



2017 H.I.R.E. National Training Conference

WORKSHOP SELECTIONS

For each time slot select one choice

Thursday, August 3, 2017

1:00 – 2:40 PM ___ Leadership: Best Practices for Leading the 21st Century Workforce
 ___ Personal Accountability: What is it and How do I get it?

3:00 – 4:30 PM ___ How can the Spanish Language Overcome its Challenges in Modern Times
 ___ The Difference between a Coach and Mentor

Friday, August 4, 2017

8:00 – 9:45 AM ___ Diversity: Benefits and Challenges within the Federal Government
 ___ How to be Politically Savvy during Transitional Times in the Workplace

10:00 – 11:45 AM ___ Civility: A Reflection on How we Communicate and Interact with Others
 ___ The Art of Listening

1:00 – 2:40 PM ___ Integration of Generational Groups in the Workplace
 ___ How to Create an Effective Career Learning Plan (CLP)

3:00 – 4:30 PM ___ Volunteerism: An Alternative Method to Jump Start your Career
 ___ How to Stay Relevant at the Workplace



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WORKSHOP DESCRIPTIONS

WORKSHOP TITLE	DESCRIPTION
Leadership: Best Practices for Leading the 21st Century Workforce	Describes the challenges we may face in a leadership position and discusses the best practices for overcoming challenges that may be faced in situations such as telework, communication barriers and lack of resources. Emphasizes the importance of developing cooperation and collaborative work efforts towards solutions which benefit all involved parties when leading a group of people, actively working as a team and working with teams across departments.
Personal Accountability: What is it and How do I get it?	This workshop will discuss personal accountability and how a presence or lack of personal accountability affects the roles we play on our jobs, in our homes, and in life in general. After this presentation, understanding the process of performance management in the workplace will be easier as it links to performance accountability.
How can the Spanish Language Overcome its Challenges in Modern Times	How the Spanish language can stay relevant in modern times and incorporate new terms without losing its linguistic integrity. The Latino community has various dialects; the IRS provides services for employees to assist the Latino community with their tax compliance questions (i.e., Over-the-phone interpreter service) in an effort to provide quality customer service to this Spanish-speaking taxpayers.
The Difference between a Coach and Mentor	This workshop describes the difference between a coach and a mentor and provides examples on how to you can get a mentor and maximize their assistance. The focus on the mentoring process will encourage employees to gain satisfaction in sharing their expertise with others as mentors and have the opportunity to leave a legacy behind. This is a great contribution to the IRS by ensuring the future success of the organization.
Diversity: Benefits and Challenges within the Federal Government	Describes the benefits of a diverse workforce and share the best practices. In addition, identify how the challenges that could arise through diversity provide the opportunity to enhance awareness and eliminate barriers.
How to be Politically Savvy during Transitional Times in the Workplace	Politically savvy leaders understand the organizational culture, each group's roles and responsibilities and how transitions can impact these aspects. Learn about embracing change, flexibility and developing this important Core Competency to communicate effectively in a manner that will enable you to come across in a well-informed and diplomatic manner.
The Art of Listening	Research suggests that over half of our communication occurs non-verbally. As leaders, we need to develop the ability to effectively listen to not only what people say but how they say it.

<p>Civility: A Reflection on How we Communicate and Interact with Others</p>	<p>Changes in work processes and other stressful times (such as preparing for filing season) present opportunities to reflect upon how we communicate and interact with others. This presentation provides materials for you to reflect as you work with internal and external partners, the need to effective communication in our interactions with the clients, volunteers, and each other within the workforce.</p>
<p>Integration of Generational Groups in the Workplace</p>	<p>Discuss the major differences between generations, such as adaptability, career needs, and goals. In addition, a discussion of the benefits and challenges of having a generational mixed workforce. A focus on the importance of having a diverse workforce in the agency to mirror the community we serve, enhancing the ability to understand the customer.</p>
<p>How to Create an Effective Career Learning Plan (CLP)</p>	<p>Explains the importance of a well-crafted CLP. Provides resources and tools that are useful for development of a short range and long range goal that will assist you in attaining upward mobility in your IRS career.</p>
<p>How to Stay Relevant at the Workplace</p>	<p>Explain the skills needed based on the level you desire to acquire within the organization. Describe the difference between hard skills vs soft skills. In this changing workplace, having interpersonal awareness skills enables you to behave in a way that indicates understanding and an ability to interpret others' concerns, motives, feelings and limitations.</p>
<p>Volunteerism: An Alternative Method to Jump Start your Career</p>	<p>Discover the numerous career benefits including building confidence, exploring career options, and developing leadership skills. This workshop explores strategies for finding volunteer work, leveraging your volunteer experience, and integrating volunteer experiences into your professional resume. Leadership at the IRS is encouraged to embrace volunteerism.</p>