

Monday	Aquatics	Customer Service	Diversity & Inclusion	Facilities & Operations	Fiscal Administration	Fundamentals	Health & Wellness	Management	OPRA	Parks	Planning	Programming	Trends
LOCATION	BANYAN	ZEBRAWOOD	ORANGE	LEOPARDWOOD	INDIGO BAY	CYPRESS	ALOESWOOD	SAGEWOOD	MANGROVE	NILE	ROSEWOOD	ZAMBEZI	IRONWOOD
8:30am-9:45am	Meaningful In-Service Training for Lifeguards -Cara Prell	I Spy Customer Service: Customer Service Codebook -Annie Olson, Iris Pahlberg Peterson	Inclusive Summer Camps: Is Your Staff Ready? -Mary Ann Devine, Lynette Klejka	Sustainability By Design -Mike McGilbra	Growing Your Foundation - Critical Steps for Success -Allison Effler, Jenny Goldberg	Government Budgeting 101 -James Gant	Children's Rx for Nature - Partnership for Health -Amanda Smith, Dr. James Burkhardt	Collaborating for Seasonal Recruitment Success -Beth McCollam, Brian Gill-Huston	OPRA Statewide Initiative: Turning Research into Practice -Jennie Sumrell	Migration Matters -Kelly McGinnis	Less is More - Strategic Parks Planning Light -Aaron Domini, Matt Hils	Games, Games Games! Exploring Nature through Play -Gia Giammarinaro, Lara Wardlow	Social Influencers-- How Your Agency can Benefit from Working with Them -Rocky Merz, Brian Hoyt
10:00am-11:30am	Keynote: My Block, My Hood, My City – Jahmal Cole Kalahari Ballroom												
2:30pm-3:45pm	Strategies for Improving Lifeguard Performance: Real Life Lessons from Real Life Events -Natalie Livingston	Great Customer Service is Not Enough -Bobbi Nance	LGBTQ+ Diversity & Inclusion -Brian Gill-Huston, Amy Van Huffel	An Invasive Species Update -Amy Stone, Kathy Smith	Pricing for Programs & Services -Bill Tschirhart	Programming 101 -Mary Parr	Promoting Physical Activity in Multigenerational Park Destinations -Jennie Sumrell	Recruiting and Retaining Seasonal Staff -Ryan Davis	Break Out Your Wonder Woman -Jackie O'Connell	Learning Resiliency through Outdoor Recreation -Jen Giles, Dale Versteegen	Activating Your Strategic Plan -Carrie Alexander	CYSA Led Roundtable: Focus on Quality Youth Sports -Miste Adams, Eric Fletcher, Andy Wildman	Improving Communities: A Case Study of the Baileys Trail System -Danny Twilley
4:00pm-5:15pm	iPREFAIL: An Immersive Case Study -Natalie Livingston	What Customers Want, But Won't Tell You -Bobbi Nance	Managing through Racial and Cultural Differences -Tom O'Rourke, Malik Willoughby	Maintaining Safe Play Environments -John McConkey, Tony Shadwick	Understanding the Economic Value of Your Organization -James Gant, Tim Moloney	Human Resources 101 -Shannon Sorrell	You Are Not Alone: Suicide Prevention in Parks. -Jennifer Bracken, Clare Rosser	Breaking Silos -Lisa King, Aaron Hockman, Mike Johnson, Demetrius Lambert-Falconer, Doug Shepard, Stephanie Walton	Soccer Field Use Roundtable -Matt Earman	Park Design using Design Thinking Panel -Kristen Marks, Arnie Biondo, Ginger Clark, Stefanie Smith	Guiding Principles for Effective Comprehensive Master Planning -Todd Palmeter, Arin Blair, Andrew Overbeck, Tim Zelek	60 Seconds Can Change a Youth's Life -Liz Nusken, Nichelle Shaskus	Team Development by Design -Annie Frisoli

Tuesday	Management & Leadership															
8:30am-9:45am	Leading with a Servant's Heart -Kemp Boyd CYPRESS		The Languages of Staff Appreciation -Ryan Davis, Addie Weaver INDIGO BAY		Creating Community for Communities -Annie Frisoli ALOESWOOD/LEOPARDWOOD		Inspired Accountability for Peak Performance -Susanne Gaddis ZAMBEZI		Build a Team with This? -Julie Jones NILE		Data: How to Dive in Without Drowning -Bobbi Nance SAGEWOOD/ZEBRAWOOD		Successfully Working within Political Environments -Tom O'Rourke, Tim Moloney, Wade Walcutt ORANGE		Having it All: Truths about Assertive Leaders -Andrea Peck MANGROVE	
1:00pm-2:30pm	Radical Resilience: Helping Individuals & Teams Thrive -Deanna Davis NILE				Coaching and Mentoring to Achieve Peak Performance -Susanne Gaddis ZAMBEZI				Qualities of an Optimistic Leader -J. Scott Myers INDIGO BAY				It Only Takes One -Kyle Scheele ORANGE			
2:45pm-4:15pm	Radical Resilience: Helping Individuals & Teams Thrive -Deanna Davis NILE				Coaching and Mentoring to Achieve Peak Performance -Susanne Gaddis ZAMBEZI				Qualities of an Optimistic Leader -J. Scott Myers INDIGO BAY				It Only Takes One -Kyle Scheele ORANGE			

Wednesday	Diversity & Inclusion	Fiscal Administration	Fundamentals	Management	OPRA	Parks	Planning	Programming	Senior Programming	Trends
LOCATION	ORANGE	INDIGO BAY	CYPRESS	SAGEWOOD	MANGROVE	NILE	ROSEWOOD	ZAMBEZI	LEOPARDWOOD	ALOESWOOD
8:30am-9:45am	You're Doing Diversity Wrong -Jackie O'Connell	Economic Development and Parks Working Together -Jim Flick	Leadership 101 -Nate Eppink	Hiring by the Value System -Amy Bowman Moore	Summer Camp Roundtable -Amanda Gehres, Addie Weaver	Sustainable Trails 101: Design Them to Last 100 Years -Michael Osborne	Park Development Process Involving Community Partners -Debbie McLaughlin, Jeff Anderson	Collaboration with Established Organizations to Expand Community Engagement -Jess Sparks, Elika Whitney	Active Adults: Dealing with Difficult Patrons and Situations -Mary Stallings, Teresa Grodsky	The "How To" Develop an eSport Program -Jessica Fox-Gift, Rosa Casiano, Aaron Johnson, Jill Lemmerman
10:15am-11:30am	Creating, Developing and Implementing Inclusive Adaptive Programs -Jim Wotowiec	Philanthropy and Parks: Place Matters -Jen Harvey	The Basics of Natural Resource Management -Paul Pira	Yes. No Maybe? Medical Marijuana & Your Drug-Free Workplace Program -Katie Lemke	Park District Section Meeting & Advocacy Update -Woody Woodward	Adaptive Natural Resource Management: Tools for Implementation -Tim Schetter, Josh Brenneman, Tim Gallaher	Cuyahoga Greenways: Innovations in Greenway Planning -Neal Billetdeaux, Michael Mears	Infusing Art in Creative Programming -Stefanie Verish	The Whole Wide World of Active Adults: 50 Plus -Mary Stallings, Teresa Grodsky	Managing and Measuring Parks for Stronger Communities -Demetrius Lambert-Falconer, George Abbott, Alexa Bush, Bridget Marquis
11:30am-1:00pm	Keynote: Leading On and Off the Field - Craig Krenzel Kalahari Ballroom									

