

# Office Support Professionals'

December 10, 2024 | Holiday Inn South, Eau Claire

## WHO SHOULD ATTEND

Any/all office support staff

## PROGRAM

**Registration:** 8:30 a.m.

**Program:** 9 a.m.–3:45 p.m.

## REGISTRATION

Cost: 1½ Skill Builder credits/person

Register online at:

[http://www.weca.coop/calendar\\_list.asp](http://www.weca.coop/calendar_list.asp)

## REGISTRATION DEADLINE

Friday, November 29

## LOCATION

Holiday Inn South  
4751 Owen Ayres Ct.  
Eau Claire, WI  
Phone: (715) 830-9889

**Room Block Name:** WCA

**Room Block Rate:** \$126+ tax/night

**Room Block Deadline:** November 9

**Room Block Link:**

<https://bit.ly/2024WECA>

Rooms may be available under the room block after the cut-off date only if the hotel has rooms available.

## FOR MORE INFORMATION

Contact Wendy Fassbind at (608) 467-4589 or [wendy@weca.coop](mailto:wendy@weca.coop)

## CLASS MINIMUM

\* In order to hold this course, a minimum enrollment of 18 participants is required. Class is limited to no more than 48 participants. Register early to secure your seat!



6405 Century Avenue, Suite 102  
Middleton, WI 53562-2200  
Phone: (608) 467-4589  
[www.weca.coop](http://www.weca.coop)

# Office Support Professionals' Conference

## AGENDA

- 9 a.m. Welcome & Introductions
- 9:10 a.m. NISC iVUE: Review of Functions & Capabilities  
*NISC Speakers TBD*
- 10:10 a.m. Break
- 10:30 a.m. Roundtable Discussions  
Civility in the Workplace: How office support professionals can take the lead  
Other Topics TBD
- 11:15 a.m. Connecting Costs to Member Rates  
*Terilyn Wallis, consultant, Terilyn Wallis Consulting*
- 12:15 p.m. Lunch
- 1 p.m. Back to Basics: Best Practices for Keeping Your Balls in the Air  
*Shelagh Donnelly, owner, Exceptional EA*
- 2:30 p.m. Break
- 2:45 p.m. Empathy and Clarity for Difficult People and Situations  
*Shelagh Donnelly, owner, Exceptional EA*
- 3:45 p.m. Adjourn

## Thank you to our program sponsors!



National Rural Utilities  
Cooperative Finance Corporation  
Created and Owned by America's Electric Cooperative Network



FEDERATED RURAL ELECTRIC  
INSURANCE EXCHANGE



COBANK  
COOPERATIVE. CONNECTED. COMMITTED.



Member driven. Technology focused.



SUPPLYING THE COOPERATIVE ADVANTAGE



# Office Support Professionals' Conference



December 10, 2024 | Holiday Inn South, Eau Claire

- 9 a.m. **Welcome with Introductions**
- 9:10 a.m. **NISC iVUE: Review of Functions & Capabilities**  
*NISC Speakers TBD*
- 10:10 a.m. **Break**
- 10:30 a.m. **Roundtable Discussions**  
*Terilyn Wallis, consultant, Terilyn Wallis Consulting*  
*Shelagh Donnelly, owner, Exceptional EA*  
*Wendy Fassbind, director of education & events, WECA*
- 11:15 a.m. **Connecting Costs to Member Rates**  
*Terilyn Wallis, consultant, Terilyn Wallis Consulting*
- 12:15 p.m. **Lunch**
- 1 p.m. **Back to Basics: Best Practices for Keeping Your Balls in the Air**  
While you're a skilled, organized person, it may sometimes seem there aren't enough hours in a co-op day to tackle everything piling up on your work plate. Just as you've polished off one deliverable and prepare to dive into another, yet another person may approach you with questions, challenges or additional expectations. Shelagh will offer practical techniques to help you keep those balls from falling, through elevated management of time, workload and expectations.  
*Shelagh Donnelly, owner, Exceptional EA*
- 2:30 p.m. **Break**
- 2:45 p.m. **Empathy and Clarity for Difficult People and Situations**  
Times of change and challenge can cause stress, and sometimes lead good people to behave in ways we find frustrating. Then there are those who seem to enjoy creating conflict! Whatever the cause, we need to draw on our emotional intelligence skills and manage ourselves rather than reacting in a manner that can earn us our own "difficult" label. You'll learn how to lead with empathy, without being a pushover, as you navigate conflict. We'll look at communicating with clarity as you seek understanding, strive to defuse tensions and collaborate on ways to move forward.  
*Shelagh Donnelly, owner, Exceptional EA*
- 3:45 p.m. **Wrap Up and Adjourn**

Thank you to our program sponsors!

