

Dr. Thom Lisk, author of Noble Leadership®, Become #1 in Selling, Blueprints for Building Your Business, and one of the Complete Idiot Guide books shows you how to thrive (not just survive) a challenging business climate and economy. Decide not to participate in the recession!

Keynote: **Great People Get Better, Never Bitter.** Circumstances need not dictate your success. Lisk will help you refocus on your core values, your mission, your vision and activate you to empower your team to offset challenges, creating a journey that is rewarding. End result: more customer loyalty, more personal satisfaction.

Lisk has walked in your shoes, knows your problems, and presents workable solutions with humorous inspiration. He is the president/CEO of Professional Speakers Bureau International, as seen at TerrificSpeakers.com He is an award-winning business and community leader traveling worldwide to serve and gain insights for more success.



Dr. Thom Lisk

Luncheon: **Dominate Your Future with Leading Strategies!** Wrap up the conference with specific blueprints, take-away ideas, that help you overcome circumstances, change with new strategies, focus better on core values, core competencies and core customers. Create more customer loyalty, the best end result of competing better in challenging times. Market share will follow.



ELGIN COMMUNITY COLLEGE
Corporate and Continuing Education
1700 Spartan Drive
Elgin, IL 60123-7193



Business and Industry Conference:

Adapting to Existing Circumstances - A Conference on Resources and Strategies!

May 7, 2009, 7 a.m. – 1:30 p.m.

Elgin Community College
Fox Valley University and Business Center (UBC)
1700 Spartan Drive, Elgin, IL



Your Business. Your College.

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“Decide Not to Participate in the Recession!”

Keynote Speaker:
Dr. Thom Lisk, Author of Noble Leadership®, Recipient of Norman Vincent Peale, Lifetime Achievement Award for Speaking

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Conference Agenda:

- 7 a.m. ..Registration and Continental Breakfast
- 8 – 9:30 a.m. Welcome and Keynote Address
- 9:45 – 10:45 a.m.Conference Session One
- 11 a.m. – NoonConference Session Two
- Noon – 1:30 p.m.Featured Speaker/ Luncheon

Sponsored by:



Session One Presentations:

9:45 a.m. – 10:45 a.m.

Session B – Great Service Begins with a Lean Process

Customers expect swift and accurate service in all industries – healthcare, manufacturing, retail and others. The level of service required to survive today cannot afford wasteful practices and habits. We cannot expect employees to behave like machines but we can equip them with processes that are defined, accurate and precise.

This session will cover:

- The organizational commitment necessary to succeed at improving office, administrative and service processes
- The critical value streams to seize to achieve positive impact on customers
- Mapping of current and future practices as well as relevant metrics
- How to eliminate waste

Presenter: Chuck Nemer is an experienced trainer with expertise in supply chain, materials and operational functions of a business. He holds a Master's degree in leadership from Augsburg College.

Session C – Combustible Dust in Industry: Preventing and Mitigating the Effects of Fires and Explosions

Combustible dust can create catastrophic fires and explosions that have the potential to cause serious damage. OSHA has initiated a National Emphasis Program to conduct focused inspections at companies that manufacture, process or handle combustible dusts. Learn about the science of combustible dust, recognized prevention and control systems recommended by the National Fire Protection Association, and details of OSHA's program.

Presenter Michael Serpe, ASP, is the director of training and audits at Accident Prevention Corporation. He has developed combustible dust training curriculum for OSHA and the North American Die Casters Association.

Session D – Employee Disengagement May Affect 80 Percent of the Workforce

How do we remain enthused about our work? How do we inspire others? Explore new research in cognitive science and emotional intelligence; as well as Maslow's hierarchy of needs. Key points include:

- The best and most effective ways to motivate others
- "Flow" and how to achieve it

- The many benefits of an optimistic attitude
- How to maintain a positive mind set

Presenter: Laura Lewis Barr is a certified emotional intelligence trainer. She has been training adults for over 15 years.

Session E – Maximize Your Internal Talent

Virtually all business leaders agree developing an organization's internal talent is a key imperative, yet few organizations make it happen effectively and consistently. This session will discuss key elements of an internal talent development system, and will provide practical guidance to make it workable, successful and sustainable in your organization.

Presenter: Bill Kowalski is a human resource professional and former labor law attorney with expertise in employee /labor relations, compensation and benefits communication and administration and EEO/legal compliance and diversity

Session F – Assessing Technical/ Industrial Training and Knowledge Base and Sustainable Energy

Do you know the technical knowledge required by each of your employees? How do you assess those skills during the interview process? Do you know the skill set requirements of each position in your facility? If you decide to train, what do you teach and who do you select for training?

If you answered "yes" to one or more of these questions, ECC Professor **Tony Schuls** gives an explanation on where to start. This process was developed for four local companies.

ECC Associate Professor **Andy Erbach** will be discussing sustainable energy, and maintenance of existing HVACR systems. Air conditioning and heating costs account for 60 percent or more of the average utility bill and, together, represent the largest energy uses in most residences and small businesses. This session will review the role proper and timely preventative maintenance plays in an effective energy management program.

Session Two Presentations:

11 a.m. – Noon

Session G – Leading the Four Generations for Positive Results

Are you trying to integrate all four generations to successfully produce positive results? Or, is your challenge in leading Gen –Y team members?

If you answered YES then you know Gen-Y requires new leadership skills.

In this session you will learn which leadership style is most effective with and appreciated by Gen-Y. Learn to connect all four generations!

Presenter: Marcy Piekos, owner of Maverick Minds Consulting. Marcy has been a corporate instructor and facilitator for 25 years.

Session H – Immigration and Customs Enforcement (ICE)

Presenter: Patrick Dickinson, special agent, will discuss IMAGE – ICE Mutual Agreement between Government and Employers - a new voluntary collaborative program with America's business community.

Participation benefits for the employer include an enhanced corporate image along with a reduced probability of worksite enforcement actions. The program places an emphasis on self-policing of hiring processes rather than ICE verifications of employment practices through inspections and investigations. Information on E-Verify will be included.

Session I – Leading in Turbulent Times

Today, the financial turbulence from the capital markets crisis has set off tidal waves that threaten to capsize all but the hardest organizational ships. The business objective is no longer quarterly performance but the health and long-term survival of the enterprise (Bryan & Farrell, 2008).

In today's turbulent environment, research shows that first and second-level leaders must:

- Lead change
- Implement operational controls
- Make quick decisions in response to each new challenge
- Communicate effectively
- Retain and motivate talent
- Engage and empower
- Convey authenticity and build trust
- Promote innovation in processes to prepare for the future

This session will link current business issues and trends to skills that leaders need in today's rapidly changing environment.

Presenter: Jane Whitmore manages a distribution channel for Development Dimensions International (DDI). She has over 25 years experience in leadership consulting and training.

Session J – Transition to ISO 9001:2008

Will your organization be ready for the transition audit to ISO 9001:2008? Although it has been announced as not containing any new requirements, your organization will still need to see how it might affect your quality management system.

Since ISO 9001:2008 provides clarified requirements and new notes, these changes might cause your organization to interpret the requirements differently. This presentation will help you move to the new ISO 9001:2008 standard and will provide information on available implementation support and guidance.

Presenter: Maritza Robbenolt-Pazek holds a BS in chemistry, a BA in languages (fluent in four languages) and a Master's degree from New York University. Maritza is an international speaker at ISO forums and is a certified IAF and RAB lead assessor.

Session K – Department of Commerce & Economic Opportunity (DCEO) Energy Division and ETIP (Employer Training Investment Program).

State Representatives from Illinois DCEO will discuss incentive opportunities for energy efficiency, renewable energy and recycling and give an update regarding training funds for the ETIP Program.

Presenters: Carol Kulek, Energy Division, **Cesar Lopez**, ETIP program manager and **Michelle Michals**, senior account manager.

Session L – Navigating Web 2.0 for the Workplace

There is a lot of buzz today about using new technologies – twitter, wikis and blogs – for social networking in your organization. Learn how Elgin Community College (ECC) is using these new tools and identify ways to incorporate social media into your business strategy.

Presenter: Sarah Evans, director of communications at ECC is an established industry professional in the social media world – she runs two blogs, writes for Mashable and has more than 16,000 followers on Twitter.

Business and Industry Conference Registration Form

(Please Print)

Name of organization: _____

Name of attendees: _____

_____ e-mail: _____ Phone: _____

Company address: _____

City: _____

State: _____ Zip code: _____

Cost: \$79 per person

Best Value! Buy three conference registrations and receive the fourth registration at no cost! Note: Best value pricing applies to four participants from the same organization.

Number of individuals _____ @\$79 each

Total cost: \$ _____

Registration provided by: The Elgin Area Chamber of Commerce

Method of payments: MasterCard, Visa or check.

Invoices cannot be issued.

Fax registration to 847-741-5677 or phone information to 847-741-5660.

Make checks payable to Elgin Area Chamber of Commerce

Mail to: 31 S. Grove Ave, Elgin, IL 60120

Credit Card Information:

Name of Company _____

Name on Credit Card _____

Credit Card Number _____

Expiration Date: _____ 3 Digit Verification Number _____

Zip code where credit card statements are mailed _____

Cancellation policy:

No registration fees will be refunded after April 30, 2009.

For travel directions to ECC, visit www.elgin.edu/maps.

Which session(s) are you or your group likely to attend? Please check as many as apply.

A _____ D _____ G _____ J _____

B _____ E _____ H _____ K _____

C _____ F _____ I _____ L _____

For more information, visit elgin.edu/corporatetraining or call 847-214-7869.