

# NTC 2005 - Descriptive Workshops

Workshops can fall into many categories, often several. We are designing the program based upon NTC's management tracks and core knowledge areas. Below are possible workshop listings for several "tracks" we are offering this year (subject to change). Tracks offer attendees a way to key in on specific workshops that may be of interest, but all attendance is elective during any sessions.

These tracks will provide an opportunity to address current realities and future trends, and the assessment and use of leadership and you will leave with new realizations about yourself, others and how to improve your organization's performance.

Under each track, you will find workshop titles that will be presented during this year's conference. A tentative conference schedule will be published at a later date.

## Track 1- Strategic Management

1. Leadership – Current and future professional development practices.
2. Career Development – Planning strategies, tools, and techniques.

### Embracing Trouble- Surviving the Risks of Leadership Leonard Aron

Atlanta Area School for the Deaf  
Department of Education, State of Georgia

Those who lead are often asked to make changes. Due to political and economic reasons, there is greater personal risk today for leaders than ever. The presenter will share his own story and the story of other leaders with passion for their work, belief in their employees, but have learned to increase their awareness of personal risk, how to survive, and even thrive while leading change.

### How to Ace the Interview Christy Compton, Disability Program Manager Department of Transportation

The interview is examined from the Hiring Official's viewpoint, which will help participants know how to respond to questions. Participants will role-play answering typical and non-typical questions and identifying their strengths. We will discuss how to avoid revealing weaknesses. Participants will learn what they should never say in an interview.

### How to Survive a Difficult Boss Christy Compton, Disability Program Manager Department of Transportation

Workshop provides effective tools for coping with work conditions caused by an unprofessional or unpleasant supervisor (a bad boss!). Learn techniques for minimizing typical problems posed by difficult supervisors. Participants also will learn their options and rights in certain workplace situations. Participants - bring your worst supervisor horror story!

**Discover an Untapped Resource: Working with Deaf and Hard of Hearing People**  
Kathy Dollinger-Meyer, Employment Advisor and John Macko, Associate Director  
National Technical Institute for the Deaf (NTID) Center for Employment  
Rochester Institute of Technology

This fun, interactive workshop will foster diversity and increase awareness of a large segment of society, a growing consumer and workforce segments: persons who are deaf and hard of hearing. This training is for anyone who would like to learn more about working with deaf and hard of hearing colleagues. Hands-on activities and discussion will focus on: communication strategies to benefit both deaf and hearing people.

**You Take the Lead**

Kathy Dollinger-Meyer, Employment Advisor and John Macko, Associate Director  
National Technical Institute for the Deaf (NTID) Center for Employment  
Rochester Institute of Technology

This workshop is designed for people who want to take the lead in encouraging employers to work more effectively with deaf employees. You will learn strategies that have been successfully used to sensitize hearing individuals to the deaf experience. Empower yourself to become a resource and a potential trainer at your workplace.

**Positive Communications: Winning at Work!**

Margie English, Outreach Educator  
MCI IP-Relay Service

Communicating is a challenge! Did you suggest an idea to your supervisor to have it ignored, and then find out that your co-worker suggested the same idea, using different words, which was accepted with a commendation? Why did this happen? This interactive workshop will invite thoughts and comments on what works in facilitating positive communications. Writing samples will be provided.

**Remote Management: When Your Employees, Bosses, or Peers Are Not There**

Michael Harrell, Front Line Manager  
Internal Revenue Services

This interactive workshop will demonstrate the advantages, disadvantages, challenges, and solutions in leading people from a remote location. We will answer the questions: "What does it take to be an effective Leader from a remote location?" and "How can I be effective and productive if my manager is at another POD?"

**Forget the Hard Way! Get Training the Easy Way!**

Donna Lange, Associate Professor/Formal Chair & Donald Beil, Professor  
Applied Computer Technology, National Technical Institute for the Deaf  
Rochester Institute of Technology

Describes the non-profit NTID/RIT "Deaf Initiative in Information Technology" that offers deaf-friendly computer workshops led by signing deaf and hearing professionals. DIIT will be described, and a survey will be conducted to assess the needs of those in the audience. Survey results will help shape future workshops to meet attendees' needs.

## Positioning Yourself for the Future with Technical Job Skills

Dean Lauria, Assistant Professor

Applied Computer Technology, National Technical Institute for the Deaf  
Rochester Institute of Technology

This workshop is designed to help federal/government employees do a self-assessment. Attendees will learn how to evaluate their current status in the workplace and compare it to their personal goals in an ever changing information sharing environment. Those who are committed to their own enhanced professional growth in the technical place will work through an array of enhancement opportunities and determine specific area of interests that meet their needs.

## Your Legacy as a "Change Leader" in your Agency

Annette Reichman, Chief, Deafness and Communicative Disorders Branch  
Rehabilitation Services Administration

Boyce R. Williams, one of the first Deaf individuals in the federal government, left a lasting legacy in VR services for the Deaf Community through his leadership in RSA from 1945 until 1983. His legacy includes initiatives such as the National Theater for the Deaf, Registry of Interpreters for the Deaf, and graduate training programs in Rehabilitation Counseling with the Deaf. The presenter will give specific action steps on how to become an effective change leader and to create a lasting legacy, similar to Boyce Williams.

## Successful Deaf and Hard of Hearing Federal Employees with Secondary Disabilities- How Do You Ask for Help?

Eric F. Spanbauer, Equal Employment Opportunity Specialist, Defense Logistics Agency & Jeffrey Dallos, National Disability Program Manager US Geological Survey

Have you experienced hidden problems that are affecting your work performance? If so, you may have a secondary disability! Many of the Deaf and Hard of Hearing population are unaware that they have secondary disabilities. Learn from the panelists on how to recognize secondary disabilities and request accommodations

## Empowering Yourself with Networking!

Eric F. Spanbauer, Equal Employment Opportunity Specialist  
Defense Logistics Agency

You're qualified for a job or a promotion but didn't get it? Surprisingly, 70% of jobs are found by networking! Mr. Spanbauer will share his experiences, and show you how to apply the eight keys of networking with rules and tips to empower yourself with effective networking to find that job you want!

## Political Leadership

Judy Stout, Instructor  
Graduate School and Professional Programs  
Gallaudet University  
More details coming soon.

## Track 2 – Operational Management

1. Information Technology – Methods, concepts, and practical applications in the workplace.
2. Communication – Overview of oral and written communication, interpersonal skills, how to work with interpreters, using technology (i.e. Video Relay Service) and formal and informal presentations.

### Technology Access – You Don't Know What You Are Missing

David Baquis, Accessibility Specialist

U.S. Access Board

Can you name federal agencies with TTY accessible interactive telephone response systems? People with hearing disabilities are largely unaware of how electronic and information technology can be designed for accessibility and of their rights to such technology. Come learn more about how Sections 508 and 255 can benefit you. Discover the complimentary nature of mainstream and assistive technologies.

### Wireless Technology in the Workplace: A review of Laws and Strategies to Improve Accessibility

Brenda Battat, Senior Director of Policy and Development

Self Help for Hard of Hearing People, SHHH

Timothy Creagan, Director of Consumer Training

Information Technology Technical Assistance and Training, ITTATC

The workshop will explore laws covering accessible telecommunications and electronic and information technologies. Tools, techniques and resources available to help employees obtain accessible telecommunications will be discussed.

### Federal Relay: Accessibility to the Federal Government

Karl A. Ewan, Agency Liason

Sprint Federal Relay

Federal Relay is a Federal Government service managed by the General Services Administration and operated by Sprint. This service provides telecommunications accessibility to the deaf/hard-of-hearing individual access to the Federal Government and its agencies. This service is also for Federal and Military employees/retirees/veterans as well with federally-recognized Indian Tribes. Federal Relay has a variety of products such as traditional relay, video relay, CapTel, relay conference captioning, and internet relay.

### Access Now! Speech Recognition Captioning

Mark Hall, Director of Sales and Marketing

ULTECH LLC

Demonstrate the capabilities of speech recognition captioning to provide captions on demand for meetings and events. Speech recognition allows staff to learn to speech caption in a relatively short time. Speech recognition captioning will allow more events to be captioned and reduce the prior notice required for accommodations.

## Recent Developments from the FCC on Telecommunications Access

Gregory Hlibok, Esq., Attorney

Federal Communications Commission

Presentation discussions consist of the latest from the FCC's Disability Rights Office on the Telecommunications Relay Services (TRS) policy matters, mainly Video Relay Service and IP Relay Service. The presentation will discuss the captioning requirements since its January 1, 2006 deadline is approaching. The presentation will also outline how we can make good use of the Disability Rights Office's resources and how we can file a complaint and/or comment with the FCC.

## Remote CART- Using Technology to Achieve Communication Success

Philip A. Hyssong, Vice President

Caption First

Communication without limitation is key to advancement. Technological advances make it possible for employees to perform their communication duties regardless of hearing loss. Internet remote CART will be demonstrated throughout this session giving participants a general understanding, the steps and equipment necessary to be successful and where to locate providers.

## Leveraging Interpreters in the Workplace

Billy Kendrick (CI, CT, NAD V), Director of Marketing &

Brandon Arthur (CI, CT), President

Visual Language Interpreting

Workplace communication is key to gaining respect and recognition in the workplace. This workshop will explore how interpreters can be leveraged to improve workplace communication and take advantage of growth opportunities. Come and find out how working as a team can improve your opportunities for success at work.

## Introduction to Security Awareness

Dean Lauria, Assistant Professor

Applied Computer Technology, National Technical Institute for the Deaf

Rochester Institute of Technology

This workshop is designed to help federal/government employees better understand threats, attacks, and vulnerabilities (technology and human) and how they affect the workplace. Attendees will learn how to evaluate their status in the workplace and determine and determine prior contacting their security response team prior contacting their security response team

## Interpreting Issues in the Federal Workplace

Robert J. Mather, Esq., Trial Attorney

US Department of Justice

Mr. Mather will address issues of reasonable accommodations, especially qualified interpreters, in the work place. The format of this proposal is a group discussion.

## How Can a Deaf Employee, Supervisor, and Interpreter Work Together to Ensure That Effective Communication Takes Place in the Workplace?

Susan M. Mather, Ph.D., Professor

Graduate School and Professional Studies, Department of Linguistics and Interpretation

Gallaudet University

One of the major concerns is how an interpreter facilitates communication in meetings remains a barrier due to differences in perspectives of interpreters by employees and supervisors.

Developing an understanding of the differences in communication styles is the starting point for developing a friendly culture for an interpreter in meetings.

Communication perspectives happen all the time, especially when it comes to using an interpreter. This workshop will explain in depth how we can develop a better understanding of interpreters and what it means to have a friendly atmosphere in the workplace.

## Convergence between Assistive Technology and Full Accessibility: Effectively Bridging the Gap among Deaf and Hearing Employees

Myrna Orleck-Aiello, CEO, & Philip Aiello, Chief Technical Officer

TCS Associates

With an emphasis on fostering inclusiveness for people who are Deaf utilizing the latest technology, this workshop will focus on practical applications of assistive technology (AT). They will highlight the use of key devices for accessible communications for Deaf and Hearing colleagues. Other topics include: Successful integration with communication equivalence for federal employees using AT and emergency preparedness and IT.

## Waves of Communication

Paul Singleton, Program Analyst, Sherri Hoyt, Federal Partnership Coordinator, & Lisa Valenti, Contractor

Computer/Electronic Accommodations Program (CAP)

Department of Defense

An interactive workshop is provided on communicating with Deaf or Hard of Hearing Persons, covering latest assistive technology. Different communication strategies will be discussed.

People new to deafness are welcome to this workshop.

You're Hired! Now CAP Can Provide You with Assistive Technology! Paul Singleton, Program Analyst, Paul Boesch, Senior Analyst, & Lisa Valenti, Contractor

Computer/Electronic Accommodations Program (CAP)

Department of Defense

Department of Defense Computer/Electronic Accommodations Program provided over 40,000 assistive technology solutions to Federal employees with disabilities at no cost to Federal agencies. Demonstrations of A/T, needs assessment processes, A/T recommended solutions are available with the CAP. CAP's Deaf and Hard of Hearing team will show how you can use CAP!

### Mentoring Tips and Techniques

Aimee Whyte-Solomon, Mentorship Coordinator/Deaf Mentor

Communication Service for the Deaf of Minnesota

More details coming soon.

### Interpreting Online: Easy, Quick Communication Access for the Workplace

Al Sonnenstrahl, Senior Outreach Manager

Communication Service for the Deaf, Inc.

Interpreting Online started as an idea that fermented in the incubator as videoconferencing technology improved rapidly. Its potential was evident to us, as tools to facilitate communication have long been the province of CSD. Come learn how IO can benefit you in the workplace based on the experience of IBM employees.

### Track 3 – Program Management

1. Human Resources – Staff management with knowledge of current personnel issues and management techniques.
2. Equal Employment Opportunity – Compliant handling process, affirmative action, and diversity.

### Management Directive 715 for HR Professionals and Selective Placement

Coordinators

Christy Compton, Disability Program Manager

Department of Transportation

Workshop describes the requirements of EEOC's new Management Directive 715 and its impact on Human Resources, including Selective Placement Coordinators. Program and data collection requirements will be discussed, as well as the renewed emphasis on recruitment and promotion of individuals with disabilities, including deaf/hard of hearing individuals. Bring your questions!

### Management Directive 715: How Does This Impact You as a Deaf/Hard of Hearing Employee?

Jeffrey Dallos, National Disability Program Manager

US Geological Survey

Learn how Management Directive 715 can make an impact for you as a Deaf and/or Hard of Hearing Employee. The new MD 715 provides policy guidance and standards for establishing and maintaining effective affirmative programs of equal employment opportunity under Section 717 of Title VII (PART A) and effective affirmative action programs under Section 501 of the Rehabilitation Act (PART B).

**What Does Your OIG Do For You? An Overview of the Office of Inspector General  
Darrell Drake, Auditor & Montgomery K. Fisher, J.D., Ph.D., Senior Counsel  
Office of Inspector General, National Science Foundation**

This interactive workshop session will discuss the mission and functions of the Offices of Inspector General in the Federal Government, using the National Science Foundation's Office of Inspector General as an example. We will provide information about our functions and provide case studies and examples of audits and investigations.

**Individuals with Disabilities in Emergency Preparedness  
Claudia L. Gordon, Attorney, Office for Civil Rights and Civil Liberties  
Department of Homeland Security**

On July 22, 2004, President Bush marked the anniversary of the Americans with Disabilities Act and expanded his New Freedom Initiative by signing an Executive Order, Individuals with Disabilities in Emergency Preparedness, which seeks to fully integrate people with disabilities into the national emergency preparedness efforts. The Department of Homeland Security, Office for Civil Rights and Civil Liberties has been tasked with the implementation of this Executive Order, including leading the Interagency Coordinating Council on Emergency Preparedness and Individuals with Disabilities. Presenter will provide an overview of the subject matter and highlight some of the major accomplishments, challenges and goals in response to the President's direction.

**The Federal Long Term Care Insurance Program  
Kathleen Melanson, Senior Account Manager  
Long Term Care Partners, LLC**

The Federal Long Term Care program (FLTCIP) is a long term care insurance program offered to Federal and Postal employees and annuitants, active and retired members of the uniformed services, certain other eligible groups, and their qualified relatives. The high cost of long term care poses a significant risk, jeopardizing your savings and burdening the lives and finances of those who care about you most. This seminar will help you decide if the FLTCIP is right for you.

**Considerations for Mediating with People who are Deaf  
John Reiman, Ph.D., CSC  
Western Oregon University  
More details coming soon.**

**Accommodating Late-Deafened Employees  
Deanna Stone, Executive Director  
West Virginia Commission for the Deaf and Hard of Hearing**

This workshop will offer tips and strategies for employers and late-deafened employees on effective accommodations, educating co-workers, adapting to hearing loss, and retaining employment. Employers will better understand how to make the accommodations that are necessary to keep valuable employees who are becoming hard of hearing or late-deafened.

## Competitive Sourcing and HR Impacts

Timothy Wheelles, Director, Commercial Activities Review, &  
Christine Steyer, Acting Director, Office of Human Resources and Office of  
Strategic Management Planning  
National Institute of Health

Competitive Sourcing is part of the President's Management Agenda. This workshop will discuss competitive sourcing from an agency standpoint and what impacts it may have on the employees in an organization. The speakers will discuss how the Department of Health and Human Services, National Institutes of Health has implemented their program and some of the results.

## Track 4 – Quality of Life

1. Improving workforce productivity – time management, stress management, and working effectively with others.
2. Facing and dealing with the challenge of life – finances and health.

## Decisions for a Secure Retirement

Stephen Hlibok, Vice President and Senior Financial Advisor  
Merrill Lynch

Whether you plan to retire in 2 years or 20, it is important to re-evaluate and customize your retirement strategy as well as make critical decisions to ensure your goals stay on track. Stephen Hlibok, Financial Advisor, will show you how reassessing your goals, risk tolerance, investment strategy and current asset allocation can help you create a more efficient portfolio. We will also explore strategies such as tax-deferred investments to help preserve wealth and tax efficient wealth transfer solutions for passing assets to your heirs.

## Finding Time for Me

Mary Ann Goodman-Leon, Human Resources Specialist  
Central Intelligence Agency (CIA)

Objectives of the workshop are to help us who are feeling under pressure and stress to STOP and recognize the things that are truly important and to help us NOT to sweat the small stuff. This workshop will bring out experience from the audience.

## Managing Your Debt- A Debt Management Tips Seminar

Ryan Maliszewski  
Financial Aptitude

Confused between good debt and bad debt? Want to learn how to improve credit score, reduce credit card interest rates, and pay off debt in the most efficient way possible? It takes proper discipline and knowledge to bury the debt monster. Discover how by using various debt management strategies offered here!

### Narrowing Gender Differences

Susan M. Mather, Ph.D., Professor,  
Graduate School and Professional Studies,  
Department of Linguistics and Interpretation  
Gallaudet University

One of the major concerns is gender differences in the workplace. Ms. Mather will address how gender views and communication styles impact working relationships and teach how to look beyond stereotypes and respect each other as individuals.

### Understanding Federal Benefits

Louis J. Schwarz QFP, CFP®, RFC, CFEB  
Schwarz Financial Services LLC

This seminar will be a place to share, debate, and discuss your federal benefits and retirement planning. It will be moderated by an expert in federal financial and retirement planning, who is a Certified Federal Employee Benefits Specialist (CFEBS). This deaf Certified Financial Planner provides this forum with answers to important questions regarding your financial well-being. You will have an opportunity to ask any question and to hear out what the CFEBS responds.

### Cochlear Implants in the Workplace

Donna L. Sorkin, Vice President, Consumer Affairs  
Cochlear Americas

For people who grow up using spoken language and experience progressive hearing loss, the workplace can pose extreme communication challenges. A cochlear implant allows many individuals to regain their ability to communicate and remain in the workforce. This session will review work-related benefits and methods of maximizing outcomes at work including accommodations required under the law.

### The Secret Life of Self-Advocacy Success

Mary Ruth Summers

This inspirational and informative workshop will give you the upstart in promoting self-advocacy at work, school, public places, and home and get positive results. Success depends on how we interact and collaborate with others to create an indispensable work environment with your requirements in order to set the plateau. As we all know, deaf people do not need to be "fixed", but how do we outline what works to our employer in a way that it does not discriminate you? My workshop will outline challenges, critical issues, the medical/professional view, common myths, and tools for change, problem solving, and developing a support system that you will be able to take with you and to your employer. Workplace stories will be highlighted.

### Track 5 – Deaf and Hard of Hearing in Government Leadership Showcase

The Leadership Showcase provides an opportunity for attendees to discover best practices used in the workplace and learn from personal narratives of panelists about methods of management and experiences used successfully to move up in the government.

Deaf Women in the Federal Government

Leaders and Managers Forum

Principles of Creating a 'Deaf Friendly' Workplace

Successes and Pitfalls in the Federal Workplace for the Deaf and Hard of Hearing Employees