

The Search for Excellence:

Calling Ourselves and
Our Organizations to
Higher Standards



Presented By
 **GP
STRATEGIES™**

ATD-Cascadia Conference

Sheraton Portland Airport

Conference Program

November 9, 2017



Welcome to the 2017 Conference!

All of us work with organizations and stakeholders who think excellence is important, but our best aspirations and stark realities are often far apart. This year's conference will inspire you with the energy needed to achieve high standards. We invite you to join our community of workplace learning professionals in a collective search for excellence that will help you discover, address, refine, remove, and grow beyond the blockages, hindrances, obstructions, and half-measures that may be present in your projects and your teams.

You'll see how we've held our conference up to higher standards through increased offerings and experiences. Instead of our traditional presentation of sessions devoted to leadership and instructional design, we've introduced two new tracks for 2017: Excellence in Inclusion, and Leveraging Organizational Narratives. We're very proud to give these competencies priority and primacy, especially during a time when disconnection is becoming the norm and our stakeholders are trying to make sense out of conflicting narratives.

Through the generosity and partnership of our sponsors, you'll get opportunities to try new technologies for audience engagement, distance learning, and presentation design. We gratefully acknowledge our sponsors for supporting our creative vision and increasing the value for everyone who attends our conference.

Jim Smith Jr., CSP is a master facilitator, author, and personal power expert who is known for his energizing, inspiring, and high impact messages. Jim has a gift that helps people overcome their inner fears and take their leadership and public speaking skills to unimaginable heights. Individuals who have been "JIMPACTED" often leave emotionally drained yet inspired to reach new levels of excellence, making a positive impact on the world around them.

This conference represents just one example of the exceptional programming ATD-Cascadia provides to our members and to the workplace learning profession throughout Oregon and Southwest Washington. We are proud to fulfill our strategic mission to provide cutting-edge professional development and networking opportunities for practitioners at all levels.

We sincerely hope you leave the conference with the tools, insights, and confidence to inspire excellence in your field. From all of us on the ATD-Cascadia Board, we want to thank you for being here today.

Conference Information

Continuing Education Credits (CEUs)

CEUs and college credit available.

- CPLP - Self certify for 5.5 recertification hours.
- PSU - One-hour elective credit for 10 contact hours, includes full conference attendance, research paper, other activities. \$60 fee plus registration fee.
- HRCI / SHRM - Self certify for 5.5 recertification hours
- ISPI - Self certify for 5.5 recertification hours.

Conference Site

Sheraton Airport is the location for the conference. We have the entire facility for meeting space. Free overflow parking is available in the neighboring hotel lot. Commuters can ride the Red Line MAX train to the airport and catch the free hotel shuttle service to get to the hotel.

JumpStart CyberCafe

Visit the JumpStart CyberCafe for all your internet needs while at the conference. Charging station available.

Evening Networking

Join your peers after the conference for good food and great conversation with hors d'oeuvres and a no-host bar.

Conference Track Descriptions

During this year's conference, you'll get to explore a wide range of perspectives, tools, and best practices for achieving excellence. Our sessions are organized across four tracks:

Training Full Out	Excellence in Inclusion
Exceptional Presentation Skills Thriving as an Introverted Trainer Coaching for Innovation	Fostering Civility Intercultural Communication Bridging Generational Differences
Leveraging Organizational Narratives	Excellence in Technology
Using Data to Tell a Story with Impact Measuring the Impact of Training Harnessing the Discretionary Effort of the Workforce	Best Practices for Reaching Remote Workers New Models for Distributed Learning Emerging Learning Technologies

As you consider which sessions to attend, we encourage you to make deep connections among the following issues:

- How can I "play full out" during my training events? How do I get learners to play full out?
- How do I leverage the gifts of being an introvert? How do I engage introverted learners?
- What are the cutting-edge best practices in coaching, mentoring, and reverse-mentoring?
- What can I do to inspire excellence across the organization?
- How do I tell data-driven stories that show the impact of our training?
- What should we do to promote inclusion and a global mindset across the organization?
- How do we stay inspired to operate at our highest and our best?

Schedule of Events

8:00 am – 9:00 am	Check-in and Onsite Registration			
8:00 am – 6:30 pm	Exhibit Halls and JumpStart Cyber Café Open			
9:00 am – 9:20 am	Welcome and Opening Remarks: Tracy Parks			
9:20 am – 10:30 am	Opening Keynote: No Excuses: No Matter What Your Boss or Life Throws at You! Presented by Jim Smith Jr. CSP			
10:30 am – 11:00 am	Morning Break: Exhibit Halls and Jumpstart Cyber Café Open			
Concurrent Session Tracks	Training Full Out Mt Adams Room	Excellence in Inclusion St. Helens Room (A&B)	Leveraging Organizational Narratives Cascade Room	Excellence in Technology St. Helens Room (C&D)
11:00 am – 12:00 pm	<i>Ensuring Our Teams Are Ready for What's Next</i> - Kelli Hinshaw	<i>Facilitating Successful Teams Across Time, Distance, and Culture</i> - Sue Shinomiya	<i>Value Based Storytelling</i> - Robert Obtrembiak	<i>Adobe Product Demonstrations</i>
12:00 pm – 1:15 pm	Lunch			
1:15 pm – 2:15 pm	<i>Presenting Like a Pro</i> - Jim Smith Jr.	<i>Repairing the Workplace When Generations Collide</i> - Ashley Dittmar	<i>Business Storytelling Using Microsoft Excel</i> - Curtis Frye	<i>Cultivating Virtual Collaboration</i> - Line Mørkbak
2:15 pm – 2:30 pm	1 st Afternoon Break: Exhibit Halls and JumpStart Cyber Café			
2:30 pm – 3:30 pm	<i>Calling All Introverted Trainers!</i> - Adriane Jones	<i>Creating a Civil Workplace</i> - Terry Rodriguez & Monique Coleman	<i>How Storytelling Catapults Organizational Development</i> - Amy Gee & Allison Torpey	<i>What's Tech Got to Do With It? Solutions for the eTrainer</i> - Todd Cherner
3:30 pm – 3:45 pm	2 nd Afternoon Break: Exhibit Halls and JumpStart Cyber Café			
3:45 pm – 5:00 pm	Closing Presentation: Perspectives on Achieving Excellence: Q &A with Industry Leaders			
5:00 pm – 6:30 pm	Networking Reception: Mt. Hood Ballroom / Exhibit Hall			

Keynote Speaker: Jim Smith Jr. CSP

Opening Keynote, Mt. Hood Ballroom, 9:20 am—10:30 am

No Excuses: No Matter What Your Boss or Life Throws at You!

Based upon Jim's book of the same name, Jim will share his techniques to empower you to take ownership and make a difference. Instead of playing the blame game, or accommodating leaders and stakeholders who settle for outcomes that are "good enough," this presentation will inspire you to abandon such routines and boldly set the expectation for excellence.

During this high-energy session, you will have an opportunity to:

- Apply frameworks to help you stop blaming others and to start believing in yourself
- Take ownership of your choices
- Break down self-created barriers to success
- Embrace uncertainty and align yourself for greater capacity
- Identify opportunities for "playing full out"

A native of the city that gave us Rocky, cheese steaks, and Independence Hall, **Jim "Mr. Energy" Smith Jr. CSP**, is a lightning rod in the training, professional development, and motivational speaking spaces. As the Founder, CEO, and President of Jim Smith, Jr. International, he has "**JIMPACTed**" audiences of all sizes around the globe, helping them dramatically transform, embrace uncertainty, and set new standards of excellence. Jim has the rare ability to walk the line between direct and encouraging. Having written three books, co-authoring another, he's on a quest to help every leader, trainer, facilitator, or speaker that works with take their skills beyond the next level.



Jim's Books

The No Excuses Guide to Success

**From Average to Awesome: Lessons
for Living an Extraordinary Life**

**Crash and Learn: 600+ Road-Tested
Tips to Keep Audiences Fired Up and
Engaged!**

**The Masters of Success by Jim Smith
Jr., Ken Blanchard, Jack Canfield, John
Christensen, and others**

Concurrent Sessions: Training Full Out | Cascade Room

Ensuring Our Teams Are Ready for What's Next

11:00—12:00

Kelli Hinshaw



How can leaders go beyond just ensuring that change is least disruptive to their people and instead deliver up ready, willing and able teams who can ensure that change is least disruptive to the business? How can leaders move their teams beyond surviving change and instead make the call to greatness so that their teams are thriving in changing times, fueling innovation and fully aligned with the reinvention of their organizations?

In this high-energy session, Kelli Hinshaw will help participants understand their heightened responsibilities in delivering teams and talent that are ready for what's next along with strategies to ensure that teams can quickly adapt and change and deliver on the needs of the organization to provide relevant, high-value services.

Learning outcomes:

- Provide strategies for ensuring change is least disruptive to the business rather than attempting to make change least disruptive to the people
- Highlight typical leadership behaviors that sabotage vital change efforts and innovative strategies
- Explore the causes and anecdotes of "change fatigue" and provide ways participants can conserve team energy for highest possible ROI

Presenting Like a Pro

1:15—2:15

Jim Smith Jr.



Get ready for a transformative workshop on game-changing presentation and facilitation techniques that inspire learning and justify commitment. Are you ready to:

Move learners toward tangible results and increased performance?

Make all of your meetings and presentations ROCK?

Put an end to Death by PowerPoint?

Become a phenomenal storyteller?

Jim Smith Jr. will help you take your sessions to levels you've never experienced before, as he challenges you to:

- Tap into your creativity
- Settle for nothing less than outstanding
- Get out of your own way
- Create tons of discovery moments for your learners
- Be a superior trainer, facilitator and/or meeting leader

Calling All Introverted Trainers!

2:30—3:30

Adriane Jones



Picture this: You've just accepted a position as a trainer at your organization. You can't wait to bring positive change to your organization through creating learning opportunities for employees. There's one catch though—you'll be the one delivering those learning opportunities to employees.

Does the thought of standing in front of an audience delivering training get the butterflies going? You're not alone. While some people love public speaking, a majority of us experience some level of anxiety about public speaking. The good news: with a little work, you can turn the butterflies to your advantage.

In this session, Adriane Jones, a self-proclaimed "extroverted introvert," will share tips and tricks for how to thrive as an introverted trainer. And bonus: you'll walk away with a plan for how you too can become an "extroverted introvert"!

Learning outcomes:

- Recall several techniques for becoming an effective trainer when also an introvert
- Devise a plan for how to become an "extroverted introvert"

Concurrent Sessions: Excellence in Inclusion | St. Helens Room A & B

Facilitating Teams Across Time, Distance, and Culture

11:00—12:00

Sue Shinomiya



Teams dispersed all over the globe have become the norm for the working world today. We're all virtual now. We have the technology to communicate around the planet 24/7, now we need to keep honing our skill sets to make the most of our technology. Global organizations face cultural differences, language and accent barriers, technology issues and demanding communication requirements.

In this interactive session, we will explore the common pitfalls for multicultural and multilingual teams, what it takes to build trust and keep virtual participants engaged, and what activities work in the virtual world. We will also address the myths and fears that many of us have around getting things done with teams who may never meet face to face.

Learning outcomes:

- Analyze the success factors for high-performing global virtual teams
- Review key findings from current studies, including "Trends in Global Virtual Teams"
- Practice skills for effective global virtual facilitation
- Plan next steps for virtual training and facilitation excellence

Repairing the Workplace When Generations Collide

1:15—2:15

Ashley Dittmar



As the retirement age increases, workforce demographics now span four vastly different generations. New research shows 1 in 3 people waste 5 or more hours each week on conflict between different generations—causing efficiency and quality to suffer. In this engaging session, you will learn the most common issues multigenerational workforces face and strategies to resolve them to restore productivity and tap into your creativity.

Learning outcomes:

- Learn the dysfunctional ways employees typically "act out" rather than "talk out" multigenerational issues—and their consequences
- Apply strategies for holding effective crucial conversations regardless of age or background
- Create a cohesive culture where a multigenerational workforce is able to candidly and respectfully speak up to resolve differences

Creating a Civil Workplace

2:30—3:30

Terry Rodriguez and

Monique Coleman



We all want to work in a civil environment. However, our workplaces are increasingly uncivil, hostile, and discriminatory. What can you do to make workplaces more civil places to work? How many times have you wanted to intervene when you saw or heard others being mistreated—and yet did not know what to do?

Learn about bystander intervention and civility skills, and how to identify uncivil behaviors and the cost to productivity, morale, and cooperation. During this workshop, you'll learn how collective action is needed to change what is acceptable and unacceptable behavior in the workplaces.

Learning outcomes:

- Identify uncivil behaviors and their cost to morale and productivity
- Distinguish between true and false myths regarding civility
- Develop skills to use when witnessing bullying, and methods to intervene

Concurrent Sessions: Leveraging Organizational Narratives | Mt. Adams Room

Value Based Storytelling

11:00—12:00

Robert Obtrembiak



Maya Angelou famously said, “I may not remember what you did, but I remember how you made me feel.” Our “memories” are often feelings and impressions of stories surrounding events, not the actual events themselves. The experiences we have, help us concoct stories around all of them, every moment, every day.

In this session, learn how we sabotage our success with three stories that our egos tell us to protect us, when instead we should be opening up and reaching out. Learn how history is made in between factual events and our thoughts, feelings, and actions. Most importantly, master simple coaching questions and methods to create intentional, values-based stories that become the legacy of your organization.

Learning outcomes:

- Learn to avoid three limiting stories that our egos tell ourselves
- Understand and monitor your brain’s process from factual events to your thoughts, feelings, and actions
- Master simple coaching questions and methods to create intentional, values-based stories that profit you individually as well as your organization

Business Storytelling Using Microsoft Excel

1:15—2:15

Curtis Frye



Microsoft Excel is the lingua franca of business analysis, serving as a database, spreadsheet, and presentation engine. In this session, Excel expert Curtis Frye shows you how to frame a business story, set up your worksheets to tell your story, and use interactive elements such as custom summaries, pivot tables, and simple macros to advance your narrative.

Learning outcomes:

- Visualize narrative frameworks for your data
- Design workbooks and worksheets that communicate data powerfully
- Plan impactful presentations
- Implement advanced data management techniques

How Storytelling Catapults Organizational Development

2:30—3:30

Amy Gee and

Allison Torpey



Modern-day businesses use storytelling to help capture employees’ imaginations and deepen employee engagement and understanding of organizational goals. Leaders play a critical role in driving employees toward organizational goals by using storytelling to establish credibility and authenticity with their employees.

As leaders’ stories resonate with employees, organizations are likely to see a blossoming of creativity, interaction, and transformation. By engaging employees and supporting growth through multiple channels, employees become internal think tanks, entrepreneurs, expert problem solvers, and future leaders.

Learning outcomes:

- Learn how storytelling can be used, both personally and professionally, for high effect
- Practice storytelling using situational examples from your workplace
- Develop an action plan to bring storytelling to life in your organization

Concurrent Sessions: Excellence in Technology | St. Helens Room C & D

Adobe Product Demonstrations

11:00—12:00

Presented by Certified Adobe Trainers



Take advantage of this fantastic opportunity to see Adobe's tools in action as they walk through the entire lifecycle of a blended learning initiative in 50 minutes.

The process includes planning, creation of student pre-work, set-up of a live online event, delivery of follow-up student tasks, support and collaboration. Get insights into this process from the perspectives of the instructional designer, eLearning developer, online event facilitator, in-person classroom instructor and training administrator. Selected demonstrations will include:

- Conceptual planning
- Create and integrate training activities to a centralized platform for both internal and external audiences
- Combine multiple learning delivery approaches
- Enable student / instructor collaboration
- Track manage and coach through a centralized easy to use platform

Tools used during the demonstration include:

- Adobe Presenter
- Adobe Photoshop
- Adobe Premiere
- Adobe Connect
- Adobe Captivate
- Adobe Prime

The representatives from Adobe will continue their software demonstrations throughout the conference at their booth in the exhibit hall.

Cultivating Virtual Collaboration

1:15—2:15

Line Mørkbak



How do we combat the “out of sight, out of mind” mentality in dispersed teams? How do we cultivate a virtual team dynamic that nourishes engaged collaboration? As organizations continue to grow flatter and increasingly become more global, remote teams need to acquire new skills to build trust with one another and overcome the perceived distance.

In this session we will explore various tools and techniques to increase a sense of team and also look at ways to improve team communication. When we participate in and facilitate online meetings it's important that we can embrace different cultural work styles to engage all team members. We will look at tips and tools to facilitate virtual meetings to get the most engagement and interaction from your team.

Learning outcomes:

- Apply a new mindset to navigate the global complexity in dispersed teams
- Describe ways to overcome the perceived distance in virtual team communication
- Demonstrate engaging online facilitation techniques to enhance collaboration from dispersed colleagues up to resolve differences

What's Tech Got to Do With It? Solutions for the eTrainer

2:30—3:30

Todd Cherner



With digital tools, websites, and apps being released on a regular basis, individuals responsible for presenting trainings and professional development sessions can feel inundated. This session is designed to support those individuals by first contextualizing what “virtual instructor-led technologies” (VILTs) are and then categorizing them by function and purpose.

Participants will have time to experiment, explore, and “play” with the VILTs. This session is designed to be interactive and collaborative. Attendees are encouraged to bring their own laptops so they can access the technologies and engage in cooperative learning activities.

Learning outcomes:

- Define VILTs and categorize them by functionality
- Brainstorm ideas for using VILTs in their own work context
- Evaluate VILTs by functionality and design
- Log-on and navigate multiple VILTs

Closing Session: A Panel on Excellence

Mt. Hood Ballroom, 3:45 pm—5:00 pm

Perspectives on Achieving Excellence: Q&A with Industry Leaders

- Presented by Learning Point Group

Please join us for an interactive session for exploring, applying, and renewing the art of excellence. Mark Christensen will facilitate a panel presentation followed by a question and answer session. Our panelists will offer candid ideas and advice for championing quality work and inspiring our stakeholders.



Mark Christensen

Founder, President
Learning Point Group



Greg Bretzing

Former Special Agent, FBI Oregon
Chief of Security, Gunderson Int'l



Jackie Henderson

VP, Human Resources
& Training, Rivermark
Community Credit Union



Paul Slyman

Property & Environmental
Services, Metro



Yvette Elledge-Rhodes

Deputy Director & COO
Oregon PERS



Justin Lehr

OD Manager
Metro

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Speaker Biographies



Todd Cherner, PhD, is an assistant professor of education at Portland State University's Graduate School of Education's Curriculum and Instruction Department.

Cherner specializes in using instructional technology to develop students' literacy abilities across the content areas, and he is committed to the purposeful use of technology to promote students' reading and writing in the classroom.

Before entering higher education, he taught 10th grade English and journalism courses at Leesburg High School in Central Florida. Previous to coming to Portland State University, Todd taught in and coordinated Coastal Carolina University's Master of Arts in Teaching program.



Monique Coleman is an HR Workforce Development and Employee Relations professional. She has a broad background in both the private and public sector. Her work

has encompassed leading and implementing workforce development programs, diversity and inclusion initiatives, and management coaching. Monique recently joined TR & Associates to continue her passion of ensuring civil and culturally competent working environments.



Amy Gee is a change management executive who guides organizations to deliver strategic and operational objectives. Currently a consultant at Propeller, her background includes leading

large companies through business transformation, product development, and process reengineering. She has deep experience in the financial, product and education sectors collaborating within and across organizations to achieve inspired solutions. She holds a master's degree in Counseling Psychology from John F. Kennedy University and a bachelor's degree from Mar-



Ashley Dittmar has experience training in nearly every industry with a focus in consumer goods, insurance, and manufacturing. Ashley is truly passionate about helping people

build cultures of candid and respectful dialogue.

She is Master Certified in Crucial Conversations, and certified in Crucial Accountability and Influencer Training.



Curtis Frye is the author of more than 40 books, most recently Microsoft Excel 2016 Step by Step for Microsoft Press, and more than 50 courses for Lynda.com and LinkedIn Learning.

In addition to his writing and course recording, Curt is a regular performer. He has appeared in more than 1,300 shows with the ComedySportz Portland improv comedy group and, as a solo performer, presents his Magic of the Mind show and keynote addresses to corporate audiences around the United States.



In 2005, **Kelli Hinshaw** was assigned to a project at her then employer with a funny, ingenious, and "tell it like it is" leadership consultant named, Cy Wakeman. The Reality-Based Leadership philosophies of ditching the drama, restoring

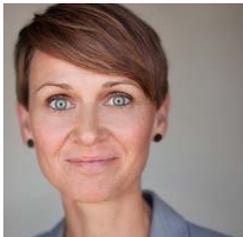
workplace sanity, and turning excuses into results became the foundation on which she built her love for developing people and leading teams. Kelli collaborates with Cy and her team and uses her extensive knowledge to lead large scale change projects, conduct leadership training, and coach individuals and teams to realize their full potential. Most recently, Kelli led Reality-Based Leadership consulting and training engagements across the United States.

Speaker Biographies



Adriane Jones is a creative Learning and Development professional with over seven years experience in the field. Adriane has experience creating in-person,

eLearning, and virtual learning experiences. She also frequently facilitates in-person workshops for clients and for the ATD-Cascadia Chapter. She is passionate about sharing her knowledge to help other learning professionals excel and has been actively involved with the chapter for most of her professional career.



Line Mørkbak is constantly exploring new methods to engage learners and develop team approaches that empower collaboration. Dynamic participation,

interactivity, and engagement are keywords for her learning designs and what lead her to utilize improv techniques and learning games from Management 3.0 when working with groups, intact teams, and leaders - F2F or in virtual learning opportunities.

As a Global Management Consultant, Line uses her 10+ years experience as a global facilitator and intercultural consultant to develop innovative learning solutions to build the global mindset and skills needed in today's international business environment.



Robert Obtrembiak For over 25 years, Rob Otrembiak has served as a leader in change management, workplace safety, quality improvement, human resources, and organizational

development. Rob has impacted several organizations, including corporate, charitable, religious, non-profit, privately-held, union and non-union.

Rob earned an undergraduate degree in Communications from Dominican University, and a graduate degree in Human Resources Development from Webster University. He is nationally certified in Human Resources (SPHR and SCP), in Change Management and in Reality-Based Leadership. A Lean-Sigma Green Belt, Rob leads Lean Sigma, Studer, Just Culture, Team STEPPS,



Sue Shinomiya is a consultant, facilitator, webinar leader, trainer, and author committed to developing cultural fluency, connectedness, and a global and inclusive mindset among leaders in corporations and

other global teams. Sue has 20+ years of international business experience. She serves on the Board of Directors for SIETAR,, and is an adjunct faculty member for PSU's Master of International Management Program. Her corporate clients have included Intel, Nike, The Standard, Daimler Trucks, Fujitsu, and Epson.



Dr. Terry Rodriguez is an HR/Organizational Change and Development professional. She brings over 20 years of international and national learning development and change management expertise.

Terry has worked with small to Fortune 50 companies, as a consultant with her firm TR & Associates, and as a Director of Training. Her work has encompassed creating, leading and implementing learning and organizational development programs, diversity and inclusion, management coaching, communication strategies, and employee/career development programs. Her work is enriched with global MBA graduate instruction in OD and Leadership. She is an Assistant Professor and has taught several times in China, Germany and Kuwait.



Allison Torpey has a keen ability to make the complex seem simple and encourage creativity among teams to drive real business results. Currently a consultant at Propeller, Allison has strong experience in project delivery, change management,

and business strategy at a number of industry-leading companies in athletic apparel, energy, and sustainability. Allison holds an MBA from Portland State University and a bachelor's degree in studio art with a concentration in Architecture from Wesleyan University.

Biographies for Closing Session Panelists



Mark Christensen is president of Learning Point Group, a leadership development firm founded in 1989 based in Vancouver, Washington.

Mark and the Learning Point team have had the privilege of working with a wide variety of organizations and industries around the world. Mark holds a Master's Degree in Business Administration from the University of Oregon and a Bachelor's Degree in Organizational Communication from Brigham Young University.

He and his wife Lisa divide their time between Saint George, Utah and Vancouver, Washington.

Justin Lehr manages the Training and Organizational Development programs at Metro. He is responsible for the training and development of more than 1,900 Metro staff. Justin is a graduate of CSUS where he majored in political science.

Prior to joining Metro, Justin managed Training and Organizational Development programs for the State of California's Department of Social Services.

Justin volunteered with numerous community organizations while in Sacramento and is looking forward to getting involved in the local community in Portland on issues of justice and sustainability.



Paul Slyman leads the Property and Environmental Services department of Metro, a tri-county regional government in Portland, Oregon.

He and his team are responsible for the regulation, management and operations of a wide range of activities, including two solid waste transfer stations, household hazardous waste collection, MetroPaint paint recycling, a closed landfill, education programs, the Recycling Information Center, and construction projects at the Oregon Convention Center, Exposition Center, the Oregon Zoo, Performing Arts Center, and other properties owned and operated by Metro.



Greg Bretzing is the Director of Global Security and Special Projects at The Greenbrier Companies. Greenbrier is a leading supplier of transportation equipment and services to the railroad industry employing approximately 14,000 people worldwide.

Prior to joining Greenbrier, Bretzing served as the Special Agent in Charge of the FBI's Portland Division. During his 22-year FBI career, Bretzing served in numerous leadership positions at FBI Headquarters in Washington D.C, as well as in the field.



Yvette Elledge Rhodes is currently the Deputy Director and Chief Operations Officer at the Oregon Public Employees Retirement System (OPERS), where she has worked for over 28 years.

Yvette is responsible for overseeing all operations including member and employer services, data and account management, benefits, the project management office, and strategic and operational planning. Yvette serves on the Executive Leadership Team and has held a variety of jobs at OPERS. This breadth of experience has given her the opportunity to understand the agency from multiple perspectives.



Jackie Henderson joined the executive team at Rivermark Credit Union in February 2013. She has served in multiple volunteer leadership roles with SHRM ranging from chapter President to Chair of the WI State SHRM Legislative Council. Since Jackie joined Rivermark,

they have been selected as a Top Workplace (2015, 2016, 2017). This is attributable to the strong focus placed on employee engagement and satisfaction.

Jackie is a graduate of Ashford University with a BA in Human Resources Management. She holds a certificate in HR Management from UW-Milwaukie, and in Employee and Labor Relations from Penn State University.

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