

## MEETING THEME: EFFECTIVE COMMUNICATION

### OVERVIEW SCHEDULE

ASPA PROFESSIONAL DEVELOPMENT SESSION

MONDAY: March 31, 2008, 1:45 p.m. – 4:45 p.m.

TUESDAY: April 1, 2008, 8:30 a.m. – noon

## TIPS FOR COMMUNICATION SUCCESS

### **The Spring 2008 Professional Development Session will provide accreditors with:**

Participants will refine their own ideas combined with others as to what makes for effective communication.

Participants will develop a strategy for personal and organizational communication that is targeted and effective.

**Facilitator: Kevin O'Connor, CSP**

### **Monday Schedule: March 31, 2008**

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| 1:45 p.m. | Welcome and Introduction   |
| 1:50 p.m. | Overview of the results of the September 2007 survey on accrediting agencies communication practices<br>Ulric Chung  |
| 2:10 p.m. | <b>“How Communication has Changed and Future Trends”</b><br>Presenter: Kevin O'Connor, CSP<br><br>Objective: <ol style="list-style-type: none"><li>1. Participants will know the three major trends affecting the four major generations now in the workplace.</li><li>2. Participants will process and discuss these changes within the context of their work life situation.</li></ol> |
| 3:00 p.m. | Break  |

- 3:15 p.m. Panel Discussion:  
**“Effective Communication Methods”**
- Francis Gerbasi, COA - NA
  - Martyne Hallgren, NCAHLC
  - Kathleen Megiven, CAAHEP
  - Peter Vlasses, ACPE

Objective:

1. Participants will process and interact with the panel regarding best practices and most effective methods for communication used by an experienced panel of professionals.

- 4:15 p.m. Questions and Answers

- 5:00 p.m. Reception

**Tuesday Schedule: April 1, 2008**

- 8:00 a.m. Continental Breakfast

- 8:30 a.m. **“How to Best Tailor the Message”**

Presenter: Kevin O’Connor, CSP

Objectives:

1. Participants will develop new strategies for targeting their message more clearly to their intended audience be it 1 or 100.
2. Participants will develop the understanding of what can and ought to go into their individual and organizational communication plan.

- 10:00 a.m. Break

- 10:30 a.m. Group Activity:  
**“Communication Challenges and Strategies – How to Address Them”**

Objective:

1. Participants will experience the “open space/world café” process of facilitation in preparation for them to possibly do the same with their organization.
2. Participants will develop a list of their “take home” strategies and to do items from the conference.

- 12:00 noon ASPA Meeting adjourns