



## 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. Describes the challenges and performance issues that develop in the workplace when an individual lacks personal accountability. Provides tips on developing personal accountability traits that will improve performance, develop skills and improve opportunities for career advancement.
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. The workshop provides tips on how to find a mentor and how to develop reasonable two way expectations from a mentor relationship. The focus is on the skills that a mentor can help develop to enhance employee career goals and satisfaction. The career development of employees is vital to the succession planning goals of the IRS.
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.

Civility: A Reflection on How we Communicate and Interact with Others	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.
Integration of Generational Groups in the Workplace	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.
How to Create an Effective Career Learning Plan (CLP)	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.
How to Stay Relevant at the Workplace	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.
Volunteerism: An Alternative Method to Jump Start your Career	How do you develop new career building skills when there are few detail opportunities? Discover an alternative path to develop career building skills through volunteer work outside of the workplace. Discover potential career benefits including building confidence, learning new skills and developing leadership skills through volunteerism. This workshop explores strategies for finding volunteer work, leveraging your volunteer experience in the workplace and integrating skills learned through volunteer experiences into your professional resume when applying for new jobs or promotions.