



MD/DC APPA
Maryland/DC Chapter of APPA

Spring Education Program

March 6, 2020



**Come join us for our Maryland/District of Columbia
APPA Chapter Spring Education Program!**

**Location: The Catholic University of America - Edward J. Pryzbyla University
Center**

620 Michigan Ave, NE Washington, DC 20064

Program Schedule

8:00-8:30	Registration/Continental Breakfast
8:30-9:00	Welcome/Business Meeting
9:00-9:15	Networking Break
9:15-10:30	Educational Session I
10:30-10:45	Networking Break
10:45-12:00	Educational Session II
12:00-1:00	Lunch
1:00	Tour (Optional)

Directions and Parking: <https://www.catholic.edu/res/docs/cuamap.pdf>

Parking will be available. Individuals driving to Catholic University will need to register to park at guestparking.catholic.edu. Step-by-step instructions can be found in the attached PDF. Once registered, visitors will be able to park in any surface parking location excluding the metered parking on campus. A campus parking map is also attached. The University's main address is:

620 Michigan Avenue, NE

Washington, DC 20064

We will be meeting in the Edward J. Pryzbyla University Center (the Pryz). The nearest surface parking lot is directly in front of this building. Individuals should enter at either the Michigan Ave. and 4th St. or Michigan Ave. and 7th St. entrances to campus. There is a Chick-fil-A in the Pryz that pings on GPS (Chick-fil-A, 620 Michigan Ave NE, Washington, DC 20064).

For individuals planning to ride Metro, there is a Metro station on campus. It is the Brookland/CUA station on the red line (3 stations beyond Union station headed towards Glenmont). Exit to the left when leaving the station. Follow the path towards the Pryzbyla Center.

Registration Cost: \$40/person; free to APPA Emeritus Members

Registration Process: MD/DC APPA is now accepting meeting registrations and credit card payments online! Payments by credit cards are preferred. If you must make other payment methods such as check or purchase order, no problem. Please call Mary Grube at 240-895-4311 or mkgrube@smcm.edu with registration information and payment arrangements. Registrations must be received by close of business, March 3rd.

Education Sessions

Navigating Difficult Personalities or “PITAs” in the Workplace

Presenter: Dr. Robert Orndorff

Navigating Difficult Personalities or “PITAs” in the Workplace An organization’s productivity and morale can literally be won and lost based on the interpersonal effectiveness and character of your employees. In this entertaining and dynamic seminar, Dr. Orndorff, the lead author of *The PITA Principle: How to Work with and Avoid Becoming a Pain In The Ass*, highlights seven types of difficult personalities or “PITAs” found most prevalently in the workplace and offers strategies for navigating your PITA coworkers and customers while becoming more aware of your own PITA tendencies. Finally, Bob will incorporate Emotional Intelligence techniques and strategies that serve as a tool for navigating difficult personalities and managing interpersonal adversity within your work team and with your customers or clients.

OUTCOMES

1. Learn about 7 of the most difficult personalities or “PITAs” found most prominently in the workplace.
2. Identify general strategies and Emotional Intelligence techniques that will help you cope more effectively with the PITA coworkers and customers in your work-life.
3. Determine and begin to reflect on your own PITA tendencies that run counter to your pursuit of building and maintaining healthy work relationships with certain co-workers, supervisees, managers, and customers/clients.

During the past 30 years, Dr. Robert Orndorff has worked as a Career Development Manager and Career Coach in Higher Education. Bob is currently the Senior Director of Career Services for Penn State and an Affiliate Associate Professor in Counselor Education. Dr. Orndorff also serves as a trainer for the Center for Workplace Learning & Performance, leading professional development seminars for Penn State faculty and staff. While at Georgetown University, Bob’s program, *The Strategic Job Search*, won a national award for “the best educational program related to career services in the nation” and was highlighted on *Good Morning America*. In addition to working in higher education, Dr. Orndorff is a career and interpersonal consultant in the education, business, and government sectors. Bob conducted

day-long trainings for Army personnel in the Pentagon and was contracted by the U.S. Department of Defense to produce career development seminars for returning military personnel and their families. Bob has written and published numerous books and articles in Career Development, Character Education, and Interpersonal Effectiveness. Bob was the lead author of a Business book, *The PITA Principle: How to work with and avoid becoming a Pain In The Ass*. Bob is also a frequent presenter and keynote speaker at regional and national conferences. In the State College community, Bob is active as a little league basketball, football, and baseball coach and a thoughtpiece columnist on "Fathering" for the Centre Daily Times.

Custodial Staffing- Using the APPA Guidelines to Justify Operational Positions

Presenters: Jason Sawyer and Sheri Vucci, Smithsonian Institution

How do you justify your operational staffing needs? How would you compare contracted cleaning services versus hiring in-house staff? What APPA custodial level do you strive to achieve? How can the APPA Custodial Standards help you achieve your staffing and funding goals.

Facility officers are increasingly pressed to identify improvements in value and the delivery of services which align with and contribute to the primary mission. The APPA Operational Guidelines for Custodial can provide new tools and techniques to: estimate staffing requirements, measure facility service delivery, improve custodial effectiveness and demonstrate value.

Hear from two speakers who have used the operational staffing models for a large organization and see the results of their findings including issues identified and next steps for the future. The presentation will also include a mock building and walk through all the steps needed to produce actionable, defensible and repeatable data.

TOUR: There will be a tour available following lunch. More to come on this!