52%          | \$5,903.38         | 13.16%          |
| Food   | \$11,422.11        | 27.69%          | \$16,956.09        | 37.81%          |
| <b>Total</b>   | <b>\$41,246.28</b> | <b>100%</b>     | <b>\$44,842.88</b> | <b>100%</b>     |
| Balance Forward                                      | \$19,018.55        |                 | \$20,675.68        |                 |

Our balance forward for the 2020 Professional and Scientific Council Professional Development Conference will be right at the target amount. The Subcommittee feels that this puts us in good shape to keep the conference operating because we have sufficient funds to cover the venue and supplies. It would be a lean conference without food and outside speakers, but it could be done. However, we need to remember that providing the quality of conference we have come to expect and continuing to provide that level of quality into the future means we need people to attend the conference while charging registration fees that enable us to cover our expenses.

The 2019 Professional and Scientific Council Professional Development Conference Subcommittee has already selected a date for the 2020 conference due to Scheman's limited February availability. The 2019 Subcommittee had only one option for the conference, and Scheman is the only venue in Ames that can accommodate 450 people in one room and up to eight concurrent breakout sessions.

The 2020 Professional and Scientific Council Professional Development Conference will be held on Thursday, February 13<sup>th</sup> with the Call for Proposals scheduled to be released in August.