

**2024 ISAC University Agenda**  
The Meadows Event and Conference Center

**Wednesday, January 17, 2024**

12:00 pm - 1:00 pm      Registration

1:00 pm - 1:15 pm      Welcome Remarks

- Bill Peterson, ISAC Executive Director
- Barry Anderson, ISAC President and Clay County Supervisor

1:15 pm - 2:30 pm

**Fingerprints of Leadership**

This high-energy and interactive session combines reflection, activity, stories and discussions to strengthen personal and professional impact upon people and organizations. Themes most often included are:

- Understanding your greatest influencers
- Identifying major success strategies of influencers
- Reflecting upon both successes & setbacks in achievement
- Exploring differences of “getting it done” and “doing it well”
- Learning strategies to share and set expectations
- Understanding role modeling and mentorship
- Getting Beyond the Busy
- Assuming Positive Intent
- Creating a Talent Mindset

- Patty Hendrickson, Keynote Speaker

2:30 pm - 2:45 pm      Refreshment Break

2:45 pm - 4:00 pm

**Own it. Grow it. Be it.**

This high-energy and interactive session engages attendees in a journey exploring ways to commit to building a personal and professional culture that encourages and celebrates growth. Program includes experiential activities, stories and group discussion. Themes most often included are:

- Focusing on positive outcomes
- Reflecting and knowing your truths
- Creating your circle of influence
- Supporting those you lead
- Identifying the core actions to build trust
- Engaging others
- Focusing on your competence which leads to your confidence

- Patty Hendrickson, Keynote Speaker

4:00 pm - 5:00 pm      Break

\*\*\*Hotel to Setup for Dinner

5:00 pm - 5:30 pm      Networking Reception

5:30 pm – 7:00 pm      President's Dinner

**Thursday, January 18, 2024**

8:00 am - 8:30 am      Morning Refreshments

8:30 am - 10:00 am

### **The Safari Way: Roaring Success with the Right Peeps in the Jeep**

Most leaders struggle with productivity, engagement, and retention among their teams and, despite their best efforts, results continue to disappoint. Weary, frustrated and burnt out, leaders often give up and settle into the standard approaches and relying on hope as their strategy to build effective teams. Steve Fredlund, the Safari Dude, has the insights and methods you need to finally see better results. As an award-winning actuary who has studied the data on more than 150,000 global employees, Steve has gained unique insights into what drives productivity, engagement, and retention. Steve has ignited a movement, known as The Safari Way, that has transformed leaders, teams, and organizations around the world.

- Steve Fredlund, Keynote Speaker

10:00 am - 10:15 am

Break

10:15 am - 11:45 am

### **Improving Interdepartmental Communication**

Do you hear your team members say:

- "We must have had a miscommunication."
- "When is management going to understand it's the real world down here?"
- "We do all the work; he or she gets all the credit."
- "Why are we just changing things up for change's sake? Never did it that way before."

Do you ever see situations where team members send out emails to everybody when only two people are really not following a policy or procedure? See, these are all signs and symptoms of poor communication that will lead to a deterioration of relationships. And I can help. Too often, team members like to blame others, point the finger at others versus look in the proverbial mirror and ask, "What can I do differently?" This fast-paced, fun presentation is filled with unlimited takeaways to improve relationships and achieve results.

- John Garci, Keynote Speaker

11:45 pm - 2:15 pm

### **Lunch and Closing Keynote: Prove What's Possible**

Change can be difficult; it is a process, not an event. In these unprecedented times, we have all experienced change and uncertainty. When change chose her, Ms. Valentine transformed adversity into success, and obstacles into opportunities. In this highly engaging session, you'll discover the secrets of staying motivated and positive, even in the face of challenges and setbacks. As we move forward and navigate the complex landscape of our "new normal", her message is a roadmap for resilience. Through inspiring stories and practical strategies, our keynote speaker's message will remind us that we have the power to choose our mindset, build resiliency, and thrive in challenging times.

- Merlyna Valentine, Keynote Speaker