

2008 GOVERNOR'S SUMMIT ON WORKFORCE SOLUTIONS



'fu-ture \ fyu-char\ n 1 : an expectation of
advancement or progressive development

Defining Our Future

MAY 28TH - 29TH, 2008

WYOMING UNION, UNIVERSITY OF WYOMING CAMPUS, LARAMIE, WY

Wyoming
WORKFORCE DEVELOPMENT COUNCIL

Welcome



Welcome to the Fourth Governor's Summit on Workforce Solutions! Your decision to be here is an investment in your organization and as importantly a dedication to "Defining Our Future" in Wyoming. We appreciate your commitment. You are encouraged to take advantage of the wonderful session lineup and to engage the many partners that are in attendance in developing solutions that help to advance the quality of life and economic vitality in our state.



An important aspect of this year's Summit on Thursday is a focus on sector based initiatives, which are industry specific, regional solutions to employers' needs for skilled workers. Wyoming, like many states, faces critical workforce shortages as well as workforce skills shortages. Through industry driven regional partnerships of educators, economic developers, workforce professionals and other stakeholders we can craft solutions to meet those needs today and in the future.



Please be sure to connect with the Department of Workforce Services staff that is here to help meet your needs. You'll also meet members of the Wyoming Workforce Development Council, people who volunteer their time to shape strategies and policies to develop, recruit, and retain Wyoming's workforce. We're here to listen, build partnerships and develop solutions that will create a competitive edge in today's global economy.



Dave Freudenthal
Governor,
State of Wyoming



Dave Scriven
Chairman,
Wyoming Workforce
Development Council



Joan Evans
Director,
Wyoming Department
of Workforce Services

Tuesday, May 27th

4:00pm - 6:00pm: Registration and Exhibitor Setup

Wednesday, May 28th

7:00am - 8:15am: Registration

7:30am - 8:30am: Exhibitor Area Open

8:30am - 9:00am: **Welcome:**

Dave Scriven, Chair, Wyoming Workforce Development Council

Joan Evans, Director, Wyoming Department of Workforce Services

9:00am - **Keynote Address:** Rick Tate - Creating an Engaged Workforce -

10:30am: People Leave Managers... Not Organizations!

10:30am - Break

10:45am:

10:45am - **General Session (Youth Panel)**

11:45am:

12:00pm - Exhibitor Luncheon

1:00pm:

1:15pm - 2:15pm: **Workshops**

2:15pm - 2:30pm: Break

2:30pm - 3:30pm: **Workshops**

3:30pm - 3:45pm: Break

3:45pm - 4:45pm: **Workshops**

5:45pm - 6:30pm: Reception with Exhibitors

6:30pm: **Awards Dinner:** Joe Calloway - Extraordinary Companies:

Creating and Sustaining Success Through Constant Innovation

Thursday, May 29th

7:30am - 8:00am: Breakfast

8:00am - 8:15am: **Welcome**

8:15am - 9:15am: **Workshops**

9:15am - 9:30am: Break

9:30pm - **Sector Solutions Meetings**

12:00pm:

12:30pm: Lunch and **Governor's Address**



Rick Tate is an internationally recognized expert on leadership and management development, performance management, and customer loyalty strategies. His results-oriented approach impacts individuals at all levels of the organization; from Executives, middle managers, supervisors, to front line manufacturing and call center employees. For over 20 years, Rick has been consulting, speaking, training, writing, and developing state of the art concepts that

challenge people's mindsets and develop new ways of thinking. His expertise is backed by over 12 years of successful line management experience. Rick is a faculty member for the Institute of Management Studies and has been on the faculty of many institutes of higher learning.

Rick has authored many books, articles, and training programs including the best selling *Leadership and the Customer Revolution™*, the recently released *People Leave Managers... Not Organizations*, and other notables like *Legendary Service™*, *World Class Customer Service™*, and *The Service Pro™*. His acclaimed training programs have been translated into a dozen languages and distributed all over the world.

Rick holds graduate degrees from the University of San Francisco and California American University.

9:00am - 10:30am, Yellowstone Ballroom

Creating an Engaged Workforce - People Leave Managers... Not Organizations!

Today, the role of human performance in companies is of paramount concern. It is in the area of human performance where the highest degree of leverage occurs for gaining a competitive advantage in the marketplace. Listen to customer complaints and to the voices of employee dissatisfaction...hear the mantra of dissatisfaction with the quality of employee ability, motivation, and concern. Human performance is growing as a recognized critical 'product' of any organization. Every manager in every organization will come face-to-face with four fundamental principles of performance and leadership that drive engagement, productivity, and retention.



Joe Calloway is a straight-talking expert on how to compete and win in today's marketplace. He has made a career out of helping businesses create competitive advantage through unsurpassed customer service. Called "an expert on developing customer-focused teams" by *Sales and Marketing Management* magazine, he knows from experience what separates ordinary companies from companies that dominate the competition.

Labeled "one of the most innovative and compelling people in customer service" by a National Customer Services Advisory Board, Calloway is the author of *Market Leadership: Managing a Customer Focused Team*, *Focus on the Customer: Winning and Keeping Today's Tough New Customer*, *Taking It to the Next Level*, *Becoming a Category of One: How Extraordinary Companies Transcend Commodity and Defy Comparison*, and *Indispensable: How To Become The Company Your Customers Can't Live Without*.

A guest lecturer with both the Graduate School of Business at the University of Tennessee and the Center for Professional Development at Belmont University, Calloway is also a partner in *Mirror*, an award-winning restaurant in Nashville, which was featured on television's *Food Network*.

6:30pm, Yellowstone Ballroom

Extraordinary Companies: Creating and Sustaining Success through Constant Innovation

Extraordinary companies are, by definition, different from their competitors. The critical differences are not, however, usually found in product, price, or even service. Extraordinary companies think and do things in ways that are available to any business, but that few choose. The key is Constant Innovation: not just in produce, but in everything that they do.

Innovation in the Workplace Award

One award will be presented to an employer that is committed to investing in the development and wellbeing of their employees and Wyoming's workforce. Employers should demonstrate practices that improve the workplace such as employee retention best practices, employee training, career development, work-life balance policies, encouraging diversity in the workplace including generational diversity, provides market competitive wages and benefits, and addressing child care and workforce housing needs. Eligible candidates are Wyoming employers.

Workforce Partnership Award

One award will be presented to a project that has demonstrated a unique collaboration between businesses and community organizations that include, but are not limited to, the workforce system, economic development and education that results in addressing a workforce issue. Eligible candidates are projects that involved a business(es) and community organizations that address a workforce issue in Wyoming.

Outstanding Individual Performance Award

This award recognizes individuals who have made significant contributions to the workforce development profession through the development or enhancement of public or private workforce systems, or the building of strategic alliances and partnerships. To be eligible for this award, all nominees need to have contributed to put together resources for high quality, measurable and effective workforce development practices. They may work in private or public sector, whether a manager (i.e. human resource manager, trainer, COE, government staff, support personnel, or front-line worker), board member, educator, private trainer.

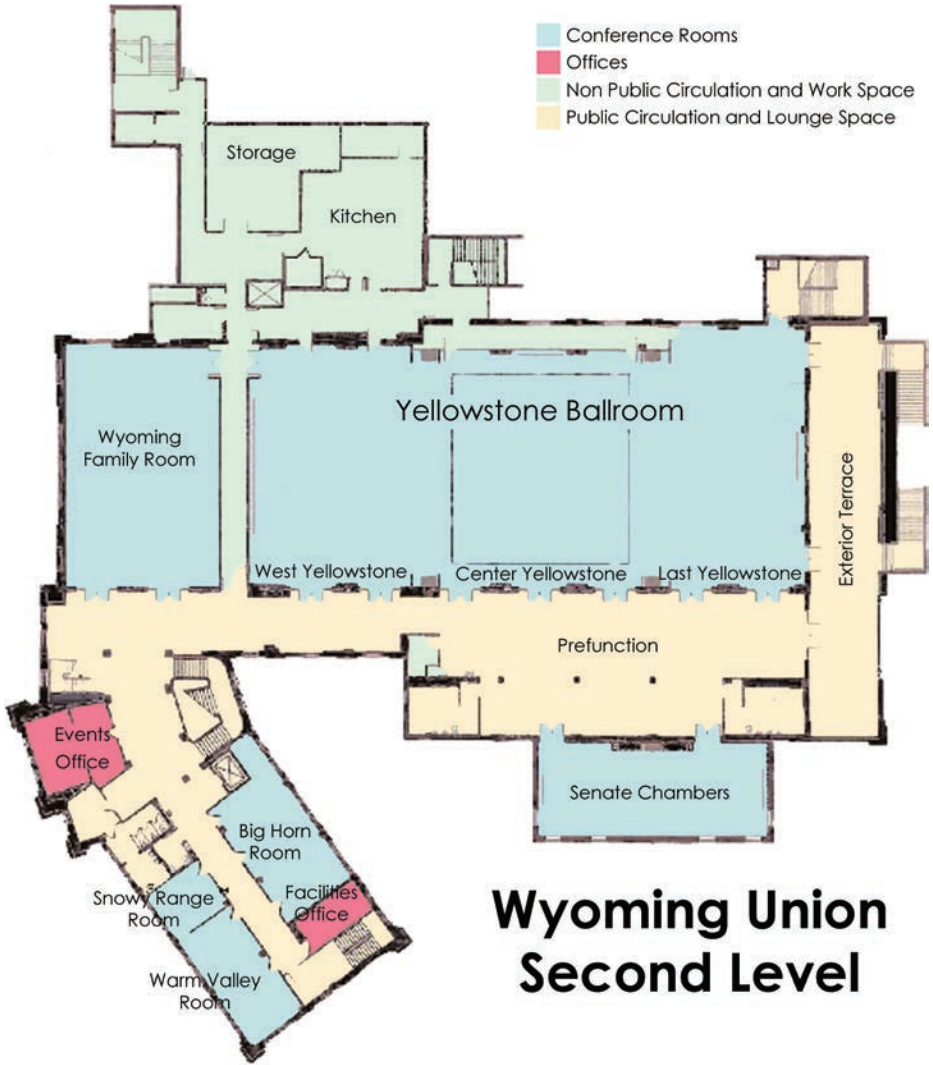
Outstanding Investment in Young Workers

This award recognizes exemplary employers who are committed to investing in young workers. Employers should demonstrate that they provide opportunities for young workers to grow and succeed, connect with them in their community, provide for a work and life balance and intentionally embed young worker friendly practices into their framework.

Outstanding Investment in Older Workers

This award recognizes exemplary employers who are committed to hiring, training and retaining older workers. Employers should demonstrate that they provide opportunities for older workers such as offering part-time work, flexible schedules, seasonal employment, a wide variety of jobs, multiple shifts, emphasize cross-training and a team environment where people learn from each other, offer employee assistance and work-life programs, offer care management, offer long-term care insurance and offer a more pleasant work environment.

Union Building Map



Exhibitor Showcase

The Exhibitor area is an important part of the Workforce Summit experience. This is a great opportunity to learn about these organizations and collect information for yourself or others in your organization.

In addition to being valuable resources, the organizations represented are major supporters of the Workforce Summit. Thanks to their support, we are able to keep event fees low while providing more services.

Here are some ways to maximize your experience in the exhibitor area:

- Bring a good supply of business cards.
- Stop by each exhibitor's booth to learn about their organization and gather information packets.
- Be prepared to share information about your organization to help the representatives evaluate whether or not their services could be of value.
- If there is someone in your organization the representative should contact, share that information.
- After returning from the Summit, share exhibitor information with others in your organization, as they may know of some impending needs of which you are unaware.

By following these simple steps, you can learn a great deal about the organizations represented.

DWS Office Locations

AFTON

Employment Services
350 S. Washington St., Afton, 83110
307-886-9260
Vocational Rehabilitation Outreach
350 S. Washington St., Afton, 83110
307-886-3380

BAGGS

Vocational Rehabilitation Outreach
350 Whippoorwill Dr., Baggs, 82321
307-324-2238

BASIN

Vocational Rehabilitation Outreach
890 S. US Hwy 20, Basin, 82410
877-473-7207

BIG PINEY

Vocational Rehabilitation Outreach
High School Annex, #112, Big Piney, 83113
307-276-3520

BUFFALO

Vocational Rehabilitation Outreach
171 N. Adams Ave., Buffalo, 82834
307-684-5546

CASPER

Employment Services
851 Werner Ct., #120, Casper, 82601
307-234-4591
Vocational Rehabilitation
851 Werner Ct., #120, Casper, 82601
307-261-2172

CHEYENNE

Employment Services
1510 E. Pershing Blvd., Cheyenne, 82002
307-777-3700
Vocational Rehabilitation
1510 E. Pershing Blvd., Cheyenne, 82002
307-777-7364

Disability Determination Services
821 W. Pershing Blvd., Cheyenne, 82002
307-777-7341
DWS Central Office
122 W. 25th St., 2E, Cheyenne, 82002
307-777-8650

CODY

Employment Services
1026 Blackburn St., #1, Cody, 82414
307-587-4241
Vocational Rehabilitation
1026 Blackburn St., #3, Cody, 82414
877-473-7207; 307-527-7174

DOUGLAS

Employment Services
126 N. 3rd St., #6 & #7, Douglas, 82633
307-358-2147
Vocational Rehabilitation
135 S. 3rd St., Douglas, 82633
866-217-1401; 307-358-4688; 307-358-4684

DUBOIS

Vocational Rehabilitation Outreach
712 Meckem St., Dubois, 82513
307-455-2345

EVANSTON

Employment Services
98 Independence Dr., Evanston, 82930
307-789-9802
Vocational Rehabilitation
350 City View Dr. #205, Evanston, 82930
877-473-7208; 307-789-2766

GILLETTE

Employment Services
1901 Energy Ct. #230, Gillette, 82718
307-682-9313
Vocational Rehabilitation
1901 Energy Ct. #140, Gillette, 82718
877-474-4086; 307-682-2672

GLENDON

Vocational Rehabilitation
135 S. 3rd St., Douglas, 82633
866-217-1401
307-358-4688; 307-358-4684

GLENROCK

Vocational Rehabilitation Outreach
925 W. Birch St., Glenrock, 82637
307-436-9068

GREEN RIVER

Vocational Rehabilitation Outreach
165 E. Railroad St., Green River, 82935
307-875-3847

HANNA

Vocational Rehabilitation Outreach
301 S. Adams St., Hanna, 82327
307-324-2238

JACKSON

Employment Services
155 W. Gill Ave.
P.O. Box 1003, Jackson, 83001
307-733-4091
Vocational Rehabilitation
155 W. Gill Ave., Jackson, 83001
866-293-3742; 307-733-6150

KEMMERER

Employment Services
20 Adaville Rd., Diamondville, 83116
307-877-5501
Vocational Rehabilitation
20 Adaville Rd., Diamondville, 83116
307-877-9334

LANDER

Employment Services
455 Lincoln St., Lander, 82520
307-335-9224
Vocational Rehabilitation
259 Main St., Lander, 82520
307-332-4465

LARAMIE

Employment Services
112 S. 5th St., Laramie, 82070
307-742-2153
Vocational Rehabilitation
710 Garfield #110, Laramie, 82070
307-745-3160; 307-742-7482

LOVELL

Vocational Rehabilitation Outreach
355 E. 5th St., Lovell, 82431
877-473-7207

LUSK

Vocational Rehabilitation Outreach
905 S. Main St., Lusk, 82225

LYMAN

Vocational Rehabilitation Outreach
303 S. Main St., Lyman, 82937
307-787-3739

NEWCASTLE

Employment Services
2013 W. Main St. #102, Newcastle, 82701
307-746-9690
Vocational Rehabilitation Outreach
2013 W. Main St., #102, Newcastle, 82701
307-746-4592

PINEDALE

Vocational Rehabilitation Outreach
370 N. Faler Ave., #3, Pinedale, 82941
307-367-3102

POWELL

Employment Services
N. Beckman St. & 7th St., Powell, 82435
307-754-6436
Vocational Rehabilitation Outreach
231 W. 6th St., Powell, 82435
307-754-6411

RAWLINS

Employment Services
1703 Edinburgh St., Rawlins, 82301
307-324-3485

Vocational Rehabilitation
212 W. Buffalo St., #312, Rawlins, 82301
877-473-7209; 307-324-2238

RIVERTON

Employment Services
422 E. Fremont Ave., Riverton, 82501
307-856-9231
Vocational Rehabilitation
609 E. Madison #3, Riverton, 82501
866-335-3140; 307-856-2393

ROCK SPRINGS

Employment Services
2451 Foothill Bl., #100, Rock Springs, 82901
307-382-2747
Vocational Rehabilitation
2451 Foothill Bl., #100, Rock Springs, 82901
866-858-4125; 307-362-2770

SARATOGA

Vocational Rehabilitation Outreach
201 S. River St., Saratoga, 82331
307-324-2238

SHERIDAN

Employment Services
Kevin Messamer
61 S. Gould St., Sheridan, 82801
307-672-9775
Vocational Rehabilitation
61 S. Gould St., Sheridan, 82801
866-423-5989; 307-674-7529; 307-674-6506

SUNDANCE

Vocational Rehabilitation Outreach
5th & Cleveland, Sundance, 82729
307-283-2014

THERMOPOLIS

Employment Services
344 Arapahoe St., Thermopolis, 82443
307-856-9231

Vocational Rehabilitation Outreach
148 E. Arapahoe St., Thermopolis, 82443
307-864-2147

TORRINGTON

Employment Services
1610 E. M St., Torrington, 82240
532-4171
Vocational Rehabilitation
1618 E. M St., Torrington, 82240
877-474-7493; 307-532-4431

WHEATLAND

Employment Services
956 Maple St., Wheatland, 82201
307-322-4741
Vocational Rehabilitation Outreach
812 10th St., Wheatland, 82201
307-322-4713

WORLAND

Employment Services
1200 Culbertson Ave., #F, Worland, 82401
307-347-8173
Vocational Rehabilitation
1200 Culbertson Ave., #F, Worland, 82401
866-448-4703; 307-347-3396

Wyoming Workforce Development Council
122 W. 25th Street, Herschler Bldg., 2E, Cheyenne, WY 82002

wyowdc.org