"Harmony Through Teamwork! Improving Communication in the Workplace" *-Jan Spence*

In this highly interactive, high-energy presentation, Jan Spence will use her vast knowledge helping companies and individuals take their teamwork, listening, and communication skills to the next level by sharing tips on how to set established protocols and clear processes of communication, thus increasing employee engagement and overall productivity.

Keynote Speaker: Tom Mighell
Topic: Records Management University 4 classes.

Class 1: Intro to Modern Records Management: Creating a Records Policy and Schedule
Class 2: Records Program Execution
Class 3: Automating Records Management
Class 4: Training and Employee Behavior Change Management

The Finding Solution Two-Step *-Tim Nolan*

Too often, we tend to immediately perform a task or solve a problem without putting in much thought. This action often leads to rework and wasted time. We've seen this dance before. We know deep down that spending extra time on a problem will have positive results. Yet, we continue to quickly solve the problem in our heads and then act or react. What can we do about that?
In this workshop/session we will demonstrate how to solve the right problem with the right amount of effort by filtering for complexity. We will look at two practical techniques to solve problems. First filter, we will perform an Affinity Mapping exercise to harness ideas from the group(s). Did we solve the problem? If not, then facilitate a Lean Coffee that results in actions from the Affinity Map exercise to take a deeper dive in finding the right solution.