

Tuesday, September 10, 2019

- 7:00am – 8:30am Registration
- 8:30am – 9:00am Announcements – James Pointer, MMA President
- 9:00am – 10:00am “Thriving in Chaos” – Tracy Knofla, Keynote Speaker, High Impact Training
Participants will review the factors that make their lives chaotic. Discussion focuses on the roles we personally play in fostering chaos and the choices available to us in order to thrive.
- 10:00am – 10:30am Break
- 10:30am – 12:00pm Tracy Knofla, Keynote Speaker, (continued)
- 12:00pm – 1:00pm Lunch
- 1:00pm – 2:30pm Breakout Sessions
“A” Encouraging Your Supervisors to Supervise – Tracy Knofla
Strategies for hiring, training, disciplining and coaching your staff will be discussed.
“B” Investigation Process–Jennifer Claseman MMB, Investigation Process with the State of Minnesota
“C” Conflict: Addressing difficult situations while keeping your integrity and your job – Ned Rousmaniere, EAP
“D” Clinics (SEGIP) – Galen Benshoof
- 2:30pm – 3:00pm Break
- 3:00pm – 4:30pm Breakout Sessions
“A” Investigation Process–Jennifer Claseman MMB
“B” Conflict: Addressing difficult situations while keeping your integrity and your job – Ned Rousmaniere, EAP
“C” Clinics (SEGIP) – Galen Benshoof
“D” Encouraging Your Supervisors to Supervise – Tracy Knofla

Wednesday, September 11, 2019

8:00am – 8:30am Announcements – James Pointer, MMA President

8:30am – 10:00am Breakout Sessions

“A” Conflict: Addressing difficult situations while keeping your integrity and your job – Ned Rousmaniere, EAP

“B” Clinics(SEGIP) – Galen Benshoof

“C” Encouraging Your Supervisors to Supervise – Tracy Knofla

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