

We gratefully acknowledge
the work of the Committee

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Registration Form

Name: _____
Department: _____
E-mail: _____
Telephone: _____

Please select the following sessions you plan to attend:

November 2, 2011

9:00 am - 10:30 am

Budgets Are Fun!
Trust Matters Workshop
Twenty-First Century Learners

10:45 am -12:15 pm

Building Trust: Building Communities
Open your Heart: The Wisdom Behind Anger
Trust Matters Workshop

1:00 pm - 3:00 pm

Albany Park and North Park Bus Tour
(Boarding begins at 12:30. Tour leaves promptly at 1:00.)

1:00 pm - 2:30 pm

Behavior Management Strategies
Budgets Are Fun!
Lighten Up and Laugh
Trust Matters Workshop

2:45 pm - 4:15 pm

Lighten Up and Laugh
Trust Matters Workshop
Your Affirmative Action Office

November 3, 2011

9:30 am - 11:30 am

The Open Space - Greg Forbes Siegman

1:00 pm- 2:30 pm

Everything You Wanted to Know About SURS-
Lee Bridges

Please send completed application to Davor Palos, B-159
You can also register at www.neiu.edu/greatservicematters



**great
service
matters**

Professional

Development

Session

NOVEMBER 2 -3, 2011

Student Union

“Great Service Matters”

Professional Development Session for Faculty and Staff

I am delighted to welcome you to our “Great Service Matters” Session. This is our third professional development Session, created as an outgrowth of the Strategic Plan. Not only does it support our Strategic Goal of Student Success, but it fits directly with our Strategic Goal of Exemplary Faculty and Staff, providing support systems and programs that promote a positive work environment for all.

The theme of our conference, “Great Service Matters,” is intended to reflect both our service to students and the fact that we all serve each other in fulfilling the work of the University. I think you will find interesting and useful ideas in the presentations. I hope you will enjoy the sense of community in sharing these experiences.

I wish to thank the members of the Planning Committee for their excellent work. I look forward to sharing “Great Service Matters” with all of you.

Sharon Haas
President

Featured Speakers



Greg Forbes Siegman is the real-life inspiration for *The First Thirty* by Jillip Naysinthe Paxson. The book — honored as NSDLC 2007 Multicultural Relations Book of the Year -- tells the story of one educator’s efforts to make a small but meaningful difference in the community, his own experiences as a student that shaped his service, and the ripple effect of his efforts. Greg’s real-life service has

focused on issues like diversity, mentoring, education-based philanthropy and the elderly. For his efforts with students, he has received some special honors including the Jefferson Award for Public Service. He has been featured by media like *Education Week*, *Good Morning America* and *The Washington Post*. His website is www.gregforbes.com.

Lee Bridges has been educating and providing retirement counsel to members of the State Universities Retirement System (SURS) of Illinois since March of 1991. While working for SURS he completed the six courses in the College for Financial Planning education program: Financial Planning, Insurance, Tax Planning, Retirement Planning, and Estate Planning. He passed the comprehensive two-day CFP Board examination in November of 1998 and received his CFP license in January 1999. While working at the State Universities Retirement System of Illinois, he has managed SURS retirement outreach operations for the Chicagoland region of northern Illinois, providing small and large group presentations, pre-retirement seminars and retirement counseling for individuals.

www.neiu.edu/greatservicematters

Session Topics

The Open Space -- Greg Forbes Siegman

In this interactive session, we will look at the small and oftentimes overlooked ways we can extend our service and how those efforts can 'ripple effect' across our campus, our community and even the globe.

Everything You Ever Wanted to Know About SURS -- Lee Bridges

This presentation will consist of an overview of the Money Purchase factor change that will occur on July 2, 2012 and a review of the current SURS retirement plan. Retirement, temporary disability, long-term disability, death and survivor benefits, and the impact of SURS on Social Security benefits will also be discussed. This session is informational only and is not being presented to encourage retirement. No individual counseling is available during this session.

Behavior Management Strategies -- John Hoepfel

This workshop will explore strategies for dealing with “difficult” students. These situations may involve a range of issues, from disruptive and aggressive students, those who may be struggling with emotional or psychiatric problems, and those whose behavior suggests a risk to themselves or others. This session will offer valuable resources to faculty and staff.

Budgets Are Fun! I Love What SSB Can Do for Me -- Helen Ang, Victor Peters, Maria Rodriguez, Cheryl Tay

This session will focus on budget development and monitoring processes with the use of Self-Service Banner (SSB). Topics will include how to utilize SSB capabilities, discuss queries and interpret output in easy-to-understand language, and discuss commonly used functions and terminology.

Building Trust: Building Communities – Suzanne Benson

Building trust is an essential element in building a healthy work environment/community. Although everyone understands the importance of the trust element, not everyone understands how trust is built and what actions undermine the building of strong work relationships. This seminar will deal with exploring trust development and will involve honest conversations about this process, as well as what we can and need to do to enhance our community.

Lighten Up and Laugh -- Jim Blair

Develop humorous strategies while working with humorless workmates, colleagues, friends, cats, dogs, poisonous snakes, and Tasmanian Devils. This workshop is guaranteed to extend your life by at least 3 years or you will receive a full refund.

Neighborhood Tour of Albany Park & North Park -- Susan Stall, Edmund Hansen

The Albany Park neighborhood directly adjacent to our campus is rich in diversity and community organizing. Join this two-hour guided bus tour that will give you a taste of the culture, history, and community spirit that provide many social and educational opportunities for the members of our NEIU community. (Limited to first 30 registrants.)

Open Your Heart: The Wisdom Behind Anger -- Sandra Beyda-Lorie, Nan Giblin, Mark Melton

At its best, anger can be a call to positive action. At its worst, it leads to unnecessary personal suffering by destroying relationships, preventing productive problem solving and contributing to physical illness and emotional unrest. This interactive session will focus on the manifestations of anger and the various cognitions underlying it. Participants will explore the stories behind their anger and encounter several strategies for diffusing it and for creating a new story.

Trust Matters: Interactive, Playful Challenges to Improve Our Campus -- Richard Rutschman, Christopher Cavert

NEIU is known in the field of experiential education for being a leader in adventure education. Adventure education is used all over the world to build trust, improve communication and enhance problem-solving and leadership skills in workplaces and classes. Workshop participants will leave with a smile after making meaning from these experiences as they relate to our work at NEIU and explore ways to use these tools to improve interpersonal relationships and service at this vibrant campus.

Twenty-first Century Learners: What Makes Today's Students Different and How Can Executive Function Skills Help? -- Georgia Bozeday

Executive function skills impact behavior throughout various areas of our lives. For students, effective utilization of executive function skills translates into better performance academically. In a professional context, mastery of these same skills results in greater productivity and efficiency. This presentation will provide an overview of executive function skills, providing definitions, current research findings from neuroscience, and characteristics that describe twenty-first century learning and learners, and will focus on strategies for organization, time-management, goal-setting, critical thinking, test preparation and self-monitoring.

Your Affirmative Action Office -- Roberto Sanabria

This session will explore the historical roots of affirmative action in the United States, its evolving landscape, and its meaning today at NEIU.