

2024 FALL SUMMIT WORKSHOP DESCRIPTIONS

Thursday, October 3, 2024

➤ **Workshops - 9:45 – 11:00 a.m.**

Executive Level (Room Chino A/B)

Executive Decision-Making: The Impacts of Today Affect Tomorrow.

Presenter: Diana Knapp, MS, CJM, CCE, Denise Diamond, BA, CJM

As a leader, do we really know what effects our decisions will have on the future? When we choose to hold someone accountable or lack the desire for conflict, do we assess how that will influence staff in the coming months or years? What about considering future retirements, promotions or hiring? Do we look at training classes, recruitment and hiring practices, and mentoring opportunities to ensure staff are ready for the next level? Each decision made today can affect the future of the organization tomorrow. Let's get ahead of it. This class will talk about long-term strategy planning and decision-making.

Mid-Level (Room Pueblo A/B)

Quiet Quitting: Recognizing It and Steps to Present Losing Good Employees

Presenter(s): Lisa Peck, BSCJA, CJM and Jonathan Ede, MSCJ, CJM

Quiet quitting, the phenomenon of employees reducing their effort and engagement to the bare minimum, poses a significant challenge in the corrections environment. The demanding nature of the work, coupled with the unique stressors, makes correctional staff particularly susceptible to disengagement. This training aims to equip correctional leaders with the knowledge and strategies needed to address and prevent quiet quitting within the organization.

Facilitated Event (Room Mohave Learning Center)

I Was Wrong: Owning Your Mistakes and Supporting Your Employees.

Presenter: Sam Davis, MA, CJM

Why do people dodge responsibility when things fall apart? Why is the parade of leaders often unable to own up when they screw up? Why can we see hypocrisy in others but not in ourselves? Are we all liars? Or do we really believe the stories we tell?

When we make mistakes, we must calm the cognitive dissonance that jars our feelings of self-worth. So, we create fictions that absolve us of our responsibilities, restoring our belief that we are smart, moral, and right - a belief that often keeps us on a course that is dumb, immoral, and wrong.

➤ **Workshops - 1:45 – 3:00 p.m.**

Executive Level (Room Chino A/B)

Do I Need to Change? Leading the Way to Change

Presenter: Anthony Otero

The key to being an effective and successful leader starts with the leaders and their self-reflection on their ability to inspire, motivate and mentor others. A leader needs to continually learn about their people and also learn about themselves. Complacency is the downfall of many organizations and leaders alike. In a diverse workforce we often find ourselves in an environment of multigenerational groups of individuals who not only have different life experiences but also different motivations and expectations of their leaders. This course will assist the attendee to not only embrace the need to change but also give the ability to recognize how to change and how to better serve those who look to them to lead others by simply "listening, learning, then lead."

Mid-Level (Room Pueblo A/B)

Time Management: Where Does Your Time Go?

Presenter: Jared Schechter, MS, CCM, CJM

Where does the workday go? How do I invest and spend more time with good employees?

We will discuss the need to prioritize time spent with the majority of employees who perform well and want to excel, rather than focusing on a small percentage who may be problematic, as well as being deliberate in how you spend your time in the office and on the floor.

Facilitated Event: (Room Mohave Learning Center)

You Don't Know What You Don't Know: Transitioning into Mid-Level Management

Presenter: Denise Diamond, BA, CJM

One of the most difficult aspects of a career is making the leap to management or the executive level. What do you need to know and how can you prepare yourself for your role? How will people react to you as the new boss? What if you aren't comfortable with conflict? Do you speak up when everyone else seems to be on the same page and you see a problem? How do you navigate the other managers and the political landscape? This class is an open discussion of many of the issues that can affect new managers. Together, we will share our knowledge of what worked and what didn't. The facilitator guiding this discussion is one of only a few people who have moved from a sworn deputy one day to lieutenant the next.

➤ **Workshops - 3:15 – 4:30p.m.**

Executive Level (Room Chino A/B)

How to Protect Yourself for the Long Haul—Recognizing the Toll Constant Decision-Making has on Your Mental and Physical Health

Presenter(s): Lisa Peck, BSCJA, CJM and Sonya Gillespie

This dynamic career involves daily acts of decision-making which can take a toll on our mental and physical well-being. Each state of our career offers specific nuances. We explore and identify the challenges faced at different phases of our careers and offer proactive approaches to overcome or prevent them. We will engage in practical discussions, explore insights, and provide practical strategies that lead to successful careers and beyond. We will provide tools for support as your team teams navigate through career stages, from the beginning, through retirement, and beyond.

Executive-Level (Room Mohave Learning Center)

Going Through the Fire: Responding to the Jail in Crisis

Presenter: Diana Knapp, MS, CJM, CCE

The Jackson County Detention Center in Kansas City went through some difficult times between 2014-2017, making national headlines for assaults on residents, serious assaults on staff, and federal indictments for staff who were trafficking in contraband. The jail was labeled by the local media as an "eight-story human rights' crisis." In this workshop, Director Diana Knapp will share the facility's journey since changes were implemented starting in 2017, greatly reducing incidents of violence and improving the environment for staff and residents.

Mid-Level (Room Pueblo A/B)

We All Get Lost: Check Your Career Compass

Presenter: Danielle Frane, CJM, CCHP

At what point in your career should you be checking in with yourself? How often do you think about your own professional development? Are you thinking about a career change when you are exhausted and not feeling motivated? Conducting a self-check throughout your career may provide clarity and the ability to define your career goals. This workshop will explore topics such as: career control, self-reflection, networking, exploring options and leadership image. And finally, once you have set the goals how do you then meet those goals – what are the next steps for you and your career?

Friday, October 4, 2024

➤ **Workshops - 8:30 – 9:45 a.m.**

Executive Level (Room Chino A/B)

Interdisciplinary Leadership: Preventing In Custody Deaths

Presenter: Fred W. Meyers, MA, CJM, CCHP

This session will focus on the importance of collaborative leadership among custody command staff and medical and mental health administrators. Custody and medical must work together to ensure the best care and custody services are provided and the risks of in-custody deaths are reduced.

The importance of data-driven decision-making and Continuous Quality Improvement programs will be explored. Regular interaction that includes interdisciplinary formalized leadership meetings and impromptu problem-solving sessions will be discussed. Recent legal cases and the importance of leadership engagement will be explored.

Take this opportunity to learn and share valuable information to help the corrections profession reduce liability and improve operations.

Mid-Level (Room Pueblo A/B)

Effective Communication: It's All in the Delivery

Denise Diamond, BA, CJM and Sam Davis, MS, CJM

Communication may be the most vital thing we do every day. How we tell a story, manage a problem, train co-workers, engage in conversation, or deliver discipline affects the situation. Would you talk to a friend like you would provide a media address or a budget presentation? This course will reflect on the importance of the communication style to the audience. It's all in the delivery.

This course will:

- Review various ways to communicate effectively
- Consider which method of communication is appropriate in a variety of circumstances
- Reflect on how relaying information to line staff may be different from a discussion with management
- Understand that communication with the public and the community takes careful thought and planning
- Consider ways that can improve success when having challenging conversations or giving discipline

Facilitated Event (Room Mohave Learning Center)

Grit and Grace: Lessons Learned from Leading Ladies

Presenter: Maria Velasquez

Even in today's modern world women continue to experience challenges working in corrections. Join our panel of female leaders to discuss the good, the bad and what nobody ever tells you as a woman in uniform. A series of thought-provoking questions will be answered during this discussion. The audience will have the opportunity to submit questions that may be selected as part of the discussion.

➤ **Workshops - 10:00 – 11:15 a.m.**

Executive Level (Room Mohave Learning Center)

Leading Out of a Toxic Culture

Presenter: Mark Foxall, PhD, CJM

The members of your staff who feel they are supported in the workplace are generally more likely to be productive, innovative and remain with the agency for years rather than months, or days! In fact, according to the American Psychological Association, 22% of employees said that their work environment did harm to their mental health. Persistent stress from abuse in the workplace can also impair physical health. Thus, a toxic work environment can lead to negative outcomes for you, your employees and potentially the population of individuals in your care and custody. This block of instruction will facilitate your recognition of the signs of a toxic workplace as those of a toxic employee. Moreover, an exploration of some of the underlying causes of a toxic culture will be addressed in addition to ways to circumvent such a challenging environment.

Mid-Level (Room Chino A/B)

Staff Discipline: A Three-Edged Sword

Presenter(s): Diana Knapp, MS, CJM, CCE and Denise Diamond, BA, CJM

Firm, fair, and consistent isn't just for the residents in your jail. It's also a mantra for successful management and support of your team. Somewhere between party A's version and party B's version of an incident is the truth. It's the manager's job to get the whole story. In this interactive dialogue, with examples provided, participants will learn about active listening in the disciplinary process, how to protect themselves and their agency from additional liability, and support struggling employees to get back in the game.