

# CONFERENCE AGENDA

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## Sunday, July 29

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3:00 PM – 5:00 PM Early Registration

## Monday, July 30

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Location

8:00 AM – 4:00 PM Registration  
8:30 AM – 12:00 PM MSU Class: Court and Community Communication  
8:00 AM – 12:00 PM Volunteer Event  
12:00 PM – 1:10 PM Lunch on your own  
1:30 PM – 3:30 PM Board Meeting  
1:10 PM – 3:30 PM MSU Class: Court and Community Communication  
4:30 PM – 5:00 PM MSU Informational Session  
5:00 PM – 5:30 PM First Time Attendees Orientation  
6:00 PM – 7:30 PM President's Reception  
1:00 PM – 6:00 PM Blood Drive

## Tuesday, July 31

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Location

7:30 AM – 8:30 AM Breakfast  
8:00 AM – 12:00 PM Late Registration  
8:30 AM – 10:30 AM Opening Ceremony:  
    Color Guard Flag Presentation  
    National Anthem  
    Welcome Addresses:  
        Brian Karth, FCCA President  
        Honorable Lawrence F. Stengel,  
        Chief Judge, Pennsylvania Eastern District Court  
        Kate Barkman,  
        Clerk, Pennsylvania Eastern District Court  
    Keynote Presentation:  
        Gian Paul Gonzalez – "All In"  
    Dwight D. Opperman Public Service Award  
    MSU Graduation  
10:30 AM – 10:45 AM Break  
10:45 AM – 12:30 PM Peer to peer breakouts  
    • Clerks and Chief Deputies

- Courtroom Staff
  - Docket Clerks/Generalists
  - Financial/Procurement
  - HR Positions/Trainers
  - IT Positions
  - Jury
  - Retirees
  - Secretaries/Administrative Assistant
- 12:30 PM – 1:45 PM Lunch on your own
- 1:45 PM – 5:00 PM MSU Class: Visioning & Strategic Planning
- 1:45 PM – 3:15 PM
- Can You Hear Me Now?
  - Difficult Conversations: How to Make These Conversations Less Stressful and More Productive (OPEN TO CLERKS AND CHIEF DEPUTIES ONLY)
  - Emotional Intelligence
  - Factors Impacting a Financially Successful Retirement
  - Learning Center Overview
  - Respect in the Workplace
  - Special Orders Don't Upset Us: Customer Service Lessons from Restaurants to Retail
  - The Importance of Timing
  - Who's Got Game?
- 3:15 PM – 3:30 PM Break
- 3:30 PM – 5:00 PM
- Can You Hear Me Now?
  - Dealing with Disruptive Participants
  - Emotional Intelligence
  - Learning Center Overview
  - Respect in the Workplace
  - Special Orders Don't Upset Us: Customer Service Lessons from Restaurants to Retail
  - Surviving Market Swings
  - The Importance of Timing
  - Who's Got Game?
- 5:15 PM – 9:30 PM Optional Dinner Cruise

# Wednesday, August 1

Location

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| 6:00 AM – 7:00 AM   | Zumba with Stephanie Hemmert   |
| 6:00 AM – 7:00 AM   | Shari Afuso Memorial 5K Run/Walk   |
| 7:30 AM – 8:30 AM   | Breakfast  |
| 8:30 AM – 8:50 AM   | Opening Remarks by LeeAnn Bennett, Deputy Director   |
| 8:50 AM – 10:00 AM  | Supervision to Aid Reentry (STAR) Program<br>Panelists:<br>Honorable Theodore A. McKee,<br>Third Circuit Court of Appeals<br><br>Honorable Luis Felipe Restrepo,<br>Third Circuit Court of Appeals<br><br>Chiquita M. Dyer,<br>Legal Assistant, Third Circuit Court of Appeals<br><br>Holly Frey, Esq.<br>Staff Attorney, Third Circuit Court of Appeals<br><br>Christina M. Koperna,<br>Data Quality Analyst, Third Circuit Court of Appeals                        |
| 10:00 AM – 10:15 AM | Break  |
| 10:15 AM – 12:15 PM | MSU Class: Visioning & Strategic Planning  |
| 10:15 AM – 11:15 AM | <ul style="list-style-type: none"><li>• Adobe Acrobat Pro DC: Learning the Tools</li><li>• ADR Case Management</li><li>• Introduction to SharePoint</li><li>• JEDS - Judiciary Excess Disposal System</li><li>• LinkedIn for Recruiting and More</li><li>• NextGen is Ready, Are You?</li><li>• Personal and Physical Safety for Court Staff</li><li>• Professional Video and Courts. Tell Your Story</li><li>• QuEST (Quality Electronic System Tracking)</li></ul> |
| 11:15 AM – 11:30 AM | Break  |
| 11:30 AM – 12:30 PM | <ul style="list-style-type: none"><li>• Adobe Acrobat Pro DC: Learning the Tools</li><li>• ADR Case Management</li><li>• Introduction to SharePoint</li><li>• JICS - Judiciary Inventory Control System</li><li>• NextGen is Ready, Are You?</li><li>• Personal and Physical Safety for Court Staff</li><li>• Professional Video and Courts. Tell Your Story</li></ul>   |

## Wednesday, August 1

Location

- QuEST (Quality Electronic System Tracking)
- Setting Up a Home Office for Telework Purposes
- 12:30 PM – 1:45 PM Lunch on your own
- 12:30 PM – 1:45 PM Luncheon Meeting: Clerks of Court, LeeAnn Bennett, and AO Executive Staff
- 1:45 PM – 3:15 PM
  - Dealing with Disruptive Participants
  - Facilitating 101
  - Factors Impacting a Financially Successful Retirement
  - Get Your OWN Ladder
  - Learning from Mistakes: How We Can Learn from the Mistakes of Great Leaders
  - Manage Change...don't let it manage you!
  - Resolving Conflict
  - Training Future Courtroom Deputies
  - Working with Microsoft OneNote
- 3:15 PM – 3:30 PM Break
- 3:30 PM – 4:15 PM Getting the Most from AO Training Division Website  
Presenter: John Leonard, SDSD Training Branch Chief
- 4:15 PM – 5:00 PM Unify: Alpha and Beta Test Site Panel Discussion  
Presenter: Connie Porzucek, Deputy Chief, Software Deployment and Support Office

## Thursday, August 2

Location

- 6:00 AM – 7:00 AM Zumba with Stephanie Hemmert
- 7:30 AM – 8:30 AM Breakfast
- 8:30 AM – 10:00 AM Business Meeting/Additional Awards
- 10:00 AM – 10:15 AM Break
- 10:15 AM – 11:15 AM Eric McElvenny Presentation
- 11:15 AM – 11:30 AM Break
- 11:30 AM – 12:30 PM
  - Adobe Acrobat Pro DC: Learning the Tools
  - ADR Case Management
  - Building a SharePoint Workflow
  - NextGen CM/ECF Update
  - Personal and Physical Safety for Court Staff
  - Professional Video and Courts. Tell Your Story

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- QuEST (Quality Electronic System Tracking)
  - Setting Up a Home Office for Telework Purposes
- 12:30 PM – 1:45 PM Lunch on your own
- 1:45 PM – 3:15 PM
- Factors Impacting a Financially Successful Retirement
  - Get Your OWN Ladder
  - How Did You Do That? Tips and Tricks You Didn't Know You Could Do in PowerPoint
  - How Rude: Etiquette & Manners for the Workplace
  - Learning from Mistakes: How We Can Learn from the Mistakes of Great Leaders
  - Manage Change...don't let it manage you!
  - Resolving Conflict
  - Space and Facilities Discussion Panel
  - What's Your Problem? Techniques to Transform Obstacles into Opportunities
  - Working with Microsoft OneNote
- 3:15 PM – 3:30PM Break
- 3:30 PM – 5:00 PM
- Building a SharePoint Workflow
  - Facilitating 101
  - How Did You Do That? Tips and Tricks You Didn't Know You Could Do in PowerPoint
  - How Rude: Etiquette & Manners for the Workplace
  - Retirement & Withdrawal Considerations for the TSP
  - Strategies for Working Effectively in the Multigenerational Workplace
  - Succession Planning and Employee Development
  - Training Future Courtroom Deputies
  - What's Your Problem? Techniques to Transform Obstacles into Opportunities
  - Ethics and Leadership in Public Administration
- 6:00 PM – 11:00 PM Closing Banquet