A special welcome to our colleagues from

Chugiak-Eagle River Campus, Copper Basin, Cordova, Eielson AFB, Elmendorf AFB, Ft. Richardson, Fort Wainwright, Kachemak Bay Branch - KPC, Kenai Peninsula College, Kodiak College, Matanuska-Susitna College, UA Statewide Offices, and Prince William Sound Community College
Chancellor Lee Gorsuch Welcome to UAA Staff Development Day

The Staff Development Day Committee selected a timely theme for this year’s event – “Reaching New Heights, Keeping Balance”. We have certainly reached new heights at UAA and have accomplished a tremendous number of our “big rock” goals this year. The pace has been remarkable making the year fly by faster than any I can remember.

With Commencement 2003 a still glowing memory, it is a good time to “check our balance”, reflect on our achievements, assess our performance, and plan accordingly for the future.

We rely on you to meet daily challenges as well as to work together to achieve our goals. Your efforts are vital to our success. I look forward to continuing to work with you as we inspire students, as well as faculty and ourselves, to learn and enrich Alaska, the nation, and the world.

Thank you for your dedication, hard work, and many accomplishments.

-Chancellor Lee Gorsuch

Our featured speaker – Dianna Booher

Communications expert and author Dianna Booher, CSP, has changed the way corporate America communicates. As a prolific author of 40 books, she has published with Simon & Schuster, Warner, and McGraw-Hill. Her latest books include *Speak With Confidence!, E-Writing: 21st-Century Tools for Effective Communication, Communicate with Confidence!, Get a Life Without Sacrificing Your Career*, and *67 Presentation Secrets to Wow Any Audience*. Successful Meetings Magazine recently named Dianna on its list of 21 Top Speakers for the 21st Century.

Dianna holds a master's degree from the University of Houston. She holds the CSP (certified speaking professional) designation held by fewer than 8% of the 3,700+ members of the National Speakers Association. Dianna is also a member of the prestigious Speakers Roundtable, 22 of the top speakers in the world.
**Staff Development Day 2003**  
**Reaching New Heights – Keeping Balance**

*The Goals of Staff Development Day*

- Recognize and celebrate the contributions of staff to the University of Alaska Anchorage.
- Encourage team-building among departments and improve our connections to the community.
- Improve individual morale and *esprit de corps*.
- Personal and professional development.
- Provide the information, knowledge, skills, and relations necessary to advance the achievement of Goals 2005.

**Schedule of Events**

- 8:30 – 9:30am  | Opening Ceremony & Remarks from Chancellor Gorsuch: Williamson Auditorium
- 9:30 – 10:30am  | Featured Speaker: Dianna Booher – Williamson
- 10:45 – 11:45am | Session I: multiple locations
- noon – 1:00pm   | Session II: multiple locations/ Green Lunch: Gym
- 1:15 – 2:15pm   | Session III: multiple locations/Gold Lunch: Gym
- 2:30 – 3:30pm   | Session IV: multiple locations
- 3:45 – 5:00pm   | Closing Reception: Gym

For helping make Staff Development Day what it is, many thanks to: Chancellor Lee Gorsuch, Vice Chancellor Cindy Matson, Kevin Silver & the Athletics Facilities staff, Joe Howell and all of GSS & the Copy Center, the Campus Center Staff, Rosanne Kruckenberg & the Chancellor’s Office, Dr. Darren Prokop, Van Clifton, Jerry Tibor, and John Kincaid and the Transportation crew.

Many thanks as well to our internal prize donors: Development Office, Mel Kalkowski, Athletics Office, Grounds, Culinary Arts, Campus Bookstore, Sarah Hurst, Chancellor’s Office, UA Technology Center, Campus Center, Small Business Development Center, Communication, and Theatre & Dance.

And many more thanks to our community partners who donated prizes: Alaska Railroad, Allure Day Spa, Natural Pantry, New Cauldron, Andre’s, Scandia, Merle Norman, Denali Credit Union, Government Computer Sales, Valic, Creative Memories, Hawaiian Vacations, Alaska Club, Miller’s Landing, TIAA-CREF, Corporate Express, Arctic Office Products, 3M, Sunshine Custom Promotions, Alaska Serigraphics, Okamoto’s Karate, and Fidelity.
Resolving Conflict Without Punching Someone Out
Wendy Williamson
Conflict can result from excellent work or poor work, from good intentions or misrepresented intentions, from appropriate or inappropriate behavior. When the inevitable conflict surfaces, you need to know how to identify and deal with it so that it doesn’t drain your energy and sabotage your effectiveness.

Conflict Resolution: NO, You Can’t Smack Them!
Lynn Sutton
Things a little testy? Having trouble dealing with the customers in your life... the one across the counter, or the ones in the cube next to you or the ones that live at your house? Learn some new and used conflict resolution techniques...one that really work!

Accessing, Increasing and Maintaining Personal and Professional Energy
Dr. Lynne Curry
During this fast-paced, high energy, interactive training session, participants learn and get the opportunity to use a variety of effective skills and strategies for increasing and maintaining their own and their co-workers’ energy and motivation.

The Flavor Factor: The Changing Language in Workplace Communication
Pam D. Scott
Description: What is true communication? Successful communication is the effect on the listener, not necessarily what the speaker is saying. This workshop will help you understand your own communication style and what flavor you bring to your workplace.

Leadership Anchorage: Conscience, Contacts and Clout
Barbara Brown
It is designed for “emerging leaders,” leaders who have already established themselves – but only in one arena. Leadership Anchorage broadens that base, expands the arenas.

Public Service – Serving Your Community and How Your Community Serves You
Mayor Elect Mark Begich
Anchorage businessman Mark Begich was born into a family committed to public service and has spent his 40 years giving back to his city and state through community service. Mark is an honest, seasoned leader with the nuts and bolts understanding of the city to help build a better Anchorage as our mayor.

Classical and Greek Methodology: A Lesson for Today
Dr. James Chapman
This workshop will direct you towards finding harmony in your life. Get ready for a lesson on Greece and Rome for the day!

Container Gardening: The Low Maintenance Way to Go
Cathy Wagner
Power Point presentation of container garden pictures including flowers and vegetables, ideas for containers and flower combinations

Practicing Routine Vehicle Maintenance in the Modern World
Dave Ryznar
Stress the importance of practicing routine maintenance, and demonstrating how to apply them safely in a “do-it-yourself” environment. We will show you how to inspect your vehicle properly, identify the problem, and decide a practical/economical solution.

Where to Take Your Visitors This Summer
Peggy Gentry
Do you have friends and/or relatives arriving this summer? Or do you have some special time of your own this summer to enjoy Alaska? Learn how to be the best host or hostess in Anchorage; or just educate yourself on some exciting places to enjoy this summer.

Greenhouse Tour
Paul Selbel
Do you know all the great flowers and plants at UAA? Take a tour and see what will be planted this summer.

Introduction to Hand Analysis
Kaela Parks
This workshop provides some basic information on the art of hand analysis. We will learn a little about the history of this ancient practice and use the principles outlined to make observations about our own hands.

Educating Rover: Raising a Well-Mannered Dog
David Gillespie
Mr. Gillespie’s goal is to assist families in obtaining their goal of having that special companion. A companion that not only interacts well at home but also out in public. One that puts a smile on the face of those she meets both young and old.

Scrapbooking 101: A Hands-On Intro to Capturing Your Family’s Memories
Chantel Kalish-Aylers
In this workshop you will create a two-page layout with pictures you bring. All materials and supplies will be provided. You will need to bring at least 8-10 photos for your theme (collage page of a child or grandchild, photos from a vacation, graduation photos, etc.) Special Fee of $5 for this workshop.
Tips and Tricks to Correct Behavioral Problems with Your Cat
BEB 117  Marjorie Carter, FoP
Come and learn from the pros. Ms. Carter can give you all kinds of tips on how to eliminate problem scratching and encourage healthy scratching and other behaviors you would like to correct.

Etiquette Do’s and Don’ts
Cuddy Dining  Tlisa Northcutt
Which fork do I use? How much do I tip? Learn the answers to these questions and more in the crash course on minding your manners in nearly every situation.

Jewelry Making/Beading
BEB 303  Teri Gravenmeier
This workshop will introduce the basic net stitch used in beading necklaces, bracelets, collars, trivets and ornaments. Cost is $5 and it includes materials the attendee will take away with them (needle, spool of beading thread, beading mat, necklace clasp, one set of earring hooks and 3-5 tubes of beads).

Building A Wooden Canoe
BMB 211  John Lucking
The presenter will identify what a wooden canoe is. He will show a couple of the forms, wood samples and books on building wooden canoes. His slide presentation shows the steps in building a wooden slipped canoe along with accent stripping and caned seating. He will bring a beautiful completed canoe he made.

1st Lunch (Green tickets)
UAA Gym
Feast on Lasagna with meat sauce, Pasta Primavera, assorted wrap pinwheels, garden salad, breadsticks, gourmet cheeses, rolls, cookies, bottled teas, water, and sodas.

Vendor Fair
Sports Center Spine
Come see the latest office supplies, furniture, services and more.

How to Cook Within Your Budget (Only 15 seats)
Cuddy Kitchen  Tim Doebler
Creative, well known, long time Anchorage caterer, Debi Jaso along with the Director of Culinary Arts, and Assistant Instructor, Tim Doebler, will present quick, easy, and creative food presentations using only common Costco food ingredients.

Greenhouse Tour
Greenhouse  Charles Richey
Do you know all the great flowers and plants at UAA? Take a tour and see what will be planted this summer.

Healthy, Energy Efficient Homes
AHS 106  Cary Bolling & Scott Waterman
Does your house work for you? Find out the steps you can use to make your home healthy and affordable. Learn how your house can work as a “system” to keep it comfortable, durable and energy-efficient.

The Mouse Potato Phenomenon
BEB 117  Bonnie Nygard
Has technology disconnected you? Are you becoming a mouse potato? Come take a journey with an eight-year-old boy and see how he discovers balance and relevancy in a life filled with technology.

Kundalini Yoga Breathing Techniques
PEF Studio  Nirvair Singh Khalsa
To teach simple effective relaxing yoga breathing techniques. By the end of the session, attendees will be able to breath long and deep and have an appreciation for other breathing techniques. Come and learn about long slow deep breathing, “noisy” long slow deep breathing, left nostril breathing, right nostril breathing, and alternate nostril breathing.

Third Session  1:15pm - 2:15pm

Beer Brewing
BEB 207  John Mun
What do I buy? How do I brew? What’s the recipe? Learn all about brewing at this workshop!

Tips & Tricks with MS Word
BEB 204  Kim Dial
This workshop is designed for the advanced beginner MS Word user. It is for the administrative professional who has limited experience with the Word and could benefit from additional information to make the work day go smoother. Topics covered include: Letter Formatting, Mail Wizard, Tables, Auto Formatting Options, and Auto Correction Options.

Mapping Personal Goals
K 166  Joan Levin
Identify and prioritize life goals, visualize how it will look and feel when accomplished. Identify obstacles and develop a plan to overcome them.

Privacy Protection: What You Don’t Know Can Hurt You
BEB 316  TBA
Identity theft can enter your life in more than one way. Be wary of mail that claims to need your personal and financial information for tax reasons. Don’t release your personal information to someone who contacts you without first verifying their identity.
Using Microsoft Outlook to Automate Message and Schedule Management.

K136 Brenda Forsythe
Learn timesaving skills in this one hour session to help tame your e-mail and appointments. This hands-on lab will teach tips for organizing e-mail messages by using folders, custom views and advanced techniques using automated rules. Use appointment, event and meeting scheduling using Outlook’s Calendar.

Fourth Session

How to Cook Within Your Budget
Cuddy Kitchen
Creative, well known, long time Anchorage caterer, Debi Jaso along with the Director of Culinary Arts, and Assistant Instructor, Tim Doebler, will present quick, easy, and creative food presentations using only common Costco food ingredients.

All in the Family:
Job Classification Project Update
AHS 106 Ron Kamahele
Come and find out the latest information on the Family Job Classification Project at UAA.

Statewide Benefits
BEB 117 Mike Humphrey
Do you have questions about the University of Alaska’s health plans, the retirement options, and who do you call when you need help or just want to learn more? Come get the answers to your questions.

Looking for Financial Balance
BEB 211 Janice Bruchhauser Levra
Learn ways to balance your financial affairs by making smart choices with your money. As you build financial balance, it will allow you to spend more time creating what is most important to you.

Staying On Track in a Market Downturn
BEB 220 Rodney Coyan, TIAA-CREF
It is generally known that the volatility in equity markets is inevitable. This program reviews a few historical examples of market downturns and attempts to identify some of the negative but common reactions that investors have to them (e.g., moving funds out of equities completely and market timing).

Overview of UAA Military Programs
ESB 202 Donna Behjatnia
Come join us on a virtual tour behind the Gates of the Garrison and see where UAA’s military programs are located. Enter the buildings of the Education Centers at Elmendorf AFB and Fort Richardson, walk down the corridors and into our offices where you’ll meet our user-friendly, award-winning staff.

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Emotional Intelligence
BEB 316 Dr. Frank Jeffries
Come and find out what is emotional hijacking and how to reduce the occurrence of the same.

Workplace Violence
BEB 207 Sgt Ron Swartz, UAA UPD
Learn what to do to minimize your exposure to workplace violence and other crimes in this workshop presented by UPD’s senior patrol sergeant.

Tips & Tricks with MS Excel
BEB 204 Kim Dial
This workshop is designed for the advanced beginner Excel user. It is for the administrative professional who has limited experience with the Excel, and could use additional information to make things easier. Topics covered: formatting cells, simple formulas, printing with headers, cut and paste options, headers & footers, and context sensitive help.

Designing a UAA Website
K 166 Melanie Bladow
Tips for making your UAA website.

2nd Lunch (Gold tickets)
UAA Gym
Feast on Lasagna with meat sauce, Pasta Primavera, assorted wrap pinwheels, garden salad, breadsticks, gourmet cheeses, rolls, cookies, bottled teas, water, and sodas.

Vendor Fair
Sports Center Spine
Come see the latest office supplies, furniture, services and more, offered by UAA’s vendors.

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Closing Reception at the Gym

Please join your fellow staff at the closing reception. There will be good conversation, great food, and AWESOME prizes!

You could win 2 Alaska Airlines tickets, 2 Alaska Railroad tickets to Denali, and more!!!

Increase your chances of winning - wear UAA clothing!! Go Green & Gold!

Set up and Day of Volunteers:

John Kincaid and all the Transportation crew, Chris Mizelle and the Grounds crew.


Staff Development Day Planning Committee:

Rachel Epstein, Co-Chair
David Woodley, Co-Chair
Gail West
Marge Chenoweth
Dawn Evans
Fannie Slaten
Brad Bodde
Tania Rowe
Ron Kamahele
Pat Coile
Sarah Hurst
Patty Hickok
Lois Hall
Andrew Bechard
Greta Carrico
Vicki Frakes
Sally Jaworski
Glenna Schoening
Karen Hawley
Randi Pucak
Joel Roberts
Brenda Henderson
Gigi Olson
Pam Jacobs
Desiree Walsh
Monica Kane
Vendors Contributing to this year’s Staff Development Day include:

AIG Valic, Alaska Serigraphics, Corporate Express, the Alaska Club, Government Computer Sales, Hawaiian Vacations, IKON Office Solutions, Sunshine Custom Promotions, Small Business Development Center/Buy Alaska, TIAA-CREF, UAA Campus Center/Campus Life, UAA Advancement, UAA General Support Services, University of Alaska Technology Center, Okomoto’s Karate, Denali Credit Union, Arctic Office Products, Lincoln National, James Pizzadili - Chiropractor, Creative Memories, Fidelity, and 3M