

REGISTRATION INFORMATION

Please register by **SEPT. 4, 2014** — Course fee includes lunch and presentation.

TO REGISTER (THREE OPTIONS):

- 1. **CALL** (574) 535-7451. Credit cards accepted.
- 2. **ONLINE:** mygc.goshen.edu/business/Registration
- 3. **MAIL** registration form and check to:

CBEE, Goshen College
1700 South Main Street
Goshen IN 46526

Continuing Education Credit
(.6 CEU) available to those who attend four or more sessions.

REGISTRATION FORM

- _____ Seven luncheon series – single\$139 each
- _____ Seven luncheon series – corporate.....\$129 each
(must register at least three from same company)
- _____ Any three luncheon package\$65 each
- _____ Individual luncheon\$25 each

For individual luncheons, choose dates you will be attending:

☐ 9/16 ☐ 9/23 ☐ 9/30 ☐ 10/7 ☐ 10/14 ☐ 10/21 ☐ 10/28

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*You may receive a duplicate brochure. If so, please pass it
along to an interested colleague or associate. Thank you.*



GOSHEN COLLEGE CHURCH-CHAPEL
1700 S. MAIN STREET
GOSHEN, INDIANA

SEPT. 16 - OCT. 28, 2014
SEVEN TUESDAYS
12 NOON - 1 P.M.

**LUNCH
& LEARN**

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A SEVEN-WEEK PROGRAM FOR ADMINISTRATIVE SUPPORT STAFF

TUESDAYS, SEPT. 16 - OCT. 28, 2014 | 12 - 1 P.M.

BUFFET OPENS AT 11:45

- Enhance your professional development and personal growth.
- Enjoy lunch with others in the community.
- Learn from presentations led by experienced leaders.
- Invite your friends and register at mygc.goshen.edu/business/Registration



Developing a Culture of Continuous Improvement in Service Environments Sept. 16, 2014

Have you heard of process improvement, lean, or six sigma? Do you believe these concepts are only applicable in a manufacturing environment? Learn how the University of Notre Dame is incorporating continuous improvement in its culture to improve the efficiency and effectiveness of its administrative processes.

Presenter: Adam Pierson, Senior Program Director of Continuous Improvement, trains staff and coaches them in following a continuous improvement methodology and applying tools to improve the efficiency and effectiveness of administrative processes across the university. Adam earned his Black Belt certification in Lean Six Sigma at Notre Dame and previously received his Green Belt certification at a global recreational products manufacturer.

It's Never Too Late to Realize a Dream | Sept. 23, 2014

What could empower a small-town, 50-ish woman to become a flight attendant—over thirty years after she first applied? What inspires us to make life changes that will make our dreams a reality? How do we gain the confidence to make the leap? And where do we go from there? Come learn from Diane's journey.

Presenter: Diane Stratton is an independent author, part-time hospital admitting secretary, and former flight attendant with ATA Airlines. She holds a BGS degree from Indiana University South Bend with concentrations in Women's Studies and Psychology--and has published her first novel, Arrivals and Departures.



ADVISORY COMMITTEE

Linda Rouch, *Coordinator, Goshen College*
Jane Borntrager, *Williamsburg Rental*
Janet Froelich, *IU Health Goshen Hospital*

How Can Education Transform Elkhart County? | Sept. 30, 2014

Geographic boundaries make the big vision of Horizon Education Alliance (HEA) real. Kathy will tell the story of how the vision for HEA is rooted in work that began before the turn of this century. It is a story of how diverse Elkhart County communities have come together to respond to the challenge that faced the county in 2008. Out of those beginnings, HEA was formed to spur innovation, secure collaboration and turn hope into belief that Elkhart County will be transformed through education. Learn how this vision is becoming reality through projects and collective action that HEA has initiated in its first year as an organization.

Presenter: Kathy Royer, Program Director, Horizon Education Alliance. Kathy has worked as an educator and a social worker throughout her career, with most of her professional life working in non-traditional educational settings with children and adults. In 2006 she was employed by Learning Generation Initiative, becoming the executive director in 2009. Previously she was the Director of Community Partnerships and Service Learning at Notre Dame's Center for Social Concerns. Kathy has taught high school in Kenya and managed three United Nations High Commission Refugee programs.

Project & Document Management - Is Paperless Possible? | Oct. 7, 2014

Do you manage projects or documents? Wondering how to stay on top of all the paper? From keeping yourself organized to working in a collective environment, learn what paperless solutions Adela uses for both personal and work.

Presenter: Adela Hufford, Director of Enrollment Operations at Goshen College, has worked in higher education for fifteen years. Prior to her work in college admissions she assisted campus departments by analyzing business processes and offering solutions, including digital document management.

Advance Directive Planning and End-of-Life Care Choices | Oct. 14, 2014

Included in the presentation will be a brief overview of the Living Will, Health Care Power of Attorney, Out-of-Hospital DNR, and POST (Physician Orders For Scope of Treatment) documents. Information will be shared which may assist persons as they discuss their planning with family members and physicians. Some of the Myths that keep individuals from completing these documents prior to a health care crisis will also be discussed.

Presenter: Sister Nora Frost is a Board Certified Chaplain in the Association of Professional Chaplains and has served as Spiritual Care Coordinator/Chaplain at Indiana University Health Goshen Hospital since August of 2010 where her focus has been on patient care. She also serves as a Notary for Advance Directives as well as a requestor for the hospital regarding organ donation for the Indiana Organ Procurement Organization. She enjoys teaching some for the Goshen College School of Nursing classes with a focus on Death, Dying, Grief, Loss, End-of-Life issues, and Ethics.

Cloud Services - Manage Files and Work Using Google Drive and Apps

Oct. 21, 2014

Use Google Drive cloud storage to securely manage your files from anywhere. With Google Apps, create documents, spreadsheets, and presentations on multiple devices, and share files with others to work collaboratively on content.

Presenter: Patricia Goodman, Assistant Director of IT Services and Support at Goshen College. A member of Goshen College IT Services since 1994, Patricia is responsible for the operational functions of the IT department, including project management and the services provided and support rendered to the campus.

Women Entrepreneurs' Stories and Challenges | Oct. 28, 2014

What is it like to start and maintain your own business? Are there challenges women face that may be different from those for men? Attendees will have an opportunity to hear local entrepreneurs share their experiences starting and managing a small business. Q & A will follow the discussion.

Presenters: Michele FanfairSteuery says after getting married and moving to Goshen, she birthed her first baby – a.k.a. the Gift of GAB (Goshen's Alternative Boutique) – “Where Art and Fashion Meet.” Michele loves creating one of a kind items, and has a passion for encouraging others to step out of the box. She relishes producing a shop that inspires color, wearables and enjoyment of the arts.

Denise Goveia owns and operates an online sales business and is a Trademark Licensee wholesaler of pet products for the USMC. Denise also does computer and résumé consulting.

Melissa Kinsey is an entrepreneur, an environmentalist and an educator. She is the founder and director of KIVA Group, a business marketing and consulting firm with clients nationwide. She specializes in small business development and enjoys working with business owners in Amish and rural communities.

Shelley Moore founded Insight Strategic Concepts Inc. in 1999 and currently serves as their CEO and Lead Strategist. Insight is a strategic growth firm serving progressive business owners of small and mid-sized businesses. Shelley is also the owner, architect, and visionary of BLOOM® Success Solutions, LLC, an online performance management solution.

