

Whether you are a new supervisor or an experienced manager,
prepare to enhance your ability to lead people and maximize your team's potential.

Merced College's

MANAGER & SUPERVISOR SUMMIT

September 9, 2011

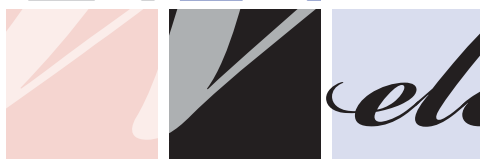
Merced College
Business Resource Center
630 West 19th Street
Merced, CA 95340

The training options offered through this summit
are guaranteed to enhance your leadership strategy...
model skills and techniques for challenging issues...
and provide ideas and solutions for management success.

Presented by: Merced College Workplace Learning Resource Center



MERCED COLLEGE
WORKPLACE LEARNING
RESOURCE CENTER
630 WEST 19TH ST. MERCED
TEL 209.386.6733



welcome...

SUMMIT OVERVIEW

Merced College has developed a variety of training options for the high potential employee, newer supervisor, the more experienced supervisor or manager, and the management team member who wants to know how to work with the latest and greatest generational, cultural, and technological tools. In one day, participants will acquire fresh techniques and time-tested approaches to sharpen your managerial skills, reset your attitude, and perform at the peak of your game.

Successful supervisors and managers have endless responsibilities and tasks when serving their business and constituency. The most important components of being a successful leader are the ability to achieve results through self-development of your management style and then providing effective direction for others.

The challenges of motivating employees, delegating project tasks, and maintaining performance standards can seem overwhelming at times. However, you are not alone! The job of a supervisor or manager is essential to organizational development and success, and no matter how large or small your staff is, the same types of challenges arise. The Manager and Supervisor Summit is designed for those who are eager to put their best foot forward in their jobs and maximize their performance abilities.

HOW TO INSPIRE PEOPLE TO DO THEIR BEST...

Top-performing employees are created by supervisors and managers who know how to generate passion, avoid boredom, delegate successfully, engage at higher levels, and recognize and correct employee problems quickly – these skills and more, change the way you perform your job and can be acquired at the Summit.

THREE MAJOR BENEFITS OF ATTENDING THIS SUMMIT:

- 1. Gain access to innovative ideas from industry experts and successful managers.** Listen carefully as the experts reveal technique after technique for sharpening your performance, increasing your effectiveness, renewing your dedication, and invigorating your enthusiasm.
- 2. Create your own customized training for the day to meet your unique needs.** Merced College has packed a lot of information into just one day and an exceptional line up of presenters...so feel free to select your top 3 choices out of the 15 dynamic session options.
- 3. Networking with peers.** There will be several opportunities throughout the day to meet and share insights with other supervisors and managers. This is an invaluable source of professional wisdom and expertise that you will tap into at the Summit and for years into the future of your professional career.

Develop and refine your skills with exciting, productive, and proven managerial tools!

This Summit is a fast track to supervisory and management success! Whether you are new to the job or you have been around awhile, you will leave with tools to motivate, coach, provide exceptional performance management, counsel, communicate, and manage conflict.

PRESENTER BIOGRAPHIES



JONAE PISTORES

Merced College Professor of Business, Management, and Customer Service Academy

Jonae Pistorresi has been a Professor of Management at Merced College for over 20 years. Jonae is a dynamic and entertaining speaker and has been highly sought after to speak at numerous organizations in both the private and public sector as well as non-profit organizations and service clubs. Jonae was named Faculty of the Year by the California Community College System and was named Educator of the Year by the Greater Merced Chamber of Commerce and Soroptimist International of Merced. Jonae created the Customer Service Academy which has provided professional development training to thousands of employees throughout California. She has trained 90 of California's 112 Community Colleges so that they can deliver the Customer Service Academy to businesses and organizations in their communities. Jonae has a Bachelor's Degree in Marketing from Santa Clara University and an MBA in Management from Golden Gate University. She also completed Michigan State University's International Business Institute and is Myers-Briggs certified.



MARCEE SAMBERG

Served as Mercy Medical Center Director of Service Excellence in Merced

Marcee Samberg has worked in leadership positions in a variety of settings for more than 35 years. Most recently, Marcee Served as Mercy Medical Center Director of Service Excellence in Merced where she was responsible for an organization-wide program to improve patient, employee and physician satisfaction. As part of this effort, she co-facilitated the Merced College Customer Service Academy for more than 200 Mercy employees. Marcee describes her leadership style as "collaborative" and she strongly believes that the best work is accomplished by an effective team. She is excited to share insights about how leaders can enhance effectiveness and morale through their recognition, understanding, use and appreciation of the diversity of personalities in the workplace. Marcee has a Bachelor's Degree in Nursing from Cornell University and a Master's Degree in Nursing with a concentration in Administration from CSU, Sacramento.



BENEDICT LASTIMADO, ED.D

University of California, Merced Assistant Vice Chancellor of Human Resources

Benedict Lastimado has been in the field of Human Resources for more than 26 years – 17 years in public higher education and nine years as a Human Resources Executive Officer in the United States Army. He has served as a consultant to the public and private sectors in the areas of human resources and organizational development. Benedict taught as an adjunct professor for Chapman University in the Masters programs in HR and Organizational Leadership. He published the book Increasing Your Human Resources Profession's Value – Make Them Want You for a Strategic Partner in 2003 and has a second book pending publication this year titled: The Four Pillars of HR Leadership – Increasing Your Influence. Benedict holds a Master's in Science Business Administration from Boston University and a Doctorate Degree in Educational Leadership from Seattle University.

This conference is a fast track to supervisory and management success!

PRESENTER BIOGRAPHIES



PATTY PISTORES

*Merced College Workplace Learning
Resource Center, Instructor*

Patty Pistoresi has been an educator/trainer for 21 years; the last 11 of those years have been dedicated to the Customer Service Academy. She has taught Customer Service Academy classes for Merced College, the Fresno Training Institute, Madera Adult School and the Madera Center. Patty holds a Bachelor's Degree in English from Santa Clara University, a primary and secondary teaching credential from Fresno Pacific University, a Master's Degree in Conflict Management and Peacemaking from Fresno Pacific University and an MBA from Capella University.



SANDY MEDEIROS

*Farmers Insurance Group Federal
Credit Union Assistant Vice-President of
Branches*

Sandy Medeiros has been a supervisor and manager for more than 15 years. She brings her unique experiences of transitioning from co-worker to supervisor/manager and the challenges associated with this transition as they relate to change in accountability and relationships. She effectively manages teams of employees in four states with positive results. In October 2010, she received the Certified Credit Union Executive designation with the Credit Union National Association – a designation earned by only approximately 2,700 individuals nationwide.



TODD VAN ZANDT

*University of California, Merced
Information Technology Instructional
Support and Student Services Manager*

Todd Van Zandt has worked in the field of Information Technology for 15 years at public higher education institutions. He has been working for the past six years at the University of California, Merced as the IT Instructional Support & Student Services Manager, where he is responsible for many client service areas including IT Help Desk, Classroom Technology Support, Videoconferencing, and Computer Lab Management. Todd holds a degree in Managerial Economics from University of California, Davis.

*Don't miss this chance to gain fresh techniques
and time-tested approaches for sharpening your skills.*



PRESENTER BIOGRAPHIES



CHRIS VITELLI

Columbia College, Dean of Vocational Education & Community Development

Chris Vitelli is the Dean of Vocational Education and Community Development at Columbia College. He has extensive experience in training and development and most recently was the Director of Business, Industry, and Community Services at Merced College. Among a wide range of professional experiences, Chris has served as a leadership and business consultant for the Advisory Board Company, worked at the University of Florida on faculty and student development initiatives, served as National FFA President, and has served as a curriculum development consultant. Chris earned his Bachelor's Degree in Agricultural Education and Communications from University of Florida and a Master's Degree in Administration, Planning and Social Policy from Harvard University.



TONI REINTKE

Merced College, Professor of Business and Administrative Office Management

Toni Reintke has been a professor of Office Administration and Computer Applications for the Merced College Business division for the past 10 years. She teaches coursework in the classroom and online. Prior to teaching at Merced College, Toni taught office technology coursework at Black Hawk College in Moline, Illinois. Toni has 8 years of office technology experience in private industry. She was recognized in America's Who's Who 2010 edition. Toni is a member of the International Virtual Assistance Association and is certified as a Social Networking Specialist. Toni has a Higher National Diploma in Business and Finance from Bournemouth University, England and a Master's Degree in Business Education from Eastern Illinois University.



VICKIE MULVANEY-TRASK

Stanislaus County Juvenile Hall, ROP Instructor

Vickie Mulvaney-Trask has 27 years of experience as an effective educator and trainer. She currently teaches full time for the Stanislaus County Juvenile Hall. Vickie received the State of California Teacher of the Year Award in 2005, the Regional Occupational Teacher of the Year Award in 2006, and in 2011 was named one of Stanislaus County's Women of the Year. Vickie also teaches part time for the Merced College Workplace Learning Resource Center. Vickie has a Bachelor's Degree in Vocational Education from California State University, Stanislaus and has a Master's Degree in Administrative Leadership and a Master's Degree in Counseling both from the University of La Verne.

ENROLL TODAY!

To register, call 209-386-6733

or online at www.mercedworkplacecenter.org.

IMPORTANT INFORMATION

Our registration table opens at 8:00 a.m.

When you arrive at the Business Resource Center, staff will assist you with your registration, you will also receive your conference materials and be directed to the Open Session location. You will also want to take the opportunity to meet other professionals from your local area. Introduce yourself! You may meet a new friend. Plan to be registered and ready to go by 8:50 a.m.

We begin at 9:00 a.m. and end at 4:00 p.m.

Lunch will be provided by Educational Employees Credit Union from 12:30 p.m. to 1:50 p.m. with a Business Speaker Q&A Panel starting at 1:00 p.m.

Parking.

Parking is available in the adjacent parking garage on the northwest corner of 19th and M Street.

Recording.

No audio or videotape recording, please.

ON-SITE TRAINING

Merced College can deliver any of these training options right to your company's door or provide customized training on any program pertinent to your organization's training goals. Let our team of professional trainers add enhanced training at your next business, group, or association meeting with exciting training options designed just for you. Whether you have 3 or 300 people to train, Merced College is the answer. For complete details and a no-obligation quote, call 209-386-6733 and ask to speak with a training department representative.

SESSION 1 • 9:30 – 10:50 AM

TRACK A SUPERVISOR FUNDAMENTALS	TRACK B GREAT MANAGERS, GREAT TEAMS	TRACK C THE NUANCES OF MANAGEMENT	TRACK D KEEPING UP WITH TECHNOLOGY	TRACK E LEADING DIVERSE TEAMS IN THE WORKPLACE
<p>I’m a Supervisor – Now What?!?</p> <p>This workshop will help new and potential supervisors to better understand the expectations and dynamics of their new role. How to deal with new interpersonal relationships (they used to be your peers and now you’re their boss!!) to learning how to delegate. This workshop will address the nitty-gritty of challenges that the first time supervisor might face.</p> <p align="center"><i>Sandy Medeiros, CCUE</i> Assistant Vice-President of Branches Farmers Insurance Group Federal Credit Union</p>	<p>Employee Engagement: Elements of Great Managers</p> <p>How do great managers inspire top performance? Employee engagement creates a desire for the employee to act in a way that furthers their organization’s goals. An engaged employee is one who is fully involved in, and enthusiastic about his or her work. Who wouldn’t want employees like that?! This workshop defines what employee engagement looks like on a team and what happens when employees are disengaged.</p> <p align="center"><i>Jonae Pistoresi</i> Merced College Professor of Business, Management, Customer Service Academy</p>	<p>Performance Management: Empower Yourself and Your Team</p> <p>Performance management is the process of creating a work environment or setting in which people are enabled to perform to the best of their abilities. It is a critical component of team goals, focus, and development. Starting with job description creation to effective evaluations and feedback, learn to guide and coach your team(s) to success.</p> <p align="center"><i>Ben Lastimado, Ed.D</i> University of California, Merced Assistant Vice Chancellor of Human Resources</p>	<p>Technology and Management: Tools for Efficiency</p> <p>Let’s face it... managers are often stressed attempting to figure out how to balance their calendars, communicate new information to their teams, appropriately manage email, and avoid getting bogged down with seemingly monotonous tasks. Technology can either be a manager’s friend or foe. This workshop will provide common, yet often unused, technology solutions for managers and supervisors to more efficiently lead their teams.</p> <p align="center"><i>Todd Van Zandt</i> University of California, Merced Information Technology Instructional and Student Services Manager</p>	<p>Personality Diversity</p> <p>If you better understand how your employees are wired, then you will be better able to communicate, motivate, and lead. Research indicates that out of all the different types of diversity, personality diversity causes the most “issues” on a team. The most effective managers appreciate the diversity of their workforce and utilize this information to create highly effective team performers.</p> <p align="center"><i>Marcee Samberg, RN, MSN</i> Former Director of Service Excellence Mercy Medical Center Merced</p>

SESSION 2 • 11:00 – 12:20 PM

<p>Creating a Professional Image</p> <p>Who am I? What do others think of me and how do I make sure I am taken seriously? This workshop will help you better understand the perception others have of you and identify some key concepts in maintaining a professional image in your role as a supervisor.</p> <p align="center"><i>Dave Spaur</i> CEO/President Merced County Economic Development Corporation</p>	<p>Employee Engagement: Elements of Great Managers</p> <p>How do great managers inspire top performance? Employee engagement creates a desire for the employee to act in a way that furthers their organization’s goals. An engaged employee is one who is fully involved in, and enthusiastic about his or her work. Who wouldn’t want employees like that?! This workshop defines what employee engagement looks like on a team and what happens when employees are disengaged.</p> <p align="center"><i>Jonae Pistoresi</i> Merced College Professor of Business, Management, Customer Service Academy</p>	<p>The Nuts & Bolts – Employment Law</p> <p>Many managers have experienced accusations from employees (or labor unions) that have tied up organizational time and resources – in the “thousands of dollars.” This training will not cover all aspects of employment law nor is it to replace any legal advice. However, the objective of this training is to provide supervisors the framework from which they will be able to proactively prevent employment allegations, protect organizational morale, and bring added value to their supervisory credibility.</p> <p align="center"><i>Ben Lastimado, Ed.D</i> University of California, Merced Assistant Vice Chancellor of Human Resources</p>	<p>Social Media, Management, & You</p> <p>Bring your business into the new millennium by strategizing on how to integrate social media techniques and applications to enhance communication, marketing, and networking opportunities. This workshop will be an overview of how to create, maintain, and promote using social media for your business account. You will also be able to see how easy it is to track promotional efforts, utilize applications for your business, and understand social ads.</p> <p align="center"><i>Toni Reintke</i> Merced College Professor of Business and Administrative Office Management</p>	<p>Cultural Diversity</p> <p>Cultural diversity is about understanding the multicultural dynamics of workplace teams. This workshop is designed to provide understanding, respect, and value for different cultural backgrounds while assessing the impact of diversity in your organization.</p> <p align="center"><i>Patty Pistoresi</i> Merced College Workplace Learning Resource Center Instructor</p>
--	--	---	---	--

LUNCH & BUSINESS SPEAKER Q&A PANEL • 12:30 – 1:50 PM

SESSION 3 • 2:00 – 3:20 PM

<p>“Is this mic on...?” – Supervisory Communication 101</p> <p>Effective communication is one of the most challenging issues for any supervisor or manager. This workshop will cover the critical areas that need to be practiced such as making sure everyone is in the “loop”, being able to communicate expectations, and motivating people toward desired outcomes.</p> <p align="center"><i>Vickie Mulvaney-Trask</i> ROP Instructor Stanislaus County Juvenile Hall</p>	<p>When the Going Gets Tough</p> <p>Managers are often forced to step up their communication techniques when tension builds among teams and/or individual team members. Whether you are constantly dealing with a difficult employee, high pressured situations, or even the toughest of clients, this workshop will explore solutions and strategies to proactively prevent conflict within teams and situations that often escalate out of control.</p> <p align="center"><i>Chris Vitelli</i> Dean of Vocational Education and Community Development, Columbia College</p>	<p>Managers & Emotional Intelligence</p> <p>People with high emotional intelligence manage their feelings. This workshop will allow managers to become more self-aware of their negative triggers that often prompt negative emotional responses. Great managers self-regulate those emotions so that they bring the right emotion with the right degree of intensity to the moment. This workshop will improve morale, productivity and profitability while contributing to personal growth and professional development as a manager.</p> <p align="center"><i>Patty Pistoresi</i> Merced College Workplace Learning Resource Center Instructor</p>	<p>Social Media, Management, & You</p> <p>Bring your business into the new millennium by strategizing on how to integrate social media techniques and applications to enhance communication, marketing, and networking opportunities. This workshop will be an overview of how to create, maintain, and promote using social media for your business account. You will also be able to see how easy it is to track promotional efforts, utilize applications for your business, and understand social ads.</p> <p align="center"><i>Toni Reintke</i> Merced College Professor of Business and Administrative Office Management</p>	<p>Generational Diversity</p> <p>Did you know this is the first time in U.S. history there are four different generations in the workplace at the same time? One size does not fit all when it comes to leading across generations. This workshop will help you better understand the differences between the four generations and help you better lead, motivate, and communicate with cross-generational teams.</p> <p align="center"><i>Jonae Pistoresi</i> Merced College Professor of Business, Management, Customer Service Academy</p>
--	--	--	---	--

CLOSING SESSION • 3:30 – 4:00 PM

LUNCH PANEL BIOGRAPHIES



DAVE SPAUR

*Merced County Economic
Development Corporation
CEO/President,*

Dave Spaur has over 20 years of economic development experience, inclusive of both private non-profit, and public sector organizations. Starting July 1, 2010, Dave became the fourth President/CEO to serve the Merced County Economic Development Corporation. Dave has participated in the recruitment of many Fortune 500 companies ranging from Apple Computer, Hewlett-Packard, Intel to Western Electric, and located hundreds of companies generating over \$5 Billion in new investment and several thousand new jobs. Previous experiences have included management positions with non-profit corporations throughout the Central Valley and mostly recently city government. Dave received his Bachelor's Degree in Geography and Urban Planning from California State University, Chico, and his Master's Degree equivalency in Economic Development from the University of Oklahoma, Economic Development Institute.



MICHAEL AMABILE

*Españas Restaurant
Owner*

Michael Amabile served as the 20th Mayor of Los Banos from 1994-2006. Michael has served as President of the Los Banos Chamber of Commerce, as Airport Commissioner and as Director of the California Restaurant Association. Michael has received numerous awards including: Most Honest Public Official and the Most Effective Public Official as well as the American Hometown Leadership Award from the National Center for Small Communities in Washington, DC. Michael is the owner and operator of España's Southwest Bar and Grill in Los Banos. Españas has received more than 60 awards including Business of the Year and Volunteer Business of the Year. Michael graduated from Merced College and Fresno State University.



EVA CHAVEZ

*Merced County Office of Education,
Assistant Superintendent,
Human Resources*

Eva Chavez has been in the field of Human Resources for 9 years and has been the Assistant Superintendent of Human Resources since 2006. She is a member of the Association of California School Administrators (ACSA) and was the ACSA Central Valley director in the 2006/2007 year. Eva holds a Master's Degree in Education and an Administrative Services Credential from California State University, Fresno.

*Don't miss our lunch time Q&A
Panel featuring local business experts!*

LUNCH PANEL BIOGRAPHIES



DENEEN PROCTOR

*City of Merced,
Director of Support Services*

Deneen Proctor has been with the City of Merced as the Director of Support Services since 2005. Deneen oversees the City Clerk function, Risk Management and Human Resources. She serves on the City's collective bargaining team, and is deeply involved in employee benefits. Deneen worked previously in the private sector, most recently for Werner Ladder Company in Merced. Her professional background and training is in human resources. Originally from northern California, Deneen holds a Bachelor's Degree in Agribusiness from California State University, Fresno.



LESLEY PEELER

*Quad Graphics,
Human Resource Manager*

Lesley Peeler has been employed by Quad Graphics, formerly Worldcolor and known by the local community as Color Press, for the past 24 years. Quad Graphics, Inc. is the second largest printer in the Western Hemisphere. The company provides print and multichannel solutions for the magazine, catalog, book, special interest publication, direct marketing, directory, retail insert and commercial products markets from facilities across the U.S., Canada, Latin America and Europe. Lesley has a Bachelor's Degree in Psychology from San Jose State University.



ERIC JOHNSTON

*Merced Sun-Star and Modesto Bee,
Publisher and President*

With more than 20 years of experience across a variety of publishing disciplines, Eric Johnston brings a unique perspective and passion to the newspaper industry. With experience at community newspapers across the country, his experience includes photojournalist, designer, information technology specialist, classified advertising manager and interactive media business developer. He has been involved in a number of industry-changing initiatives, including the introduction of digital photography into the newspaper production environment and the development, integration and maturation of on-line business models. Eric serves on the boards of the Central Valley Professional Exchange, the Center for Human Services, the Stanislaus County Education Foundation, and The Gallo Center for the Arts and the Stanislaus Community Foundation. He also serves as a member of the Board of Directors of the California Newspaper Publisher's Association. A graduate of California State University, Fresno, Eric holds a Bachelor's Degree in Journalism.

*Sharpen your skills
with fresh, new insight
and innovative tools!*

ENROLLMENT FORM

PARTICIPANT #1

Mr. / Ms. / Mrs. _____
Name and Title

Phone Number () _____ Email Address _____

Indicate your 1st and 2nd Preferences Only for Each Session	
Session 1 9:30 - 10:50 AM	<input type="checkbox"/> Track A, <i>I'm a Supervisor – Now What?!?</i> , Presented by Sandy Medeiros <input type="checkbox"/> Track B, <i>Employee Engagement: Elements of Great Managers</i> , Presented by Jonae Pistoresi <input type="checkbox"/> Track C, <i>Performance Management: Empower Yourself and Your Team</i> , Presented by Dr. Ben Lastimado <input type="checkbox"/> Track D, <i>Technology and Management: Tools for Efficiency</i> , Presented by Todd Van Zandt <input type="checkbox"/> Track E, <i>Personality Diversity</i> , Presented by Marcee Samberg
Session 2 11:00 – 12:20 PM	<input type="checkbox"/> Track A, <i>Creating a Professional Image</i> , Presented by Dave Spaur <input type="checkbox"/> Track B, <i>Employee Engagement: Elements of Great Managers</i> , Presented by Jonae Pistoresi <input type="checkbox"/> Track C, <i>The Nuts & Bolts—Employment Law</i> , Presented by Dr. Ben Lastimado <input type="checkbox"/> Track D, <i>Social Media, Management, & You</i> , Presented by Toni Reintke <input type="checkbox"/> Track E, <i>Cultural Diversity</i> , Presented by Patty Pistoresi
Session 3 2:00 – 3:20 PM	<input type="checkbox"/> Track A, <i>“Is This Mic On...?”—Supervisory Communication 101</i> , Presented by Vickie Mulvaney-Trask <input type="checkbox"/> Track B, <i>When the Going Gets Tough</i> , Presented by Chris Vitelli <input type="checkbox"/> Track C, <i>Managers and Emotional Intelligence</i> , Presented by Patty Pistoresi <input type="checkbox"/> Track D, <i>Social Media, Management, & You</i> , Presented by Toni Reintke <input type="checkbox"/> Track E, <i>Generational Diversity</i> , Presented by Jonae Pistoresi

PARTICIPANT #2

Mr. / Ms. / Mrs. _____
Name and Title

Phone Number () _____ Email Address _____

Indicate your 1st and 2nd Preferences Only for Each Session	
Session 1 9:30 - 10:50 AM	<input type="checkbox"/> Track A, <i>I'm a Supervisor – Now What?!?</i> , Presented by Sandy Medeiros <input type="checkbox"/> Track B, <i>Employee Engagement: Elements of Great Managers</i> , Presented by Jonae Pistoresi <input type="checkbox"/> Track C, <i>Performance Management: Empower Yourself and Your Team</i> , Presented by Dr. Ben Lastimado <input type="checkbox"/> Track D, <i>Technology and Management: Tools for Efficiency</i> , Presented by Todd Van Zandt <input type="checkbox"/> Track E, <i>Personality Diversity</i> , Presented by Marcee Samberg
Session 2 11:00 – 12:20 PM	<input type="checkbox"/> Track A, <i>Creating a Professional Image</i> , Presented by Dave Spaur <input type="checkbox"/> Track B, <i>Employee Engagement: Elements of Great Managers</i> , Presented by Jonae Pistoresi <input type="checkbox"/> Track C, <i>The Nuts & Bolts—Employment Law</i> , Presented by Dr. Ben Lastimado <input type="checkbox"/> Track D, <i>Social Media, Management, & You</i> , Presented by Toni Reintke <input type="checkbox"/> Track E, <i>Cultural Diversity</i> , Presented by Patty Pistoresi

ENROLLMENT FORM

Session 3 2:00 – 3:20 PM	<input type="checkbox"/> Track A, “Is This Mic On...?”—Supervisory Communication 101, Presented by Vickie Mulvaney-Trask <input type="checkbox"/> Track B, When the Going Gets Tough, Presented by Chris Vitelli <input type="checkbox"/> Track C, Managers and Emotional Intelligence, Presented by Patty Pistoresi <input type="checkbox"/> Track D, Social Media, Management, & You, Presented by Toni Reintke <input type="checkbox"/> Track E, Generational Diversity, Presented by Jonae Pistoresi
--------------------------------	--

PARTICIPANT #3

Mr. / Ms. / Mrs. _____
Name and Title

Phone Number () _____ Email Address _____

Indicate your 1 st and 2 nd Preferences Only for Each Session	
Session 1 9:30 - 10:50 AM	<input type="checkbox"/> Track A, I’m a Supervisor – Now What?!?, Presented by Sandy Medeiros <input type="checkbox"/> Track B, Employee Engagement: Elements of Great Managers, Presented by Jonae Pistoresi <input type="checkbox"/> Track C, Performance Management: Empower Yourself and Your Team, Presented by Dr. Ben Lastimado <input type="checkbox"/> Track D, Technology and Management: Tools for Efficiency, Presented by Todd Van Zandt <input type="checkbox"/> Track E, Personality Diversity, Presented by Marcee Samberg
Session 2 11:00 – 12:20 PM	<input type="checkbox"/> Track A, Creating a Professional Image, Presented by Dave Spaur <input type="checkbox"/> Track B, Employee Engagement: Elements of Great Managers, Presented by Jonae Pistoresi <input type="checkbox"/> Track C, The Nuts & Bolts—Employment Law, Presented by Dr. Ben Lastimado <input type="checkbox"/> Track D, Social Media, Management, & You, Presented by Toni Reintke <input type="checkbox"/> Track E, Cultural Diversity, Presented by Patty Pistoresi
Session 3 2:00 – 3:20 PM	<input type="checkbox"/> Track A, “Is This Mic On...?”—Supervisory Communication 101, Presented by Vickie Mulvaney-Trask <input type="checkbox"/> Track B, When the Going Gets Tough, Presented by Chris Vitelli <input type="checkbox"/> Track C, Managers and Emotional Intelligence, Presented by Patty Pistoresi <input type="checkbox"/> Track D, Social Media, Management, & You, Presented by Toni Reintke <input type="checkbox"/> Track E, Generational Diversity, Presented by Jonae Pistoresi

Organization _____

Mailing Address _____

City, State, Zip _____ FAX () _____

ENROLLMENT FEE

**ENROLL
TODAY**

**\$79/participant for the Early Bird
Registration Fee
6/20/11 through 7/29/11**

**\$59/participant
if bringing a team of 3 or more from the organization**

\$99/participant for the Registration Fee after 8/1/11

**\$79/participant
if bringing a team of 3 or more from the organization**

FIVE EASY WAYS TO REGISTER

By Phone: (209) 386-6733

Online: www.mercedworkplacecenter.org

By Email: carol.roscelli@mccd.edu

Please include:

- Name, title, organization, phone number, and mailing address
- Sessions you wish to attend
- Billing information

By Fax: (209) 386-6793

By Mail:

Complete and mail enrollment form to:
Merced College
Workplace Learning Resource Center
630 W. 19th Street
Merced, CA 95340



PAYMENT INFORMATION (Payment must be received a minimum of seven business days before the Summit)

Confirming phone registration: # _____

Check enclosed payable to: Merced College Mail to: 630 W. 19th Street, Merced, CA 95340
 Check # _____ Check Amount \$ _____

Purchase order attached: # _____

Invoice my organization. Attention: _____ Address: _____

Charge to: VISA Mastercard

Card Number _____ CVV2/CID: _____ Expiration Date _____

Signature _____

Cancellations and Substitutions. Cancellations received up to seven business days before the Summit are refundable, minus a \$10 registration service fee. After seven days, cancellations are subject to the entire Summit fee. Please note that if you do not cancel and do not attend, you are still responsible for payment. Substitutions may be made up to seven business days before the Summit.



WpLRC

Workplace Learning Resource Center

MERCED COLLEGE
**BUSINESS
 RESOURCE
 CENTER**

630 WEST 19TH ST.
 DOWNTOWN MERCED





Merced College
Workplace Learning Resource Center
630 W. 19th Street
Merced, CA 95348

Nonprofit Organization
U.S. Postage
PAID
Permit No. 299
Merced, CA

THANK YOU TO OUR SPONSORS

