

Believe it, Achieve it



2010

**OFSOA Annual Conference
Riverhouse, Bend Oregon
October 13 – 15**

2010 OFSOA Fall Conference Schedule

Wednesday, October 13, 2010

Office Attire Suggested

6:30 am	Complimentary Full Breakfast for hotel guests (\$9.95 for non-guests) * Restaurant	
7:00 am – 8:15 am	Hospitality Room Open	* Room 318
8:30 am– 9 am	New Member and/or First Time Attendee Orientation	* Deschutes C
9 am – 9:30 am	Welcome and Opening Ceremonies	* Deschutes C
9:30 am – 10:30 am	<u>Courage to be Safe</u> – Kim Lightley	* Deschutes C

Kim Lightley is an advocate for providing stress management training for surviving co-workers and families following critical incidents. She will help prepare you to provide peer support after tragic or catastrophic events in your workplace or community. She will share her tragic firefighting experience, her battle with post-traumatic stress disorder, and the hurdles of loss, guilt, and grief overcame during her recovery.

Kim worked as a forest technician and a firefighter for the US Forest Service from 1989-1994. She is a surviving US Forest Service - Prineville Hotshot crewmember from the 1994 Storm King Mountain Fire in Glenwood Springs, Colorado. After the tragic fire she declined to continue firefighting but stayed on with the Forest Service as a Forest Technician until 1997.

10:30 am – 10:45 am	Break / Hospitality Room Open	* Room 318
10:45 am – 12:00 pm	<u>We Come Running to Serve You</u> - Brian Capp	* Deschutes C

How often do you arrive at work with the energy and enthusiasm that your “customers” and co-workers deserve? In this session we will look at practices that help create a positive attitude towards your work, resulting in exceptional customer service.

Brian is the Vice President of Marketing and Sales for Les Schwab Tire Centers, where he has been employed for 33 years. Les Schwab has a history of providing service that goes beyond their customer’s expectations. Les Schwab takes pride in their customer service and pride in their employees. This was evident in 2008, when Les Schwab was ranked amongst the top 20 best places to work in Oregon.

12:00 pm – 1:00 pm	Lunch and Business Session (First call for nominations)	* Deschutes B
1:00 pm – 2:30 pm	<u>Business Writing & Multiple Projects</u> – Laureal Williams	* Deschutes C

Laureal Williams will be continuing her presentation from the fall 2009 Conference in Newport. She will be discussing the tools, techniques and concepts related to business writing, this is a great class for anyone that wishes to improve the appearance and content of their reports, letters, memos and more. She will also be discussing that in today’s modern business environment, we are expected to manage multiple projects and juggle everyone’s schedules concurrently without getting overloaded, all-the-while handling successful day-to-day operations of the office environment.

Laureal is the Director of Admin Services at Emergency Services Consulting International, a firm providing specialized and high quality consulting for emergency services. She has been overseeing office relations for the firm for the last 13 years.

2:30 pm – 2:45 pm	Break	
2:45 pm – 4:00 pm	<u>Continuation of Laureal Williams...</u>	* Deschutes C
6:00 pm – 9:00 pm	President’s Fun Night - Bunco - Finger foods & No-Host Bar available	* Deschutes B

6:30 am	Complimentary Full Breakfast for hotel guests (\$9.95 for non-guests) * Restaurant	
7:00 am – 8:15 am	Hospitality Room Open	* Room 318
8:30 am – 8:45 am	Welcome and Announcements	* Deschutes C
8:45 am – 10:00 am	<u>Handling Conflict in the Workplace</u> – Barbara Thurman	* Deschutes C

Barbara Thurman will be speaking to you on the tough topics: sexual harassment, diversity and discrimination. Prevention is the best tool to eliminate harassment in the workplace. We will create both consensus and understanding amongst us on appropriate and proper workplace conduct. The training emphasizes ethical considerations, common sense, and respect.

Barbara is the President of Thurman Consulting and has provided this training to both state and local government, the Military, Schools, Fire Districts, Law Enforcement, EMS, and private businesses across the United States for the past 24 years. She has authored numerous books, pamphlets, and brochures on the topic.

10:00 am – 10:15 am	Break/Hospitality Room Open	* Room 318
10:15am – 11:30 am	<u>Continuation of Barbara Thurman...</u>	* Deschutes C
11:30 am – 1:00 pm	Lunch and Business Session (Second call for nominations)	* Deschutes B
1:00 pm – 2:30 pm	Performance Evaluation & Job Descriptions – Michael Sherman	* Deschutes C

Chief Michael Sherman will provide us with a clear direction in converting an employee's average behavior into an exemplary one. Providing staff with job descriptions point out in broad terms a person's job goals, responsibilities, and duties. Performance evaluations based on an employee's job description are important for staff motivation, attitude and behavior development, communicating and aligning individual and organizational aims, and fostering positive relationships between management and staff.

Former Fire Chief from Newberg, OR and current Fire Chief of Crest Forest Fire Protection District in Crestline, CA, Mike has worn many hats throughout his 30+ years in the fire service, including President of the Oregon Fire Chief Association. Mike is now the owner and president of 4M Consulting, advising numerous fire agencies.

2:30 pm – 2:45 pm	Break	
2:45 pm – 4:00 pm	Break Out Sessions (Choose One)	
	1. Accreditation – Susan Boyle	* Room 318
	The OFSOA Accreditation Program is an optional program for the self-improvement for our membership. Though structured, it is an on-going and flexible program. Come to this class to learn more on how to achieve it!	
	2. QuickBooks Shortcuts and Tips – Karen DeMaris	* Deschutes C
	Karen is a certified QuickBooks Pro advisor by QuickBooks. She has over 20 years experience of consulting and currently teaches QuickBooks at COCC. She will help us to simplify QuickBooks with tips and shortcuts. This session will be a group interactive session and she requests attendees to email bonita@lapinefire.com with any specific questions or areas that you would like to have addressed.	

- 3. Incident Reporting – Claire McGrew** ** Deschutes B*
 Claire McGrew is with the Oregon State Fire Marshals Office and will be discussing fire agency incident reporting and the Fire Bridge program. If you have a specific question or topic please email bonita@laine-fire.com

6:00 pm – 8:00 pm **Banquet – Installation of Officers; No-Host Bar Available.** ** Deschutes C*
Dressy Attire

8:30 pm - **Hospitality Room and Networking** ** Room 318*

Friday, October 15, 2010

Office Attire Suggested

6:30 am **Complimentary Full Breakfast for hotel guests (\$9.95 for non-guests)** **Restaurant*

7:30 am – 8:30 am **Hospitality Room Open** ** Room 318*

8:45 am – 9:00 am **Welcome and Announcements** ** Deschutes C*

9:00 am – 12:00 pm **Understanding Personality Differences – Bill Gallagher** ** Deschutes C*

Bill Gallagher will coach you on maximizing your office’s “personable atmosphere” and will promote positive staff interaction through teaching us the strengths and weaknesses of each personality type and he will educate us on becoming more effective in relating to different personalities.

Bill has been counseling and professionally working with people for 30 years. His emphasis in the workplace is to help develop both relational skills and professional standards among administration and staff. He formed Teamworks in 2001 to help organizations achieve their goals for establishing high morale and customer/client satisfaction.

12:00 pm **Conference Closing – Silent Auction Closes – Raffle Drawing - Lunch on your own**

12:30 pm **Post Conference Board Meeting** ** Deschutes B*

CONFERENCE LOCATION AND LODGING

When making reservations, be sure to use the block name:

Oregon Fire Service Office Administrators

There are still rooms available for:

1 queen bed for \$93 (\$109 for a couple) *No view

2 queen beds for \$109 for one or \$119 for two *River view

Discount room rate will be held until September 12, 2010

Tax exemption certificates for Federal Agencies are accepted at check-in



866-453-4480

3075 North Business 97

Bend, OR 97701



Join us for President's Fun Night
Wednesday evening!
Enjoy good food, friends, Bunco
and fun prizes!

October 13-15, 2010

CONFERENCE REGISTRATION FORM / INVOICE

Or register online at www.ofsoa.com

Last Name: _____ First Name: _____

Position: _____ Agency: _____

Mailing Address: _____

City: _____ Zip Code: _____

Phone: _____ Fax: _____

Email: _____

- This is my first OFSOA event
- I will attend the banquet (Included in the registration fee)
- I will bring a guest to the banquet
Number of Guests at \$32 each: _____
- I will be attending President's Fun Night
Additional \$20.00 (Not included in registration fee)
- I will be bringing a guest to President's Fun Night
Number of guests at \$20.00 each: _____
- I would like to learn more about joining OFSOA

- Full Conference – Member \$175.00
Includes lunch Wed & Thurs, and Thurs. Night Banquet
- Wednesday Only – Member \$100.00
Includes lunch
- Thursday Only – Member \$100.00
Includes lunch
- Friday Only – Member \$50.00
No lunch
- Full Conference – Non-member \$225.00
Includes lunch Wed & Thurs, and Thurs. Night Banquet
- Wednesday Only – Non-member \$120.00
Includes lunch
- Thursday Only – Non-member \$120.00
Includes lunch
- Friday Only – Non-member \$70.00
No lunch

Select One Breakout Session for Thursday

- Accreditation
- QuickBooks
- Incident Reporting

Total Due with Registration: \$ _____

LAST DAY TO REGISTER: October 1, 2010
Registration fees cannot be refunded after this date.

*You can obtain your tax exemption form by contacting OFCA or by downloading the form at www.ofsoa.com under Documents.

*The OFSOA Scholarship Fund was created to assist members with training expenses. If funding is the reason you may not be attending, please contact Susan Boyle at 503-259-1129 or via email at scholarships@ofsoa.com

Make checks payable to OFSOA and mail to:
OFSOA (Attn: Treasurer/AR)
1284 Court Street
Salem, OR 97301
Phone: 888-846-5741

Registrations may also be faxed to: 503-365-7893