



Wyoming Chapter of ARMA

2020 Annual Spring Seminar

Leadership Skills Every Information Management Professional Needs



Thursday, March 19, 2020

8:30 am-5:00 pm

Laramie County Community College

CCI Building

Rooms 129/130

1400 College Drive

Cheyenne, WY

www.armawyoming.org

This seminar is proudly
sponsored in partnership with:

Wyoming State Historical
Records Advisory Board through
funding from the NHPRC, NARA.



Seminar Agenda

- 8:00-8:30** ... Registration
- 8:30-9:00** ... Opening Remarks—Ruth Van Mark,
WY Public Records Ombudsman
- 9:00-10:00** ... *“Go from Good to Great, from
Great to Exceptional! It’s all about
the Soft Skills “*
(John Spencer)
- 10:00-10:15** ... Break—Bid on Silent Auction
- 10:15-11:15** ... *‘Generational Mentoring
Relationships: Creating Balance
and Reaping Benefits*
(Stephanie McCutcheon)
- 11:15-12:00** ... *“No reflection, no growth.
Reflection fuels leadership
growth.”*
(John Spencer)
- 12:00-1:00** ... Lunch & Silent Auction
- 1:00-2:00** ... *“Tending the Garden of Change in
Organizational Culture”*
(Stephanie McCutcheon)
- 2:00-3:00** ... *“Driving Change ”*
Melissa Martin)
- 3:00-3:15** ... Break
- 3:15-4:15** ... *“Record Keeping: An Essential
Element in Labor Law Compliance”*
(Susanna Bare)
- 4:15-5:00** ... Q&A followed by pick up of Silent
Auction items and Seminar
Certificates of Completion

*Your seminar registration includes hot and
cold beverages all day, lunch, and an
afternoon ice cream social!*



ARMA International is a not-for
-profit association of more than
10,000 professionals working in
various aspects of the Information
Management field. The association
provides education, research, and networking opportuni-
ties to members and other professionals that enable them
to use their skills and experiences to leverage the value of
records, information and knowledge as corporate assets
and as contributors to organizational success.

Registration:

(Includes breaks and lunch)

| | |
|--------------------------------------|----------|
| ___ ARMA Members..... | \$ 50.00 |
| ___ Non ARMA Members..... | \$ 75.00 |
| ___ Full time student w/valid ID.... | \$ 25.00 |

(Name)

(Title/Organization)

(Address)

(City)

(ST)

(ZIP)

(Phone)

(Email) - Please provide your E-Mail address

Registrations due by March 12, 2020

Submit a separate registration for each attendee

No Refunds after March 9, 2020

(Please feel free to send a substitute).

For information contact:

Carolynn Coy: 307-777-6963, wyarma@gmail.com

Or

Donna Crock: 307-777-5751, donna.crock@wyo.gov

**Make checks payable to Wyoming Chapter
of ARMA and send with registration to:**

Wyoming Chapter of ARMA International

P. O. Box 474

Cheyenne, WY 82003

[Or email to wyarma@gmail.com]

(State of Wyoming Vendor #: VC 000008886)

**Contact us to arrange for Credit Card
payments via PayPal. Fees will be applied.**

Lodging in the Cheyenne area may be accessed at this
website: <http://www.cheyenne.org/hotels/>

**Submit your respective paperwork for credits!
CRM credits & CMC/MMC points**

Seminar Speakers

JOHN SPENCER



John is the U.S. Records & Information Management Service Delivery Leader for Ernst & Young. He's responsible for the management, strategy, special projects and daily operations across the U.S. He has more than 30 years of experience in customer service, people management, and building relationships. Prior to joining Ernst & Young, he worked for The Coca-Cola Company and The Home Depot. John has been a member of ARMA since 2008. Active in the Dallas ARMA Chapter, he served multiple terms as the Chapter President and various roles on the Chapter Board. He is currently serving on the ARMA Southwest Region Board as the Chapter Advisor for Marketing and Membership. In addition, he is a nationally recognized speaker on soft skills and emotional intelligence, serves on the board for the Dallas/Fort-Worth National Association of Black Accountants (NABA) as the Co-Chair for Student Relations and is actively involved with Ernst & Young's employee resource networks, supporting the firm's diversity and inclusiveness business strategies.



STEPHANIE MCCUTCHEON, MLIS, CRM, IGP

Stephanie McCutcheon is a Principal Consultant with Ricoh's Governance, Risk, and Compliance practice. Formerly a RIM practitioner for 18 years, she has experience in energy,

utilities, financial services, and manufacturing. Her expertise in strategic information governance, enterprise content management, legal and regulatory compliance, information protection, and change management is both deep and broad. Stephanie is an active ARMA member and speaker, who is also an adjunct professor at the University of Denver. She and her husband have been tandem cycling for more than 20 years and own one of the few tandem bike shops in the country.

Come prepared to bid on some great items in the Silent Auction! **All** proceeds go to our Chapter's Professional Development Fund.

SUSANNA BARE



Susanna Bare received her Bachelor's Degree in Political Science from the University of Wyoming in 2009. She began working for the Department of Workforce Services in 2012, and became a Compliance Officer with Labor Standards in 2017. She enjoys reading (anything and everything) and spoiling her 3 dogs.

MELISSA MARTIN



Melissa Martin lives to communicate, it is through communication that she continues to be a life-long learner. Melissa is an experienced instructor of both credit and non-credit college classes. She delivers relevant, engaging content to students and professionals. Her areas of expertise include team-building, communication, workplace success, strategic planning, visioning, and professional development. Melissa is a certified facilitator for DiSC Personality Assessment, Bridges out of Poverty, Crucial Conversations, and Workplace Stability. She lives in a multi-generational household where she enjoys Sunday dinners with family and friends. When she's not teaching, she likes road trips, to walk her dog and cook for her family. Come to Melissa's class expecting to learn, communicate and engage.

Seminar Presentations

Go from Good to Great, from Great to Exceptional! It's all about the Soft Skills:

Our soft skills are becoming increasingly more critical as emerging technologies like artificial intelligence, robotics, machine learning, and automation rapidly transform the business world. Today, in such a fast-paced, competitive global economy, soft skills are critical. Soft skills, more specifically, Emotional Intelligence, is the "something" in each of us that is a bit intangible. Emotional Intelligence affects how we manage behavior, navigate social complexities, and make professional or personal decisions that achieve positive results. Emotional Intelligence is your ability to recognize and understand emotions in yourself and others and your ability to use this awareness to manage your behavior in professional or personal relationships. Whatever your role or level, you need to be able to collaborate, build trust, build relationships and influence people to be successful. The focus of this presentation is to create awareness and offer some practical and straightforward guidance that will help you enhance the soft skills needed to have positive and productive work relationships. Also, these skills are necessary to help you communicate your ideas, strategies, and results more effectively.

No reflection, no growth. Reflection fuels leadership growth: Gaining wisdom from experience requires reflection. From collaborating effectively to growing as a leader, self-reflection is the path forward. While we all wish there was a fast lane, it truly takes time (and discipline, and mental and emotional willpower). Self-reflection and its reward of self-awareness cannot be thought of as a passive exercise. Learn how self-reflection is your path forward to collaborating successfully and to growing as a leader. And, while there is no fast lane, there is a lane and self-reflection is the fuel to get you headed in the right direction.

Tending the Garden of Change in Organizational Culture: You can change your mind and you can have a change of heart – but change in the workplace can be scary for many people! Information governance professionals almost always bring change to their organizations...and sometimes your colleagues want to shoot the messenger! Whether it involves roles, processes, or technology, change simply must be addressed. If not, failure of your program or project is a foregone conclusion. This presentation will help you prepare yourself and your organization for change by identifying who to engage in the process and by finding ways to successfully bring change to your organization.

Generational Mentoring Relationships - Creating Balance and Reaping Benefits: Seasoned professionals have much to offer the generations that follow them. The up-and-coming generations have a lot to bring to the professional table. A mentor is an experienced and trusted adviser. A mentee is one who is advised, trained, or counseled by a mentor. This can be an extraordinarily valuable relationship for both parties. This presentation explores the two aspects of this relationship and how to get (and give) the most benefit to the other.

Driving Change: This interactive discussion helps leaders implement change in the workplace so they can avoid the problems that plague 70% of failed change initiatives. Driving Change provides the skills and resources leaders need to accelerate the process of implementing change with their team members and to create an agile work environment where people are more open to change. Leaders will learn how to use three change accelerators to turn resistance into commitment and inspire team members to take ownership of change.

Record Keeping: An Essential Element in Labor Law Compliance:

Documentation can be vital in supporting your position in a labor law investigation. This session will focus on the impact of both good and bad record keeping.