



2023 Leadership Symposium Session Titles and Descriptions

Team Synergy

“Be Our Guest” Welcome Ceremony

Come on and lift your glass. You've won your own free pass, to be our guest. If you're stressed, it's a conference we suggest! Be our guest! Be our guest! Be our guest! Let's kick things off the right way. Join your fellow child support colleagues as we welcome all of our guests to Leadership Symposium 2023. There will be entertainment. There will be refreshments. We will also hear from our distinguished NCSEA Board Members. You don't want to miss this!

Bingo Networking

Discover fun facts, quirky habits, hobbies or achievements of your child support colleagues using this fast-paced game of NCSEA Bingo! Will you share anything in common? A great way to meet and make new connections to support you and your child support leadership journey. It's not just what you know but also who you know to connect and learn new or unique ways of handling issues we all have in common.

Ideas Exchange

An exciting opportunity that will provide you with small group conversations about what's trending and share your ideas for Leading the Future of Child Support. Join the high-spirited conversations to exchange big ideas and hot topics in the Child Support industry.

Graffiti Board/Guest Book

Be our guest! Be our guest! Put our service to the test. Tie your napkin 'round your neck, Cherie! And we'll provide the rest. Actually, don't worry about the napkin. Instead, bring pictures, stickers, brochures, business cards or keepsakes from your local office to post on the Guest Book Graffiti Board!

2023 Plenaries

Incredileader

Most Disney movies have plots where the cast of characters have an obstacle that caused challenge, it could be a wicked stepmother, a magic carpet in the shop or any number of mishaps, they all have one thing in common, someone who helped them overcome those challenges and see potential, it could be a fairy Godmother, or a Big Blue Genie. Each of us as leaders' step into the coaching role to empower and develop our teams. In this session we will learn how coaching an employee to greatness is different than leading. Coaching turns us into an Incredible leader, otherwise known as Incredileader, as we help teams maneuver through challenges or obstacles and understand that when coached challenges are opportunities to turn pumpkins into carriages of crystal.

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It's a Small World After All: Taking DEI Concepts and Moving into Action in the Real World

In Disney fairy tales, dreams become real instantly. But becoming a diversity, equity and inclusion child support program requires Herculean efforts. Join us as we take DEI goals to implementation! Our panel of experts will share how they developed a plan to implement DEI in their policies and procedures for serving customers, as well as how they addressed DEI internally in hiring and training. Remember: It's a world of laughter, A world of tears, It's a world of hopes, And a World of fears, There's so much that we share, That it's time we're aware, It's a small world after all!

Wish Upon a Star

Just imagine the possibilities if there were no budgetary, technology, policy, or legal hurdles in your child support program. What would you wish for? Join us as we enter Neverland and hand child support leaders a magic wand to make all their wildest dreams come true. This journey through the looking glass will explore new technology, laws, policies, and practices for the child support program that transforms "what if" into a reality – at least until the clock strikes twelve!

Of Boys and Men – Gender Equality through a Different Looking Glass

Profound economic and social changes of recent decades have boys and men losing ground in the classroom, the workplace, and in the family. While the lives of women have changed, the lives of many men have remained the same or even worsened. Richard V. Reeves of the Brookings Institution changes our Looking Glass in his book, *Of Boys and Men* as we consider that our attitudes, our institutions, and our laws have failed to keep up. He tackles the complex and urgent crisis of boyhood and manhood while examining the structural challenges and offering fresh and innovative solutions. *Of Boys and Men* argues that helping the other half of society does not mean giving up on the ideal of gender equality.

Child Support Leader Adventureland

The role of a child support leader is a ride full of twists and turns and sometimes can be a downright scary rollercoaster! In this plenary, a diverse panel will discuss current challenges facing program leaders including the recent IRS contractor decision, finding and maintaining a strong workforce to provide services, trying to attract families and mitigate against decreasing caseloads, and the ever-present system hurdles. Listen as our child support heroes share how they address and mitigate against those poison apples in their pursuit of the happy ever after!

Mirror, Mirror on the Wall, What's the Future for us All?

The Evil Queen in Snow White and the Seven Dwarfs asks the famous question: "Mirror, mirror on the wall, who's the fairest of them all?" What she wanted was affirmation. What she got was an accurate reflection and a truth telling of what is. Listen as we discover the compiled data from the National Child Support Market Research Survey, and from the parents who responded. Hear about reflections on what was learned, and what it means for the child support program as we move into the future.

Concurrent Workshops

Increasing Retention: Managing to Mentor

Recruitment and mentoring are critical parts of building and retaining successful teams. In this workshop, leaders will explore mentorship and their role as their employee's first mentor. The workshop will include a discussion about the Management Mentor Guide created by the Georgia Division of Child Support Services for supervisors and managers.

Investing in the Next Generation of Leaders

Have you ever wondered how leaders get started? What was their motivation? How are they making a concerted efforts to identify and develop leaders who are the building blocks of having an effective culture and a solid succession plan. Well then, this is the workshop for you! Our esteemed panel will not only provide you with the answers to these question but also share information on how they are giving back to what was given to them.

Using Data to Drive Organizational Decisions

Data-driven decision making is critical to leaders at all levels in the child support program. How is data being used to understand our program's impact on parents and families? How are child support programs leveraging data analytics in

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decision-making for policies, enhancing performance and program evaluations? Our panel will share perspectives on how policy analysts and data analysts come together to best prepare for and strengthen the implementation of program changes, how data analysts can help isolate changes to performance and opportunities for performance improvement, what does research of the child support Federal Performance Measures tell us, is it time for a new federal measure that focuses on outcomes for a human-centered approach, evaluating the effectiveness of program activities, and what to do when the data doesn't tell the story you want to hear (or expect). Join us as we discuss how three state programs are utilizing their data to make informed decisions.

A Whole New World: Embracing Equity in Child Support Services

This presentation weaves the pursuit of equity, inclusion, and diversity throughout child support services. With sections covering the progression of DEI ideas, e-learning, open dialogue, cultural lenses, and policy, the presentation encourages attendees to join the quest for equity. Featuring interactive exercises, the talk concludes with a call to action, inspiring participants to create a more inclusive world within the realm of child support services.

Bypassing the Roadblocks to Leadership Success

Studies have shown that women, especially women of color, frequently face barriers on the path to achieving leadership positions in their organizations. This session is a facilitated discussion with participants about what those roadblocks are and how to navigate them. Through networking and working through scenarios, the session will provide space for participants to practice bypassing those roadblocks. The goal is to inspire and empower women—and men—across all levels of child support to take the next step on their professional path. Intended Audience: Individuals who are interested in leadership roles, whether they currently hold one or not. Individuals who have experienced barriers in their current leadership role or in pursuit of leadership roles. Individuals who have shied away from pursuing a leadership role due to barriers.

Trauma-Informed Customer Service: Building Positive Relationships and Wellbeing for Parents and Caseworkers

What is trauma-informed customer service? We are all seeking ways to facilitate positive relationships and address mental health so that we can engage with our customers who are facing emotional and financial challenges that often come with the child support process. These feelings unchecked can intensify when prolonged. Taking a trauma-informed approach to customer service can make an important difference for both parents and child support workers. By applying emotional intelligence and empathy to interactions with parents, caseworkers and support staff can help reduce conflict and mental anguish while building positive relationships that enhance overall wellbeing. During this interactive session, our panel of professionals will share insights and best practices for providing trauma-informed customer care in child support programs.

Great Leaders Have It! Developing Your Emotional Intelligence

Don't miss this golden opportunity to increase your knowledge of Emotional Intelligence (EI). This interactive session provides information and insight on the science behind EI, how emotions influence behavior at the workplace, and how a leader's EI can improve workplace well-being both in the office and remotely. Come join this dynamic session to build self-awareness as a leader.

Next Generation: Becoming the Legacy of Leaders

This workshop will pick up the conversation from Part 1: Investing in the Next Generation of Leaders workshop with the "Next Generation". Our up and coming leaders will share their journeys on how they got to where they are today. Whether you are just starting down the path to leadership or already on it, you will hear what is motivating them. The Next Generation will share some tips along with steps you can take to help you down the leadership path and how you can inspire others. Remember, you will not be the "Next Generation" for long as you move towards becoming the "Legacy".

Listen with your Heart: The Importance of Engaging with your Employees

In December 2022, Southwest Airlines experienced an epic failure when thousands of customers were stranded during the holiday season. Reports indicate that the frontline employees anticipated this failure for some time. The employees had expressed concerns to leadership for several years, but minimal changes were made. This lack of change resulted in

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both customers and staff being stranded through the holiday season.

This example underscores the importance of leaders and managers listening to and staying engaged with their frontline employees. This session will explore ways to engage with staff to harvest their suggestions about current process, the need for programmatic changes and feedback they receive from customers.

Skills to be the Hero, not the Villain: How do/can my skills advance my leadership goals?

Have you wondered how leaders are where they are? What skills are needed? Do all leaders have the same skills? Do you have skills in common with other leaders? Do even the top leaders have skill gaps? Join us for a panel and small group discussion about leadership skills where you will learn more about the skills current leaders use most frequently, the skills they continue to develop or improve, and how these skills contribute to the whole of a leadership team. Attendees will also discuss their own leadership skills and goals in small groups.

Intersection of Procedural Justice and Child Support

Please join us as PJAC demonstration sites give practical examples of how procedural justice principles can be integrated into your daily work as well as how peer learning sites took the lessons learned to improve program operations.

Colleague to Leader; A Caseworker Journey

Have you ever wondered how leaders get started? What was their motivation? How are they making a concerted efforts to identify and develop leaders who are the building blocks of having an effective culture and a solid succession plan.

Incarceration- Challenges for Parents / Justice Involved Families; Strategies for Engagement

Speakers will share their research and experience working with incarcerated parents, and what is being done to help previously incarcerated be successful, as parents and citizens, once released.

Applying Human-Centered Design in the Real World

If you have been a participant of child support conferences recently it is likely that you have heard of “Human-Centered Design”. Our “Applying Human-Centered Design in the Real World” workshop hopes to bring these principles to life in real, tangible ways that can be applied in your offices. Our panelists are those that were at the center of a Pilot Study on ‘Applying Human-Centered Design to Human Services’. Come hear from participants of the study and learn how you may be able to apply these lessons and lead your teams in applying Human-Centered Design principles in your offices.

Building and Executing Your Child Support Program Strategic Roadmap

"Child support leaders know where their programs are and know where they want them to be in the future – but finding the time and resources to develop and execute the path forward can be difficult without a roadmap to guide the vision.

A Child Support Program Strategic Roadmap helps establish short- and long-term program objectives and goals by establishing a baseline to assess program priorities and the value of potential initiatives. It also assists management in estimating program needs related to workforce development, technology, funding, and operations.

In this session, state child support leaders and industry experts will learn how a well-thought-out Child Support Program Strategic Roadmap helps to develop the child support program of the future through the execution of innovative plans, advanced technologies, and program improvements. Our panelists will discuss best practices and lessons learned related to key aspects that may impact your strategic planning and roadmap development efforts, including obtaining buy-in from caseworkers and executive leadership and navigating the rapidly changing workforce, political environments, and technologies."

Guardians of the Child Support Program

Join us for a journey through how Child Support professionals can influence and create a positive impact regardless of which agency or department is leading the effort.

Who Wants to be a Mouske-Millionaire: Legal Ethics

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Ethical issues present themselves nearly every single day in child support programs across the country. We are trusted with maintaining and utilizing highly confidential information. Ethical issues are not always glaring and obvious and it is important to make sure that both attorneys and child support leaders can spot potential obstacles and how to appropriately respond. Since every state bar has adopted their own rules for professional conduct, this presentation will utilize the American Bar Association (“ABA”) Model Rules for Professional Conduct – most of which have been adopted by each state. Going through the rules of professional conduct can be especially dense despite the importance of the subject matter. Our goal is to enhance learning through a fun and informative manner. Using a game-show format, ethical issues will be presented in a way that encourages active participation and helps attendees think about ethical considerations in a variety of scenarios.** This session may also qualify for required training/education based upon state guidelines.

Burnout, Self-care and Wellbeing - How can a manager bounce back and help support their team’s wellbeing

Are you feeling disengaged or burnout in your current role? Come to this interactive session to discuss live scenarios of burnout and specifically talk about burn out in the social services area. We will also provide some tools for managers to help focus on wellbeing and talk about self-care and why it is important to engagement and retention.

Leaning Into Your Purpose: Quiet Quitting and Engagement

What is Quiet Quitting and how can we re-engage? We will examine the origins and meaning of Quiet Quitting and how it relates to employee engagement. Discussion will demonstrate why connection and resiliency are the keys to truly minimizing the appeal of Quiet Quitting, and how to enlighten ourselves and staff with the value of leaning into our individual purpose! How do we strengthen ourselves, while supporting our peers and workforce in developing resiliency and finding/living our purpose? We will also provide ideas on how to re-engage yourself or your staff in the era of quiet quitting.

INvesting in your team – Leading a System Modernization Rollout

In this session we will share how leaders from different perspectives managed Indiana's rollout of the new statewide Child Support system. Indiana used a modern, platform-based IT solution developed using agile management methodologies. Our presenters represent the view from our State IV-D Director, Department of Child Services CIO and a County Director. This session looks at how you lead your team through a modernization from the viewpoint of diverse stakeholders. Our presenters will highlight their lessons-learned and successes with the new system as well as talk about how the new system may change how they lead their teams. Leaders from all levels of the child support program will be able to apply these lessons to project management of any type.

Concurrent Learning Labs

Self-taught Leadership: You can fly!

A good way to open the door to promotional opportunities is to teach yourself lessons in leadership. Aspiring leaders can take advantage of books, seminars, self-assessments, and other resources that provide excellent content on your schedule. Whether you’re just approaching take-off or you’re starting to soar, you’ll leave this highly interactive session with practical advice and ready resources – “It’s the same as having wings!”

Empathy Overload: What to Do When You Just Can’t Do It Anymore

Every workplace needs empathetic people. In fact, it is often considered one of the most important skills for a successful leader to have. But what happens when you start to feel numb or overburdened these days in response to another’s situation or request for assistance- in other words, you have nothing left to give? This learning lab will help you spot the signs of empathy overload and will help you develop the tools you need to overcome the fatigue.

Veterans Engagement with Child Support

Successfully Engaging Veterans in the Child Support Process:

An interactive session on how to engage Veterans who have child support cases. Join our experienced panel as they discuss:

- some of the innovative programs available to Veterans, through Veterans Affairs including rehabilitative and employment services;

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- ways to successfully reach out to Veterans, including social media and other platforms;
- programs and initiatives that have proven effective in enhancing Veterans experiences with local child support agencies.

The session will provide attendees with suggestions for establishing and/or expanding engagement services for Veterans.

Trauma 101-Cultivating Empathy for the Villains in Your Life

Families, individuals, children and staff who have experienced trauma, broken and insecure attachments, and other assaults to the brain present significant challenges to communities and systems. Many times, these individuals can be seen as villains given their adverse interactions with others. This learning lab will help participants shift the paradigm from “what’s wrong with you” to “what’s strong in you” to build better and lasting relationships with those they serve.