

ANNUAL LSCPM CONFERENCE



Performance, Perks, and Personalities in the Workplace

October 22, 2003

**Lod Cook Conference
Alumni Center at LSU
3838 West Lakeshore Drive
Baton Rouge, LA 70808**



*a professional development program
designed for state government
supervisors and managers*



CONFERENCE PRESENTERS

Robert L. "Bob" Borden, Executive Director, LA State Employees' Retirement System

Prior to being named the new executive director for LASERS in 2002, Mr. Borden had served as Chief Investment Officer for the agency since 1995. He has 20 years of institutional investment experience, specializing in pension plans, banking and insurance. He also serves as Vice Chairman of the LA Deferred Compensation Commission. Prior to coming to LASERS, he was Treasurer and Senior Manager of Financial Services for the Texas Workers' Compensation Insurance Fund in Austin, TX. Mr. Borden is a Chartered Financial Analyst (CFA), the most rigorous professional credential in the investment field. He holds a Masters Degree in Finance from LSU.

Steve Morgan, Training Consultant

Mr. Morgan is a high-energy training consultant who uses humor effectively to help motivate employees and thus increase productivity, team-building, and office communication. He has degrees in personnel management and psychology from the University of Louisiana at Lafayette, and has been a top performer with Carlson Learning Company since 1981. As a training consultant, he has achieved great success in helping organizations -- including many Fortune 500 companies -- reinvent themselves and in helping workers enhance productivity and job performance.

Dr. Sharon Naquin, Director, Public Management Program

Dr. Naquin is an Associate Professor for Human Resource Development at LSU and the Director of the Office of HRD Research. She has served as the lead researcher on HRD research grants in the areas of organizational needs analysis, community workforce development systems, business and industry needs assessment, and management development evaluation. An accomplished writer, she has published numerous books and technical reports as well as articles in English literature and philosophy prior to pursuing her degree in HRD/Adult Learning. In addition, she has 11 years' experience in corporate human resources, including her last position as Vice President of Savings Operations and Human Resources with a major bank.

Allen H. Reynolds, Director, Louisiana Department of State Civil Service

Mr. Reynolds' career with State Civil Service spans three decades beginning in 1973 as a Selection Specialist. He then moved into personnel management, employee relations, and became the Undersecretary in 1980. Four years later he was promoted to Deputy Director and held that position for 12 years. In 1997, he was appointed Director by the Civil Service Commission. Mr. Reynolds holds a B.S. from LSU and MBA from Nicholls State University. He has been an adjunct instructor in LSU's Public Administration Program and a lecturer in the Governmental Leadership Institute at the University of New Orleans.

Dr. Christel C. Slaughter, Vice President, SSA Consultants, Inc.

Dr. Slaughter is a nationally recognized speaker and specializes in total quality management, performance improvement and strategic planning and has provided training for thousands of employees in organizations from every sector of the economy. She received her doctorate in management from Louisiana State University in the areas of systems management and organizational design, subsequently spending seven years on the school's faculty. She serves on several community boards and is a past chairman of the Baton Rouge Chamber of Commerce.

A. Kip Wall, Chief Executive Officer, Office of Group Benefits

Mr. Wall joined the Office of Group Benefits in 1998 as chief operating officer and was appointed chief executive officer in 1999. During his tenure at the Office of Group Benefits, he has focused on developing new plan options for plan members and upgrading the agency's operating systems. He has overseen development of policy issues to address the rapidly changing health care market and has facilitated relationships with local, regional and national health care professional organizations and vendors. Previous work experience includes that of chief deputy commissioner at the LA Department of Insurance for seven years. He has taught life and health insurance at the LSU School of Business and has served on numerous boards and commissions. Mr. Wall has a Masters Degree in education and a Juris Doctor from Loyola Law School.



About the Hotel

A block of rooms has been reserved at a rate of \$65 single or double at the Cook Conference Center and Hotel at LSU. Rates include a continental breakfast. Participants can make reservations by calling (225) 383-2665. **The deadline for the room block is September 30.** After that date, accommodations will be based on availability of rooms and rates may increase. When reserving your room, please indicate that you will be attending the conference for the **Certified Public Managers Association.**

NOTE: *The meeting and luncheon will be held in the Lod Cook Alumni Center which is adjacent to the LOD Cook Conference Hotel.*

Registration is Easy!

Just fill out the registration form below and mail it with your payment to the address indicated. The registration fee of \$125 covers all sessions, course materials, refreshments and lunch. Registration should be received on or before **October 10.** There will be a **\$10 late fee** for registrations received after that date. Full refunds will be made for cancellations up to October 10; from October 11-17, a **\$30 cancellation fee** will be withheld. There will be no refunds after October 17.

Additional Information

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**"Performance, Perks,
and Personalities
in the Workplace"
October 22, 2003
Cook Conference Center
LSU, Baton Rouge**

Registration Fee

- \$125 per person
 \$ 10 late fee after 10/10

Credit Card Payment

- VISA MasterCard

Account # _____

Exp. Date _____

Name on Card _____

Registration Form

Name _____

Badge Nickname _____ Title _____

Agency _____

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Street or P.O. Box City State ZIP

Telephone () _____ Fax () _____

Email _____

Make check payable to LSCPM Conference and return to

Billie Tripp, Coordinator
LSCPM Conference
P.O. Box 1029
Gonzales, LA 70707-1029
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Email: cctripp@eatel.net





"Performance, Perks, and Personalities in the Workplace" will be the focus of this one-day seminar designed for state government supervisors and managers.

Dr. Christel Slaughter will kick off the seminar with a session on performance appraisals and merit-based reviews. A few years ago, the LA Department of Civil Service undertook an ambitious project to revise the Performance Appraisal System for the State of Louisiana. SSA Consultants assisted them in this endeavor from design through implementation. LDCS was recently notified that they have won the IPMA-HR 2003 Large Agency Award for Excellence for the year 2003, as a result of their redesign efforts as well as the institution of the Performance Planning and Review System.

A panel of Louisiana experts will address recent developments in state employment, retirement and group benefits and what they see coming in the future. A question and answer period will follow this discussion.

The afternoon workshop with Steve Morgan promises to be high-energy and hilarious as you learn how to identify the primary behavior tendencies and personalities of the people around you in 60 seconds or less! It includes lots of audience interaction amid all the laughter. You'll find yourself applauding with delight as you exclaim, "That's the truth!"

The mission of the LSCPM is to foster leadership and professional management in government. This conference offers you an opportunity to network with your peers while gaining valuable job-related information.

PROGRAM AGENDA

Wednesday, October 22

8:00 a.m.

Registration and Coffee & Pastries

8:30 a.m.

Conference Opens

- **Welcome** - Vivian Guillory, LSCPM President
- **Introduction** - Lance Armstrong, LSCPM Conference Chair

8:45 a.m.

"Performance Appraisals and Merit-Based Reviews"

- Dr. Christel C. Slaughter, Vice President SSA Consultants, Inc.

10:15 a.m.

Refreshment Break

10:30 a.m.

"Panel on Recent Developments and Trends in State Employment and Benefits"

- Robert L. "Bob" Borden, Executive Director LA State Employees' Retirement System
- Allen H. Reynolds, Director LA Department of Civil Service
- A. Kip Wall, Chief Executive Officer LA Office of Group Benefits

12 -1:15 p.m.

Luncheon and Awards

sponsored by

- LA Community Development Authority

1:30-1:45 p.m.

"Certificate Update"

- Dr. Sharon Naquin, Director Public Management Program

1:45-4:00 p.m. (with a break)

"Coping with Challenging Personalities and Behavioral Styles in the Workplace"

- Steve Morgan Training Consultant

4:00 p.m.

Closing Remarks

- Vivian Guillory, LSCPM President