

## CRP-RCEP IV 2007 Teleconference Series

Managed by the Center on Disability and Employment, University of Tennessee



Topic: **Quality in the Workplace: Simple Things You Can Do**  
Presenter: Al Condeluci  
Date: Wednesday, March 7, 2007  
Time: 2:00pm-3:00pm EST  
Cost: \$30

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Topic: **Building High Performance Teams in Rehabilitation**  
Presenter: Steve Savage  
Date: Wednesday, April 4, 2007  
Time: 2:00pm-3:00pm EST  
Cost: \$30

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Topic: **Measuring the Change: Goal Setting and Follow-Up**  
Presenter: Patricia Rogan  
Date: Wednesday, May 2, 2007  
Time: 2:00pm-3:00pm EST  
Cost: \$30

### A Teleconference is...

- ▶ Valuable, practical, and useful information received via the phone while sitting at your desk during a one-hour break in your day.
- ▶ A low-cost training opportunity by a nationally recognized expert.

### How to Participate

- ▶ A week before the teleconference, you will receive an email with instructions for joining the conference call and accessing training materials.
- ▶ Review the training materials ahead of time.
- ▶ 3-5 minutes prior to the conference start time, dial the phone number and access code that you will receive in your e-mail. Your line will be placed on hold with music until conference starts.
- ▶ One hour will be allowed for the presentation with approximately 15 minutes devoted to time for questions and discussion from participants.
- ▶ You will be able to put the presenter on your speakerphone and share this information with some of your co-workers and/or your supervisor. Please put speakerphones on mute when connected.
- ▶ The presentation will be archived in transcript, PowerPoint, and audio formats for future retrieval.

### Registration

Registration fee is \$30 per teleconference. To receive **a toll-free number** for each teleconference and instructions, complete the Registration Form and submit it at least a week before the event. Separate registration is required for each phone line requested. The lines are limited so please register early.

Call Toll-Free  
number  
available

CRCs  
available

## Quality in the Workplace: Simple Things You Can Do

**Presenter: Al Condeluci, Ph.D., UCP of Pittsburgh**

**Wednesday, March 7, 2007 2:00pm-3:00pm**

Most of us do not realize that we spend close to a third of our lives involved with our organizations. So much of our feelings and perceptions are driven by how we feel at work. Often we are led to believe that to build, develop or maintain a more positive and higher quality in our workplaces is an onerous and expensive proposition. Countless books, consultants and seminars are available to help us understand what it takes and be ready to invest in what it costs. Yet, those that study organizations and are experts in how organizations operate suggest that although some elements of developing workplace quality can be expensive, there are many things that can be done today, at no or low cost to promote the notion of workplace community and social capital. This interactive session is designed for any of us interested in developing a better workplace and looks closely at quality in the workplace. The net results are simple, yet effective strategies that will help you achieve a more positive and more successful organization. You will not want to miss this session.

### **Al Condeluci**

Al Condeluci has been an advocate and catalyst for building community capacities and understanding culture since 1970. CEO of United Cerebral Palsy (UCP) of Pittsburgh, Al has created a family of corporations and is dedicated to its mission “working towards a community where each belongs”. Since 1975, Al has emerged as a national leader and consultant on human services and community issues. He speaks annually to national and international audiences reaching some 15,000 people each year. His books *Interdependence*, *Beyond Difference*, *The Essence of Interdependence*, and *Cultural Shifting* have won praises and awards for their thoughtful approach to culture and community and now are used at many colleges, universities, and in-service settings. His most recent books, *Advocacy for Change: A Manual for Action* and *Together is Better* are now available through the UCP website ([www.ucppittsburgh.org](http://www.ucppittsburgh.org)).

## Building High Performance Teams in Rehabilitation

**Presenter: Steve Savage, Sandy/Savage and Associates**

**Wednesday, April 4, 2007 2:00pm-3:00pm**

Building, utilizing and maintaining high performance teams in rehabilitation settings is an underutilized organizational tool that can increase outcomes for your customers, build morale and reduce turnover in agency staff. Teams have proven effective in generating more jobs, more ideas and more creativity. This session will explore some of the concepts and tools for building and maintaining teams and include examples of the use of teams in our field.

In this session we will explore:

- Why Teams?
- What make a high performance Team?
- Teams and mission
- The 4 stages of Team development
- Teams and ground rules
- Appreciation of diversity in Team members
- Communication
- Conflict resolution
- Team maintenance

Teams do not work simply because you wish them to, they need care and feeding. Does your team have a play book? Do they know and play by the rules? We will finish the session with some ideas about how to keep teams performing, learning and improving outcomes for your customers.

### **Steve Savage**

Steve is a teacher, trainer, consultant and co-owner of Sandy/Savage and Associates. For more than 25 years he has worked with people with disabilities, their families, schools, businesses and agencies. Steve has taught at all levels of education, from pre-school to university classes. His areas of interest are employment, self employment, person centered planning, school to work transition, community inclusion, organizational development, and systems change. Current work includes projects in his home state of Indiana and across the country consulting and coordinating projects to improve transition outcomes for students, develop Customized Employment and implement organizational change. You can contact Steve by email at [insack@aol.com](mailto:insack@aol.com) or by phone 317-502-4766.

## **Measuring the Change: Goal Setting and Follow-up**

**Presenter: Pat Rogan, Ph.D., Indiana University**

**Wednesday, May 2, 2007 2:00pm-3:00pm**

Organizational change is a dynamic, ever changing process that requires constant tuning in order to be responsive to constituents and to stay on course. Sometimes organizations that undertake an organizational change process neglect or have difficulty measuring performance outcomes. This session will focus on the many ways to monitor and measure change as organizations set goals, implement action plans, collect evidence, evaluate outcomes, and adjust their plans accordingly.

In this session we will explore the following topics:

- Why measuring outcomes is important
- What you should measure
- How to measure
- Using data for decision making
- Strategies for problem solving
- Providing meaningful feedback
- Measurement tools and resources

The best performing organizations are those that continuously seek to improve the quality of their services and outcomes. Performance measurement is an essential component of this process.

### **Pat Rogan**

Pat is a Professor in the Indiana University School of Education in Indianapolis. She is the current Chair of Secondary Education and Special Education. She prepares school and adult service personnel, provides training and technical assistance at the national, state, and local levels, and conducts research related to transition, employment, and organizational change. Pat works closely with Indianapolis schools to develop inclusive education and transition services, and with area employment agencies to provide integrated, customized employment services. She is a Small Schools Coach in an urban high school within the Indianapolis Public Schools. Pat is a past President of national APSE: The Network on Employment and has helped coordinate the National Organizational Change conferences and Network. Pat has written numerous articles and book chapters, and has co-authored several books: *Natural Supports in the Workplace: A Manual for Practitioners* and *Closing the Shop: Conversion from Segregated to Integrated Employment*.

## Registration Form

### CRP-RCEP IV 2007 Teleconference Series

Please check or type in the gray boxes to fill out this form. You will receive confirmation upon registration and conference call-in information several days before the teleconference.

#### How to Register:

- Mail this form to  
Center on Disability and Employment  
University of Tennessee  
308 Conference Center Building  
Knoxville TN 37996-4132
- Fax this form to 865-974-9180.
- Email the completed form to  
[cde@tennessee.edu](mailto:cde@tennessee.edu)
- Register online at  
<http://www.cde.tennessee.edu>

#### How to Pay:

- Send check to  
Center on Disability and Employment  
University of Tennessee  
308 Conference Center Building  
Knoxville TN 37996-4132
- Provide credit card information in this form.
- Call Kacy Brown, CDE, at 865-974-9400 with your credit card information.

#### 1. Teleconference:

Measuring the Change: Goal Setting and Follow-Up (May 2, 2007) - \$30

#### 2. Payment:

Check     Credit Card

Visa #                  MasterCard #                  Discover Card #

Name as it appears on the card:

Expiration Date:                  Signature:

\* Cancellation policy. The Center on Disability and Employment will gladly accept substitutions for the registrants. However, we are unable to make reimbursements for teleconference fees.

**3. Contact Information** (please provide correct email address, the information will be emailed to you.)

Name/Title :                  Organization:

Mailing Address:                  City:                  State:                  Zip:

Phone:                  Fax:                  E-Mail (required):

#### 4. ADA Accessibility Request

If you require special assistance to fully participate, let us know at least 2 weeks before the event to ensure the availability of accommodation equipment and services.

Describe your needs:

#### 5. Credits

Are you interested in CRC credit?  Yes  No.