



Who: US Secretaries of ISO Committees and support staff

What: An interactive session providing practical information on day-to-day issues facing Secretariats and discussions on common key issues with the opportunity for sharing best practices. The format of the day will consist of breakout sessions addressing specific situations, along with an open panel discussion where participants can dialogue with ANSI and ISO staff members. (Note: This event will not cover the basic requirements of Secretariat operations contained in ANSI's Secretariat training class, 'Taking the Secret Out of the Secretariat'.)

Where: Georgia Tech Facility, Atlanta, GA

When: Thursday, February 18, 2016 (day after AIF meeting)

Thursday – February 18, 2016	
9:00 am – 9:15 am	<p>Welcoming Remarks <i>Ms. Fran Schrotter, ANSI Senior Vice President and Chief Operating Officer</i></p>
9:15 am – 10:35 am	<p>Effective Project Management for the ISO Secretary <i>Ms. Sophie Clivio, ISO TMB Secretary</i> <i>Mr. Karl Best, Project Management Institute</i></p> <p>Ms. Sophie Clivio, ISO TMB Secretary, will outline the current TMB initiatives that will impact ISO Secretary project management.</p> <p>Mr. Karl Best from the Project Management Institute (PMI) serves as the Secretariat of ISO TC 258, "Project, programme and portfolio management". Mr. Best will discuss key methods to implementing effective project management tools needed by ISO Secretaries to successfully manage committee work programs.</p> <p><i>30 minutes followed by a 10-minute interactive Q&A session</i></p> <p>Team Breakout Session Participants will be grouped into teams to:</p> <ol style="list-style-type: none"> 1. share individual best practices; 2. identify issues that need clarification or guidance; and 3. strategize on a specific scenario (developed by staff) and propose an effective approach based on individual experiences. <p><i>30 minutes followed by 10-minutes for team responses</i></p>
10:35 am – 11:00 am	Coffee Break

<p>11:00 am – 12:45 pm</p>	<p>Managing Difficult Situations and People <i>Ms. Sophie Clivio, ISO TMB Secretary</i> <i>Ms. Lisa Rajchel, ANSI Senior Director, International Secretariats</i></p> <p>ISO secretaries are often faced with challenging situations that can have a negative impact on committee work and cohesion if not addressed effectively and in a timely manner. Ms. Clivio and Ms. Rajchel will discuss methods and strategies for effective management of difficult situations and people.</p> <p><i>40 minutes followed by a 20-minute interactive Q&A session</i></p> <p>Team Breakout Session Participants will be grouped into teams to:</p> <ol style="list-style-type: none"> 1. share individual best practices; 2. identify issues that need clarification or guidance; and 3. strategize on a specific scenario (developed by staff) and propose an effective approach based on individual experiences. <p><i>30 minutes followed by 15 minutes for team responses</i></p>
<p>12:45 pm – 2:00 pm</p>	<p>Networking Lunch</p>
<p>2:00 pm – 3:00 pm</p>	<p>Getting the Most Out of ISO's IT Tools <i>Ms. Rachel Hawthorne and Mr. Edward Terhune, ANSI ISO Team</i></p> <p>Ms. Hawthorne and Mr. Terhune will highlight key IT tools available to secretaries to aid in project management efficiency. Such resources as the ISOTC server, the Balloting Portal and the Submission Interface, as well as the Project Portal and the Online Browsing Platform will be discussed.</p> <p><i>45 minutes followed by a 15-minute interactive Q&A session</i></p>
<p>3:00 pm – 3:45pm</p>	<p>Panel Discussion – Importance of the Relationships</p> <p>Panel Moderator: <i>Mr. Steven Cornish, ANSI</i></p> <p>Panelists:</p> <ul style="list-style-type: none"> ▪ <i>Ms. Sophie Clivio, ISO - Effective relationships with ISO staff</i> ▪ <i>Ms. Sara Desautels, ANSI - Utilizing ANSI staff</i> ▪ <i>Ms. Sally Seitz, ANSI - Positive working relationships with committee leaders</i>

	<ul style="list-style-type: none"> ▪ <i>panelist TBD</i> - Productive working relationships with liaison committees <p><i>Panelists will provide a brief presentation followed by a 30-minute interactive Q&A session</i></p>
3:45 pm – 4:00 pm	Coffee Break
4:00pm – 4:45 pm	<p>Update on ISO TMB Initiatives <i>Ms. Sophie Clivio, ISO TMB Secretary</i> <i>Mr. Steven Cornish, ANSI TMB Representative</i></p> <p>Ms. Clivio and Mr. Cornish will provide a presentation updating participants on current TMB activities impacting committee procedures.</p> <p><i>30 minutes followed by a 15-minute interactive Q&A session</i></p>
4:45 pm – 5:00 pm	Conference Wrap-up / Closing Remarks