2019 UT ADMINISTRATIVE PROFESSIONALS RETREAT

EMPOWERMENT WITH PURPOSE

November 6 – 8, 2019
Park Vista Hotel
Gatlinburg, TN
Welcome to the 2019 Administrative Professionals Retreat!

Employee & Organizational Development (EOD) is thrilled to welcome you to the 2019 UT Administrative Professionals Retreat! The retreat is a three-day learning event focused on your professional development. The Empowerment with Purpose theme will be reflected throughout the next three days, as each session has been designed to provide fresh perspectives, renew your mind creating growth and change and preserve and enhance the greatest asset you have—you.

As you seek to enhance your existing knowledge and skills, the sessions will provide you with new insights, ideas and tips to engage you professionally and personally. EOD is excited to welcome accomplished and talented speakers who hold various roles at UT. Each retreat speaker brings unique perspectives and insight that will engage, ignite and inspire you for continued success!

You also have a unique opportunity to network and connect with your fellow administrative professionals from across the UT System. A directory of all retreat attendees is also included.

While this retreat is a learning event, we recognize the hard work and immense contributions you make daily to the University of Tennessee and welcome you to relax and renew your senses in the beautiful mountain scenery!

We sincerely thank you for spending this time with us and thank you for your investment in your continued professional development. Please do not hesitate to reach out to any EOD staff member if we can be of assistance.

With best wishes,

Employee and Organizational Development (EOD)
University of Tennessee System

**EOD Team Members:**

Faith Lewis, training consultant
Leigh Mosley, senior training specialist
Dylan Siebert, learning management system administrator/E-learning consultant
Dr. Ron Tredway, executive director
Marti Willen, senior training consultant
Event Agenda

All sessions will be held in the Mountainview Room

WEDNESDAY, NOVEMBER 6

11:00 - 11:45  Registration and Sign-In
11:45 - 12:30  Welcome and Opening Keynote
Randy Boyd, UT System interim president
12:30 - 1:45  Lunch
1:45 - 2:45  Making It Happen: Express Yourself with Confidence
Tomi Rogers, UT Institute for Public Service
2:45-3:15  Networking Activity and Break
3:15 - 4:15  From Fear to Eternity: Taking the Drama Out of Feedback
Nicholle Harrison, UT Chattanooga
4:15 - 4:30  Day 1 Wrap-Up Remarks and Hotel Check-In

THURSDAY, NOVEMBER 7

7:00 - 8:30  Breakfast
8:45 - 9:45  Embracing the Opportunities and Challenges of the Multigenerational Workforce
Marti Willen, UT System
9:45 - 10:00  Break
10:00 - 11:30  Productive Work Habits
Abb Oglesby, UT Institute for Public Service
11:30 - 12:45  Lunch
12:45 - 1:45  Basic Tools to Maximize Efficiency and Opportunity
Heather Cockrum, UT Knoxville
1:45 - 2:00  Break
Event Agenda Continued

THURSDAY, NOVEMBER 7

2:00 – 3:00  Getting the MOST Out of Your Performance: Tips for Managing UP  
Nancy Scott, UT Knoxville

3:00 – 3:15  Break

3:15 – 4:15  Experiencing Unconscious Bias at Work  
Chandra Alston and Michael Alston, UT Health Science Center

4:15 – 4:30  Day 2 Wrap-Up Remarks

FRIDAY, NOVEMBER 8

7:00 – 8:30  Breakfast and Check-Out  
(Hotel check-out is by 11:00am)

8:45 – 9:45  Resilient Communication  
Jeannie Jones Tennant, UT Knoxville

9:45 – 10:00  Break

10:00 – 10:45  Closing Keynote  
Sharon Couch, coordinator of  
Student Life and Diversity, The Herbert  
College of Agriculture, UT Knoxville

10:45 – 11:15  Professional Development Next Steps and Closing

SPECIAL THANKS

Employee and Organizational Development (EOD) would like to thank the staff of the Park Vista Hotel and all retreat speakers for their contribution to this year’s Administrative Professionals Retreat.

Thank you for making this event a success!
OPENING KEYNOTE SPEAKER

Randy Boyd
University of Tennessee System Interim President

Randy Boyd was appointed interim president of the University of Tennessee by the UT Board of Trustees Sept. 25, 2018. He took office Nov. 22 following the retirement of UT President Joe DiPietro. As interim president, Boyd serves as the chief executive officer of a statewide university system that includes the flagship campus in Knoxville, campuses in Chattanooga and Martin, the Health Science Center in Memphis, the Space Institute in Tullahoma and statewide institutes of agriculture and public service.

Boyd is the founder and chairman of Radio Systems Corp., a Knoxville-based business. It has more than 800 employees, offices in six countries and produces pet-related products under the brand names PetSafe, Invisible Fence and SportDOG. He also serves as chairman of Boyd Sports and is the owner of the Tennessee Smokies, Johnson City Cardinals, Greeneville Reds and Elizabethton Twins.

Boyd also served as Gov. Bill Haslam’s adviser for higher education and was the architect for Tennessee Promise, Drive to 55 and Tennessee Achieves—initiatives aimed at increasing the number Tennesseans with post-secondary degrees to 55 percent by 2025 and decreasing financial hardship for those Tennesseans pursuing degrees.

Through his philanthropy, Boyd also supports the UT Knoxville Boyd Center for Business and Economic Research and the UT Institute of Agriculture Boyd Venture Challenge seed grant program for student entrepreneurs.

Boyd is the first in his family to graduate from college. He earned a bachelor’s of science degree in business with an emphasis on industrial management from UT Knoxville. He also earned a master’s degree in liberal studies with a focus on foreign policy from the University of Oklahoma.
CLOSING KEYNOTE SPEAKER

Sharon Couch
Coordinator of Student Life and Diversity,
The Herbert College of Agriculture,
UT Knoxville

Sharon Couch is a two-time U.S. Olympian and one of the most decorated female student-athletes in the history of the University of North Carolina. In fact, she recently was awarded the Tarheel Trailblazer award for 2016. This award is given to former Tarheels who have pioneered and made an impact for African American student athletes in the world. She competed professionally for 11 years after graduating with a degree in speech communications.

Couch has worked in corporate America for companies such as Kraft General Foods, Franklin Covey and Quest Communications. She spent a great deal of her post-competitive years employed in various corporate pursuits that utilized her high-energy personality and competitive spirit. Couch also served as the national director of retail account training for the Masai Barefoot Technology brand.

As she moved further away from the time of competing, she felt the need to make her Olympic experiences count and create a legacy. Couch began her career here at the University of Tennessee almost nine years ago as an assistant coach for the track team. During her tenure, she produced SEC Champions and All-Americans for the Lady Vols sprint/hurdle crew. In 2014, she graduated with a master’s of science in sport psychology and worked as a graduate teaching assistant for the Student Success Center on campus. Couch was most recently an academic advisor for the College of Education, Health and Human Sciences. She is now pursuing a PhD in the area of sport psychology. She has recently been promoted to student life and diversity and inclusion coordinator for the College of Agricultural Science and Natural Resources at UT Knoxville. She serves 1,339 students and numerous professional staff and faculty across two campus entities.

Her service work extends to the entire campus as the chairperson for the Chancellor’s Commission for Blacks at UT Knoxville.
SESSION DESCRIPTIONS AND SPEAKER BIOS
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Making It Happen: Express Yourself with Confidence

**Description:** The way we communicate with each other can enhance or hinder our relationships in the workplace. We should strive to project ourselves with confidence while fostering productive working relationships. This session will focus on practical suggestions to help us express ourselves with confidence and certainty.

**Tomi Rogers, human resources & operations manager, UT Institute for Public Service**

Tomi Rogers currently serves as the human resources & operations manager for the Institute for Public Service. Before joining IPS, she served as an extension specialist in the University of Tennessee’s Institute of Agriculture. She joined UT in 2001 as an intern in human resources and has gradually been afforded opportunities to grow her career as a human resources professional. Rogers received her bachelor’s in human resource development and her master’s in human resource management, both from the University of Tennessee, Knoxville. She is currently pursuing a doctorate in learning and leadership from UT Chattanooga.

In addition to her career with the University of Tennessee, she has worked for companies such as TEAMHealth, Amazon.com and the University of South Carolina. One of her passions is helping other individuals grow through professional and personal development from topics such as leadership and supervisory skills, communication, customer service, mediation, mentoring and strategic planning.

From Fear to Eternity: Taking the Drama Out of Feedback

**Description:** No matter what level you occupy at UT, feedback is one of the best tools for improving yourself and helping others develop. So, why do we dread it? In this session, we will discuss the types of feedback, elements of good feedback and ways that you can take your feedback practice from fearful to fierce.

**Nicholle Harrison, training management specialist, UT Chattanooga**

Nicholle Harrison currently serves as the training management specialist at the University of Tennessee, Chattanooga. Before coming to UT Chattanooga, she held the position of chief learning officer for Northwest Georgia Public Health, where she won a national award for a leadership program she designed. She holds a bachelor’s degree in English and a master’s degree in intercultural management. She is a master practitioner in the Myers-Briggs Type Indicator as well as being certified in the Herrmann-Brain Dominance Instrument and True Colors. In her work with personality styles, she has worked with companies such as Delta, Walgreens, Loews Hotels and the Department of Housing and Urban Development. Her focus is on organizational behavior, leadership and service, and her passion is creating a dynamic workforce.
Embracing the Opportunities and Challenges of the Multigenerational Workforce

Description: Five generations in our workforce can prove to be complex, but understanding communication preferences and value placed on people can help impact workplace culture in a positive way. In this interactive session, we toss stereotypes aside and focus on the human element of working together. Participants will discuss empathy, engagement and cross-generational collaborations as key elements to successful interaction in the workplace. Through small and large group discussion, we will address opportunities and challenges related to diverse work habits as well as ideas on how to thrive as an innovative, multigenerational team.

Marti Willen, senior training consultant, UT System

Marti Willen currently serves as a senior training consultant for Employee and Organizational Development. Prior to her current role in EOD, she held positions in volunteer training and development, facilitation and employee coaching and leadership development in the nonprofit sector. She worked as a director of guest services, facilities and training, leading teams of over 300 staff and volunteers. In this role, she facilitated and coordinated conferences, training courses and leadership development groups for a campus of over 4,000 people. Willen holds a bachelor’s of science in business administration with a concentration in human resource management as well as a master of business administration from Tusculum University. Willen consults with departments at UT to develop and deliver customized and departmental training solutions, strategic planning services and organizational development interventions. She also performs professional and personal development services. Willen facilitates in-person and online courses as well as plans, coordinates and manages learning events for the UT System.

Productive Work Habits

Description: The modern work world is full of distractions. Private emails, social media, the Internet and chatty co-workers cut into productivity, and prompt procrastination. However, work left unfinished today becomes a mountain of work due tomorrow, making a lack of productivity one of the biggest causes of profit loss for organizations. This course is designed to teach people how to kick bad habits and stay more focused on work throughout the day. As a result, everyone will work at a higher level, be able to more effectively prioritize tasks, improve relationships with coworkers and supervisors and create long-lasting behavioral changes.

Abner Oglesby, training & development manager, Municipal Technical Advisory Service, UT Institute for Public Service

Abner Oglesby came to MTAS as a municipal court specialist after serving as one of Mississippi’s special assistant attorney general in the Gulf Coast area. Over the course of his 15 years as a licensed attorney, Oglesby has worked as both a municipal court prosecutor and public defender. At MTAS he manages the training and development team in addition to focusing on the areas of custom trainings and the Administrative Hearing Officer program. Oglesby holds a bachelor’s of science in finance from Auburn University. He earned his law degree from the University of Mississippi.
Basic Tools to Maximize Efficiency and Opportunity

Description: Administrative professionals may find their workload overwhelming, redundant, unappreciated and/or without opportunity for professional growth. Whether you are new and inexperienced or seasoned but uninformed of best practices, this session will equip you with practical tools and resources to help you streamline your tasks, work with confidence and increase your professional growth opportunities.

Heather Cockrum, executive assistant to the provost and senior vice chancellor, University of Tennessee, Knoxville

Heather Cockrum is a native East Tennessean who has coordinated special events at the University of Tennessee, Knoxville for 13 years. In her current role as the executive assistant to the provost and senior vice chancellor, she oversees events for faculty, academic administrators and VIP guests. In 2012, she recognized a need to connect event/meeting planners across campus and created the Academic Meeting Professionals group, which is comprised of nearly 200 UT Knoxville meeting planners who meet for twice-a-month lunch-and-learns and other networking opportunities. Cockrum has also designed and instructed courses on event planning through the university’s Office of Employee and Organizational Development. She has also coordinated a one-day conference for 130+ UT Knoxville meeting and event planners in February 2019, sponsored by UT’s Office of Human Resources.

Getting the MOST Out of Your Performance: Tips for Managing UP

Description: The session will focus on managing up as a way to set yourself, and your projects, up for success with your boss. We will discuss the (mis)conceptions around managing up and will discuss guidelines for you to feel comfortable using this strategy to build better relationships with those above you. We will engage in activities to give practice and grow your confidence at managing up.

Dr. Nancy Scott, leadership development programs director, UT Knoxville

Nancy Scott is the leadership development programs director for the Haslam College of Business Executive Degree Programs. Prior to joining the UT faculty, she was an assistant professor of business at Wheaton College.

At UT Knoxville, Scott designs and heads the executive education programs’ leadership development assessments that occur during residence period one and the development activities that occur throughout the remainder of the year. She also teaches a variety of courses in the area of leadership in several of the college’s executive education, MBA, non-degree and undergraduate programs. Her teaching focuses on leadership as a relational influence process. She covers topics that include power and influence, motivation, performance management, high performing teams, authentic and adaptable leadership, emotional intelligence and change leadership. In 2015, she won the Chancellor’s Excellence in Teaching Award.
Her primary research interests are humor, leadership and leadership development, resiliency and organizational hardiness, training transfer, social entrepreneurship and experiential learning. She has been published in the Journal of Transportation Management and the Journal of Teaching in Travel and Tourism. Her research has also been presented at several conferences, including the Society for Industrial and Organizational Psychology conference and the Interdisciplinary Perspectives on Leadership Symposium.

Scott earned a PhD in industrial and organizational psychology from the University of Tennessee and a master of business administration from the University of Central Arkansas. She is a certified facilitator in the LEGO® SERIOUS PLAY® methodology, the Strengths Deployment Inventory and the Hogan Assessments. Scott regularly engages in public speaking and professional consulting opportunities. She has worked with organizations such as Awato, Rush Academic Health Systems, Choice Medical and Random Acts of Flowers.

Experiencing Unconscious Bias at Work

**Description:** There is a plethora of research on unconscious bias/implicit bias in healthcare, corporate, educational and other settings. In this session Chandra and Michael Alston will discuss:

- What is unconscious bias?
- Who models unconscious bias at work?
- How does an unconscious bias experience look and feel?
- How do we address our own biases?

This will be an interactive session, so be prepared to dive in and participate.

Dr. Chandra Alston, associate vice chancellor, human resources, UT Health Science Center

Dr. Michael Alston, assistant vice chancellor/chief diversity officer/Title IX coordinator, UT Health Science Center

Chandra Alston is the associate vice chancellor for human resources at the UT Health Science Center in Memphis. She has been employed with the University for 19 years and has worked in various departments including Allied Health as assistant dean for finance and administration, human resources as a team leader and interim assistant director, OIT as a technical trainer and OED as the training administrator.

Alston is an alumna of the University of Tennessee, Martin, earning a bachelor’s of science in business administration. She earned her master of business administration from Union University and her doctor of education in leadership from the University of Memphis. Active in the community, Alston has served on several local and statewide boards and is currently serving as personnel chair on the Literacy Mid-South Board. She is a member of the Society of Human Resource Management and holds the senior professional in human resources (SPHR) and Society for Human Resources Management - senior certified professional (SHRM-SCP) designations.

Michael Alston is the assistant vice chancellor for equity and diversity, chief diversity officer and Title IX coordinator at the UT Health Science Center in Memphis. Alston is an alumnus of the University of Tennessee, Martin with a bachelor’s of science in psychology and a master’s of science in educational
SESSION DESCRIPTIONS AND SPEAKER BIOS CONTINUED

psychology. He has a doctorate from Peabody College at Vanderbilt University in addition to a professional certificate/certification in diversity management from the School of Industrial and Labor Relations at Cornell University. His work experiences in higher education encompass residence life administration, student recruitment and admissions, undergraduate instruction and training, employee relations, student conduct administration and equity and diversity. Alston has worked for three UT campuses (Martin, Knoxville and Memphis) that equals 30+ years of service.

Resilient Communication

Description: Resiliency is the ability to bounce back after a disruptive event or change. As a group, we will explore how to connect the principles of resiliency to communication, the demands of effective communication and how the application of resilient communication can allow us to thrive and grow through challenges, conflicts and tensions.

Jeannie Jones Tennant, learning and organizational development consultant, UT Knoxville

Jeannie Jones Tennant is a learning and organizational development consultant for the University of Tennessee, Knoxville. She works with leaders and staff to help them develop and grow professionally. Trained as an educator and coach, Tennant has a diverse 12-year background in public education, healthcare and higher education focused on leadership and staff development, development coaching and content facilitation. She is a certified cognitive coach and an awarded facilitator. Tennant holds a bachelor’s degree in multidisciplinary studies and human learning from Tennessee Technological University and is currently pursuing a master’s degree from the University of Tennessee in communication studies. She is committed to advancing the growth and development of all leaders and staff by creating innovative development opportunities, facilitating thought-provoking content and coaching individuals through the discomforts of growth.