Dealing with Organizational Turbulence

A Centers for Medicare and Medicaid Services (CMS) Satellite Broadcast and Webcast

Friday, April 17, 2009
1:00 PM – 2:30 PM EDT
PLEASE ADJUST TIMES FOR YOUR TIMEZONE

This broadcast will provide surveyors with examples of turbulence-related behaviors, both positive and negative. By teaching surveyors to recognize the negative and apply the positive instead, they will gain a greatly increased ability to not only survive but thrive during periods of organizational instability.

Goals
The goal is to provide surveyors with a better understanding of how to cope with organizational turbulence, modeling positive and negative behaviors to make surveyors aware of the best practices for coping with workplace uncertainty.

Objectives
After viewing this program, participants will be able to:

- Define “organizational turbulence.”
- List multiple strategies for dealing with organizational turbulence.
- Present examples of turbulent behaviors in state agency settings.
- Describe how common stress management techniques can be utilized in a turbulent situation.
- Recognize and describe common negative behaviors and attitudes resulting from organizational turbulence.

Webcast Information
This program will have a live Webcast and will be available for viewing up to one year following April 17 at http://surveyortraining.cms.hhs.gov/.

Satellite Technical Specifications
This broadcast will be available on C and Ku DigiCipher bands. Specific satellite technical specifications will are available at http://surveyortraining.cms.hhs.gov/ or can be obtained by calling 1-800-401-9387.

Handouts
Handouts for this broadcast will be available at the following website after April 13: http://surveyortraining.cms.hhs.gov/.

Target Audience
CMS Regional Office and State agency nursing home surveyors.

Faculty
Sherri Tolliver
Owner, FutureSkill

Registration and Viewing Instructions
Individual and Site registration is available today. To obtain CEUs for viewing the training program you must go to the CMS website. For individual and site registration and viewing instructions go to: http://surveyortraining.cms.hhs.gov/.
JOIN THE CMS LIVE WEBCAST AND SATELLITE CONFERENCE!

Dealing with Organizational Turbulence
Webcast and Satellite Broadcast
Friday, April 17, 2009
1:00-2:30 PM EDT

On Friday, April 17, 1:00-2:30 p.m. EDT, the Center for Medicaid and State Operations will sponsor a live Webcast and satellite broadcast entitled “Dealing with Organizational Turbulence.” This broadcast is designed to provide examples and suggested guidelines for dealing with a turbulent work environment, specifically that of a state survey agency.

Presenters and Topics

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<th>Topic</th>
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<td>1:00 – 1:05 p.m.</td>
<td>Welcome and Introduction</td>
<td>Stan Stovall, Moderator</td>
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<td>1:05 – 1:20 p.m.</td>
<td>Dealing with Turbulence: Guidelines Part I</td>
<td>Sherri M. Tolliver</td>
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<td>1:20 – 1:30 p.m.</td>
<td>Q&amp;A</td>
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<td>1:30 – 1:45 p.m.</td>
<td>Dealing with Turbulence: Guidelines Part II</td>
<td>Sherri M. Tolliver</td>
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<td>1:45 – 1:55 p.m.</td>
<td>Q&amp;A</td>
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<td>2:15 – 2:25 p.m.</td>
<td>Q&amp;A</td>
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<td>2:25 – 2:30 p.m.</td>
<td>Conclusion</td>
<td>Moderator Sherri M. Tolliver</td>
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Faculty Biographical Information
Sherri M. Tolliver
Ms. Tolliver has over 20 years of experience in the analysis, design, development, and delivery of interpersonal and technical skills training for public and private sector audiences. She began her career in training and development as a training coordinator. Progressively responsible positions she has held in training and development include Trainer; Senior Instructional Designer; Manager for Human Resource Development, Director for Training and Development, and Vice President for an Instructional Systems division. Ms. Tolliver has designed and/or delivered training in leadership, management, supervision, performance management (writing effective performance standards and measures; delivering, soliciting, and using performance feedback; coaching; etc.), consulting skills, customer service, team building, conflict resolution, and effective interpersonal communication.

Ms. Tolliver has a Bachelor’s Degree in Speech Communications/Education Theory from Howard University and a Master’s Degree in Human Resource Development from Marymount University. She is qualified to administer and interpret the Myers-Briggs Type Indicator®.
DEALING WITH ORGANIZATIONAL TURBULENCE  
Satellite Broadcast  
TECHNICAL FACT SHEET

DATE: April 17, 2009

TEST TIME: 12:30 – 1:00 p.m. EDT  
11:30 – 12:00 p.m. CDT  
10:30 – 11:00 a.m. MDT  
9:30 – 10:00 a.m. PDT

PROGRAM TIME: 1:00 – 2:30 p.m. EDT  
12:00 – 1:30 p.m. CDT  
11:00 – 12:30 p.m. MDT  
10:00 - 11:30 p.m. PDT

WEBCAST TROUBLESHOOTING  
NUMBER: 703-812-8816

SATELLITE TROUBLE NUMBER: 410-786-3618

CMS Digital Network: Channel 712

Individuals and Sites outside of the CMS satellite network who wish to set up a site for this program or view this broadcast via webcast should go to http:// cms.internetstreaming.com to register. Handouts can also be found at that website.

Guidance for Locating Downlink Sites
In general, there are 2 major formats for satellite transmission - digital and analog. CMS uses both analog and digital formats, CMS’s Digital network is a closed network which can only be viewed by its ten regional offices and several State survey agencies in regions VIII, IX, and X. The Digital format that CMS uses is called Digicipher. CMS is also capable of transmitting and receiving programs in KU-band and C-band analog. Ku-band and C-band have been in use for many years, can be received by thousands of ‘steerable’ analog dishes nationwide. C-band is the oldest transmission signal and the most widely used. NOTE: This is NOT ‘video conferencing,’ which is carried by telephone lines.

Locating an Analog Downlink Site
Potential Analog Downlink Sites: There are thousands of steerable analog downlink dishes nationwide at public schools, colleges, libraries, hotels, television stations, restaurants, private residences, etc. A few calls should locate one near you.

Here are some places to start calling:
Your Local Cable and Satellite Television Provider: Contact your local cable/satellite television distributor, which is probably listed under “Television -- Cable & Satellite.” Ask to speak with the programming staff and inquire about their willingness to simulcast the broadcast on your area's public access channel. Advise them that this broadcast is free of charge. Satellite television distributors may be able to provide you with a list of public institutions such as libraries, community centers, health care centers, and public schools that subscribe to their services. You may also wish to contact your local public TV station and ask that they download and air the program on their station.

Public Libraries: Larger public libraries are a good place to check for satellite downlink facilities. Check library listings in the local government section of the blue pages of your local telephone directory.

Educational Institutions: Universities, community colleges, and large public high schools often have satellite downlink capabilities.

Hotels and Business Centers: Large hotels that frequently host conventions in business districts, may be able to receive satellite broadcasts. These hotels may charge a fee for viewing.

Health Care Facilities: Many hospitals and health maintenance organization (HMO) offices have satellite reception capabilities.

Copy Centers: Commercial office supply centers may also have satellite capabilities.

**What Information Do I Need to Give the Site Contact Person?**

When you contact an analog site, you will need to give the contact person the satellite coordinate information. The coordinates for the broadcast should be made available from the Central Office contact approximately 30 days prior to the broadcast. Here is the information you will need to provide:

- Transmission Type:
- Satellite:
- Orbital Location:
- Transponder:
- Polarity:
- Downlink Frequency:
- Satellite Help Hotline:
- Broadcast Schedule:
- Test Signal:
- Broadcast Title:

**Reserving a Downlink Site**

You will need to know what to ask the person who answers the phone, who may or may not be the best person at that organization to help.

**If the facility has an analog satellite:**

You are interested in viewing a satellite C-band and/or KU band analog broadcast and you understand that this facility may have that capability. You should have the satellite coordinates for reference. Some satellite dishes can’t be pointed to all satellites.

**You should also ask:**

- If the facility can receive the broadcast, is the viewing room open to the public and not reserved for another use at the time of the broadcast?
- If the viewing room is available, how many people will it hold, and is there any fee for its use?
- Will the facility let you phone or fax your questions in to a toll free number?
- You should point out that this broadcast is open to the public and employees of the hosting facility with an interest in the topic are welcome.
- As a courtesy, you should offer the hosting facility a list of the people who will attend.
- Are there any special arrangements necessary for entry to the site?
- It is your responsibility to arrange for sign language interpretation if you anticipate that individuals with hearing impairments will attend.
If you find a site, you should be prepared to perform as site coordinator.

Typically, site coordinators will:

- Locate a suitable location.
- Promote the event locally.
- Direct individuals to register if necessary.
- Download material (e.g., sign-in sheet, evaluation, participant guide) if available.
- Ensure that participants sign in on the day of the event.
- Distribute copies of the participant guide and handouts to participants the day of the broadcast.
- Assist participants with the use of the distance learning equipment.
- Receive instructions from the broadcast director regarding any activities they may be asked to facilitate.
- Encourage active participation in event activities.
- Record the broadcast for office use.
- Encourage participants to complete the evaluation form (included in the handout).
- Mail/fax the sign-in sheet and completed evaluation form to Central Office following the event.