RegISTRATION OPEN—Morning Preconference Workshops Only Plaza D-H Foyer

Registration is open for those registered for one of the two preconference workshops taking place on Friday morning.

8:00 am to 11:30 am

Certified Student Leader® Program Session 1
Mary Shivley, Sara Schwerdtfeger
Regency Ballroom P-Q

The Certified Student Leader Program strengthens student leadership foundations by developing skills in three areas: self, group, and campus leadership.

Students will take away resources, plans, ideas, and strategies that can immediately be put into practice to move groups and campuses ahead.

Participants will complete a series of interactive activities with students from other campuses. They’ll dig deeper and reach broader using the Certified Student Leader Program as a bridge to network and collaborate with students from other schools in a deeper way, forging powerful cross-campus partnerships.

8:00 am to 6:00 pm

Registration Open—All Participants Plaza D-H Foyer

Registration is open to all participants.

1:00 pm to 1:30 pm

Conference Welcome
James Robilotta, Jeff Dess Plaza D-H

Join us while we welcome you to the conference.

1:30 pm to 2:30 pm

Keynote: Authentic Leadership: Creating A Supportive & Empowered Community
Troy Stende Plaza D-H

Whether you believe it or not, whether you feel it or not, you are an influencer on campus. You directly and indirectly shape the lives of those around you. You have power. Left undirected, that power could go wasted.

Imagine how much more profound your impact will be when you can consciously and authentically create connections and empower others. You’ll learn and experience the true power of your words—the words you say to others, and the words you say to yourself. You’ll experience the physical impact of negative and
positive words, have an opportunity to share dreams and goals, visualize a world and community where people are accepted with understanding, and experience how it feels to give and receive acknowledgment. You’ll leave with a tool you can implement immediately to reduce apathy and negativity, and generate a greater sense of involvement, connection and community.

**Learning Goals:**
1. Be empowered to decrease apathy and increase retention in their organizations and on campus in general
2. Experience the power of giving and receiving acknowledgments
3. Understand the physical impact words can have on themselves and others and be more conscious about their word choices
4. Be given a specific plan to create a more connected campus community
5. Will brainstorm specific events and occasions on campus where they can incorporate what they learned

### 2:45 pm to 4:00 pm

**Student Workshop: Who Do You Know?**
*Troy Stende*
*Plaza K*

It’s not what you know, it’s who you know. Yes, it’s a very old saying. Yes, it’s even a cliché. But that doesn’t mean it’s any less true. In today’s market, it’s more important than ever to make a big impact when you meet the right people. They need to remember you. In this highly interactive and informative session, you’ll discover how to be a better networker, rapport builder and all around success magnet. You’ll be practicing these new skills with other NCSL participants … and the by-product is connecting with all kinds of amazing people while having a great time!

**Learning Goals:**
1. Experience how to be a better networker
2. Learn how to make someone feel like they matter when you meet them
3. Discover new ways to make your first meetings memorable
4. Maximize your first impression
5. Make meaningful new contacts within the group of NCSL participants

### 2:45 pm to 4:00 pm

**Student Workshop: Breaking the Ice on Ice Breakers**
*Melissa Ruiz*
*Florida Ballroom A*

No one likes Ice Breakers, but group members who feel a sense of belonging stick around longer. As Dance Floor Theory tells us, more friends equals more fun and the dance lasts longer. So how can you build your team connections without having to do ice breakers? Come to this session and we’ll show you how … as well as have a ton of fun.

**Learning Goals:**
1. Discover why social connections matter
2. Develop a way to rapidly come up with new group activities
3. Practice a series of quick group activities
4. Have a lot of fun :)}

### 2:45 pm to 4:00 pm

**Student Workshop: Shaking Hands and Kissing Babies: Network Like a Boss**
*James Robilotta*
*Florida Ballroom B*

All students are hearing nowadays is it’s more about who you know than what you know when it comes to job searching. While this is very true, we never actually talk about how to engage in networking conversations & miss out opportunities that are right before our eyes. People are getting jobs today because they know somebody who knows somebody. The art of small talk is dying because of social media but decision makers in your future jobs didn’t have that growing up though so they still value good old fashion conversations. Come to this session to learn how to get the most out of your networks.

### 2:45 pm to 4:00 pm

**Student Workshop: uMeet Energizers & Community Builders**
*Brittany Holguin*
*Florida Ballroom C*

Finally, a high-energy, low-cheesy approach to ice breakers! uMeet is a thrilling experience that engages you in relevant energizers and community builders that begin with simple get-to-know-you conversations and build to outrageous, energy-driven exercises that help everyone become more comfortable and stretch beyond their comfort zones.

uMeet is not some ice breaker; it’s a real conversation. Rather than meeting everyone for just a few seconds, you’ll engage with each other through one-to-one conversations. You’ll leave forming real relationships that go beyond simply knowing someone’s name and major. Think engagement, retention, school spirit, multicultural awareness, and fun … all rolled up into one awesome event! uMeet is the best way to introduce everyone to everyone else!

**Learning Goals:**
1. Connect with each other on a deeper-than-usual level
2. Understand the culture and background of the peers
3. Learn some eye-opening principles to make the most of their college experience

### 2:45 pm to 5:30 pm

**Professional Workshop: The Student Affairs Educators Technology Competency: Applications For Supporting & Connecting Your Campus**
*Dr. Laura Pasquini*
*Plaza J*

Note: Bring Your Device

Today’s most progressive Student Affairs (SA) educators are recognizing the tremendous potential for technology as a core competency in administrative leadership and student learning. Now with widespread adoption and frequent use of technology, treating social media and online spaces as an afterthought is doing a disservice to your institution. It’s critical that SA professionals and students advisors understand digital technology in order to make informed decisions towards the use of these emerging technologies. Social, open, and interactive technologies...
What do you do when you feel tired and have low energy? Are you a good leader? How do you get to sleep? If you want to fall asleep in one minute or less, learn about the sleep technique. Troy can proudly say that he puts his audiences to sleep :) Learning Goals:
1. Discover foods that increase memory and focus enabling you to study longer with more retention of information
2. Learn a technique to be able to fall asleep in one minute
3. Understand the importance of smart choices when it comes to food
4. Learn a proper and efficient breathing technique
5. Understand the role exercise plays in overall health

4:15 pm to 5:30 pm

Student Workshop: Leading Imperfectly: The Value of Being Authentic for Fraternity and Sorority Leaders
James Robilotta
Florida Ballroom B

Oh boy, another speech on leadership. Instead of waiting for the same clichéd leadership lessons, it’s time to be different. Let’s talk about who you are personally as a leader. As humans, we can’t learn things from people who are perfect, we can only learn things from people who are imperfect. So, it is time to own who you are so you can be real to others and lead through your faults. This deep but hysterical workshop will leave you feeling introspective about the person you show to others. We need to talk about you before we can talk about us, so let’s discuss where you struggle and succeed to make you a more efficient and effective authentic leader for your council and chapter.

4:15 pm to 5:30 pm

Student Workshop: The Defining Decade: Why Your 20s Matter & How To Make The Most Of Them Now
Joe Urbanski
Florida Ballroom C

Our “30-is-the-new-20” culture tells us the 20-something years don’t matter. Some say they are a second adolescence. Others call them an emerging adulthood. Based on the insightful TED Talk & work of Dr. Meg Jay in her bestselling book, The Defining Decade, this session will help 20-something college students walk through the swirl of hype and misinformation, which trivializes what is actually the most defining decade of adulthood. This session is facilitated by a team of smart, compassionate, and inspiring seasoned young adults who’ve been there, done that and are still doing it. If you’re a twenty-something college student (or professional!), then you will not want to miss out on this insightful session.

Learning Goals:
1. Appreciate what the defining decade of your life is all about
2. Discover The 11 phases of emotional empowerment and where you’re at in the process
3. Share your personal masterpiece story

4:15 pm to 5:30 pm

Student Workshop: Who’s Really on Your Team? Better Leadership Through Personality Profiling
Melissa Ruiz
Florida Ballroom A

To change the world, we have to first understand ourselves, and to understand ourselves, we start with the knowledge of who we are and why we do what we do. In this session, we’ll dig into the “people style” personality assessment profile to gain a deeper understand of what makes you, and those around you, tick. Then, we’ll take it a step further and match your personality profile to your leadership abilities so you can make the largest positive impact on the world through effectively leading others.

Learning Goals:
1. Be aware of the advantages/disadvantages of personality profiling
2. Assess your own personal leadership style
3. Match your style against others around you
4. Learn how to better relate to leadership styles unlike your own

4:15 pm to 5:30 pm

Student Workshop: Lead from the Inside Out
Troy Stende
Plaza K

Are you tired a lot of the time? Need an energy drink to get through the day? Have a hard time getting to sleep? If you’re often tired and have low-energy how can you possibly be a good student, be a good leader, or even get things done that you need to get done? Learn what to eat and what to do in order to get better grades … and be happier and more energetic at the same time. Discover foods that will help with studying and memory. Relax and rejuvenate in ways that are completely healthy and stimulant-free. Topics will include nutrition, sleep needs, exercise tips, relaxing and breathing techniques; all based on brain-based learning models. Also, experience a technique that will enable you to fall asleep in one minute or less. You’ll actually practice the sleep technique. Troy can proudly say that he puts his audiences to sleep :) Learning Goals:
1. Discover foods that increase memory and focus enabling you to study longer with more retention of information
2. Learn a technique to be able to fall asleep in one minute
3. Understand the importance of smart choices when it comes to food
4. Learn a proper and efficient breathing technique
5. Understand the role exercise plays in overall health
6:00 pm to 7:00 pm
Opening Reception
Garden Terrace

7:00 pm to 8:15 pm
Certified Student Leader Program, Session 2 of 3
Mary Shivley, Sara Schwerdtfeger
Regency Ballroom P-Q

Special Registration Required
The CSL Program at the National Conference on Student Leadership strengthens your student leadership foundation by developing your skills in three areas—self, group, and campus leadership.

FRIDAY, NOVEMBER 18, 2016

7:30 am to 8:15 am
Continental Breakfast for all NCSL Attendees
Plaza D-H

8:00 am to 2:00 pm
Registration Open – All Participants
Plaza D-H Foyer

Registration is open to all participants.

8:15 am to 8:30 am
General Session: Morning Warm-Up
James Robilotta, Jeff Dess
Plaza D-H

8:30 am to 9:30 am
Keynote: Better Together: Elevating Your Leadership on the Dance Floor of College
Melissa Ruiz
Plaza D-H

Just like on a dance floor, every school experiences varying levels of engagement between those fully involved (student leaders) and those lurking on the edge (apathetic students). With a 30 percent dropout rate within the first year of college and 60 percent of students saying they don’t participate in school sponsored activities, it’s more important than ever to reframe the way we engage our students. The same tactics to create successful social change on a dance floor (connections, relevancy, models of success, and motivation) also work to increase engagement within any school community.

9:45 am to 11:00 am
Student Workshop: From the Dorm Room to the Boardroom: 5 Must-Have Executive Skills for Student Leaders
Brandi Baldwin-Rana
Plaza I

Professional polish is what it takes to succeed in a professional setting after college. What made you successful in college won’t guarantee your success in the real world. To win as a professional, there are three things you must have: the look, the feel, and the appeal. You must look the part by projecting a polished brand and image. You must make others feel good when they’re around you. Finally, you have to appeal to different types of people. Get ahead of the game by designing your own professional brand before you even graduate.

Learning Goals:
1. Learn how important professional polish is for career success
2. Identify specific ways to develop your “look, feel, and appeal”
3. Design your very own professional branding strategy

9:45 am to 11:00 am
Student Workshop: Want to be R.I.C.H.?
Randy Haveson, MA
Plaza J

There’s a difference between having a lot of money and being R.I.C.H. Many people are still under the impression that financial wealth is the key to happiness and success. When the average college student is asked what they want to do with their life, a common answer is, “I don’t know, I just want to be rich.” This leadership program teaches a method that can be used to live a life of Respect, Integrity, Courage, and Honor. That way you can truly be R.I.C.H. The program is geared toward helping individuals develop their own personal code of ethics and values.

Learning Goals:
1. List your personal ethics and values
2. Prioritize what is truly important in your life
3. Understand how your choices in life are dictated by your value system

9:45 am to 11:00 am
Professional Workshop: Focus on Progress not Perfection
Tony D’Angelo
Plaza K

Are you a perfectionist? Do you beat yourself up emotionally? Are you constantly finishing tasks at the last moment because you want them to be as good as they can be? Then get to this session! Here, you will learn the “Key to Lifetime Happiness” and discover how to focus on progress, not perfection. You will actually leave feeling better about your life and your work. Throughout 20+ years of research and serving higher education professionals, we have found that too many people struggle with being perfectionists. Multiple concurrent projects, multiple demands from your team and/or supervisors, multiple events to be planned, and countless requests from others … just a typical week in higher ed, right? These challenges present themselves in the form of not completing tasks and projects
on time (or at all), feeling guilty, anxious, and frustrated with yourself and your work. Invest some with us and free yourself from the impossible standard of perfection. Let’s all live a life and create a workplace that’s more empowering, uplifting, and successful!

**Learning Goals:**
1. Understand the disease of perfection and how to focus on your most important stuff
2. Experience The Key To Lifetime Happiness to avoid getting caught in the gap
3. Use The Empowerment Focuser tool to focus on acknowledging success and progress
4. Process the tools as a group to further appreciate how to implement them in life and work

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**9:45 am to 11:00 am**

**Student Workshop: More Action, Less Title: Empowering Student Leaders to do More**

*James Robilotta*  
*Florida Ballroom A*

Congratulations on your new position! Being a leader in your organization, however, is an action, not just a title. This session will breathe new life into the act of empowering others by challenging them to do better through a three-part strategy: challenging, motivating and appreciating. Leave this session with better recruitment & retention strategies for your campus. Note: giggling will occur.

**Learning Goals:**
1. Acquire the skill of showing appreciation for greater group productivity and retention
2. Implement PHEAM: posture, handshake, and attitude make you memorable
3. Discover how to challenge members to bring about ownership over the success of the organization

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**11:15 am to 12:30 pm**

**Professional Workshop: Together We Can Survive the Dreaded Student Affairs Burnout Factor**

*Tom Krieglstein*  
*Plaza K*

There comes a moment in every student affairs professional’s career when it’s 1:00 a.m. and three students are still in the office and you know you have to be back at school the next morning. How can you keep going? Those who figure out how to survive the dreaded student affairs burnout factor go on to amazing and successful careers in higher education. In this session we’ll connect with everyone else in the room to outline the keys to helping you better manage a high level of pressure and ultimately remain happy as you soar to new professional heights.

**Learning Goals:**
1. Build a strong foundation and purpose for your job
2. Turn stress into motivation
3. Link current research to the value of co-curricular activities
4. Network with peers

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**9:45 am to 11:00 am**

**Student Workshop: The Student Leadership Challenge® Experience (Part 1)**

*Joe Urbanski*  
*Florida Ballroom C*

Perhaps you’ve heard of the bestselling and award-winning book, The Student Leadership Challenge®, with 30 years of research and practical application behind it. Maybe not. Either way, we bring the book to life in this session with high energy, engaging activities, and a relevant facilitation style to help you understand your Personal Best Leadership Experience so that you can apply The Five Practices Of Exemplary Leadership. Learn how to develop the mindset and skill set of personal leadership and take it back to your campus! But how do you get other people to WANT to follow you, to move toward a COMMON PURPOSE, to feel ENERGIZED to work together and get things done that everyone can feel PROUD of? THIS is what The Student Leadership Challenge Experience is all about. Then stick around for Part 2 to go even deeper! (Note: You do not have to attend Part 2 to enjoy this overview session.)

**Learning Goals:**
1. Build your own story in the Personal Best Leadership Experience
2. Learn the Five Practices of Exemplary Leadership and how each student can transform into a more successful leader
3. Create a common leadership language among student leaders and campus organizations

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**11:15 am to 12:30 pm**

**Student Workshop: Party with a Plan for Leaders**

*Randy Haveson, MA*  
*Plaza J*

Finally! An alcohol education program that makes sense. Party with a Plan is a harm reduction program that gives students the tools they need to make low risk choices with alcohol. This simple formula will work for you in college as well as in your professional life. As leaders, our actions define who we are. And who we are at the party on Saturday night says as much about us as a leader as it does on Wednesday in a committee meeting.

We know that most of you attending this conference are already making low risk choices with alcohol (this includes not drinking at all), but there will come a time when you will run
across someone who is making high risk choices. This program will help you identify if someone has an alcohol problem and give you tools necessary to help them.

**Learning Goals:**
1. Discover what the low-risk guidelines are for drinking alcohol
2. Understand the guidelines for consumption of alcohol in a business setting
3. List tools that can help someone with a potential alcohol or other drug problem
4. Gain confidence in your own choice as one who chooses not to drink

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**11:15 am to 12:30 pm**

**Student Workshop: The Student Leadership Challenge® Experience (Part 2)**
*Joe Urbanski*
*Florida Ballroom C*

Part 2?! Of course! A topic with 30 years of research and practice behind it is so much more than a 75-minute session. Let’s build on Part 1 and dive deep into each of the Five Practices of Exemplary Leadership, tapping into the ten commitments through lots of fun and meaningful exercises and metaphors, sure to add to your mental leadership cabinet. You’ll be able to put into immediate practice these commitments to become a better leader today!

**Learning Goals:**
1. Connect with others to deepen their understanding of The Five Practices Of Exemplary Leadership
2. Learn the Ten Commitments to make sense of and immediately apply The Five Practices
3. Know how to teach The Student Leadership Challenge to other students in an interactive way that makes learning fun and easy

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**11:15 am to 12:30 pm**

**Student Workshop: Leadership Dogs**
*Troy Stende*
*Plaza I*

When conflict first arises, how do you deal with it? In any student organization, how you deal with conflict can make the difference between a cohesive, highly functioning group, and one that is fractured, divisive, and difficult to manage. Based on conflict styles research you’ll discover your conflict style as it relates to dog breeds; from the assertive and powerful bulldog, to the happy-go-lucky black lab, and everything in between. Knowing yourself is useful and even better is discovering how to recognize the different breeds in others. This program will help lessen conflict or even keep it from escalating in the first place. We will also work on improving team dynamics in your programming board and giving you a clear path on how to deal with conflict when it arises. Lastly, you’ll receive the leadership dogs materials to take back to your campus and easily teach it to your organizations.

**Learning Goals:**
1. Understand the five most common conflict styles
2. Relate conflict styles to different dog breeds to facilitate comprehension and retention of conflict styles
3. Recognize your own conflict and leadership style
4. Recognize others conflict and leadership styles to help improve group dynamics
5. Recognize strategies employed by different conflict and leadership styles of others and how to work toward a positive outcome

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**11:15 am to 12:30 pm**

**Student Workshop: The Electric Slide—The Dance of Leadership**
*Rodger Campbell*
*Florida Ballroom A*

Dancing is about movement, action, and progress. In order to move correctly, one must know and understand the steps. Let’s be real: Leadership is about movement, action, and progress. Exceptional leaders understand that projects are accomplished when we work together. Prepare yourself to sweat, learn and dance as Rodger Campbell teaches you the steps needed to get into the Leadership Groove!

**Learning Goals:**
1. Identify the major requirements of exemplary leadership
2. Appreciate the four stages of leadership
3. Understand key environments for leadership

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**11:15 am to 12:30 pm**

**Student Workshop: How to Communicate with Crappy People**
*Melissa Ruiz*
*Florida Ballroom B*

Ever interacted with someone who seems to make every situation toxic and impossible? Pointing out that these people are difficult and demanding won’t get you anywhere, because odds are, they don’t even see a problem. Whatever underlying issues are causing the problem, in this session, you’ll learn how to navigate interactions with impossible people and preserve your own sanity.

**Learning Goals:**
1. Discover underlying causes of conflict
2. Discover a tool to reduce stress in negative situations
3. Manage your own state of mind
4. Discover a response tool to use when you are in the wrong
5. Master managing yourself and your team.

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**12:30 pm to 1:30 pm**

**Lunch**
*Plaza D-H*

Join your fellow attendees for a delicious lunch! Please remember to wear your name badge to all meals and events; your name badge serves as your entry pass to all Spring 2015 NCCL conference events.

Special dietary requirements: If you notified us prior to the conference about any dietary requirements, we have arranged for the chef to prepare special meals for you. Please be sure to hand one Special Meal ticket to your server at the beginning of each meal. Your Special Meal tickets can be found behind your name plate in your badge.

Enjoy this opportunity to meet new friends and make connections to last long after this conference ends!
1:45 pm to 3:00 pm

Student Workshop: [FIGHT] CLUB: Conflict Management for Student Organizations

Troy D’Angelo
Florida Ballroom C

You know what’s awesome? If you thought I was going to say “conflict management” as a clever way to connect to the subject of this session, you’d be wrong. Jetpacks? Sure, those actually are pretty awesome. Glow-in-the-dark tigers? Absolutely awesome. Conflict? Nope. Not a chance. Small differences at club meetings can easily erupt into fights. Club meetings, events, and entire organizations can get wrecked because most of us don’t understand conflict, and more so, we just hate dealing with it. If you want to change the way your organization deals with conflict, swing by and learn more about why conflict happens, discover your own conflict management style, and how to deal with conflict through activities, role play, and discussion.

Learning Goals:
1. Discuss the myths, stereotypes, and fears about conflict
2. Discover the deeper causes of conflict in your organization
3. Define conflict management styles and engage in activities to discover what style you use most
4. Review how to interact with each style for productive conflict resolution
5. Implement strategic listening which is seeking first to understand others before trying to be understood
6. Gain relevant and ready-to-use conflict management tools

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1:45 pm to 3:00 pm

Professional Workshop: How to ‘Deal With’ Anything and Everything in Only Six Steps

Kristin Roush
Plaza K

Much is made of the importance of “dealing with” difficult life events. “She really needs to ‘deal with’ that one of these days.” “No, he hasn’t really ‘dealt with’ it yet.” How do you know if you have really “dealt with” something? The “Deal With” Six Step Process is a systematic and comprehensive process designed to fully address, evaluate, problem solve, and release stressors which might otherwise go unrecognized and thus stockpiled. It is not simply a cognitive exercise in reframing; it recognizes the cathartic value of emotional expression, the common sense of reasoning through assumptions, the self-responsibility of taking action where appropriate, and finally, the absolute rejection of a victim mentality by choosing to let go of Life’s insults and transgressions. We will learn a simple six-step process to “deal with” them in order to move into our future unencumbered by stockpiled “issues.”

Learning Goals:
1. Apply a six-step process to “deal with” life events in order to promote resilience and to prevent stockpiled stress
2. Differentiate between being “responsible for” vs. “responsible to” others
3. Identify several ways to let go of accumulated stressors

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1:45 pm to 3:00 pm

Student Workshop: Break Through Team Builder

Troy Stende
Florida Ballroom A

The only thing that can truly get in your way and stop you from having tremendous success in your life is you. In this high-energy session, we’ll take a look at self-imposed barriers that keep you from achieving what you want. Then you’ll accomplish something you probably never thought you could to figuratively and literally break through your barriers. To be a good leader and team member you have to know who you are. This includes knowing your strengths and weaknesses. You’ll take an honest look at what you do that’s not serving you in a supportive environment. Past participants have gone on to accomplish life-long dreams, end procrastination, quit addictions, lose weight, increase confidence and create more meaningful relationships. Break on through to the other side of your self-imposed limitations!

Learning Goals:
1. Gain self-awareness of barriers you put into your own life
2. Take positive action to overcome a barrier
3. Gain confidence in your ability to accomplish goals
4. Experience and give support to others
5. Create trust amongst each other

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1:45 pm to 3:00 pm

Student Workshop: Death by Presentation: Surviving and Enjoying Public Speaking

Rodger Campbell
Plaza J

The day is coming … you will be called upon to share your thoughts, ideas, and views to many. Do you run or do you stand and speak? With a splash of encouragement and a dash of humor, Rodger Campbell will take you from fearing public speaking to enjoying the sweet success of presenting.

Learning Goals:
1. Understand the true character of F.E.A.R in speaking
2. Discover the strategy to D.E.A.L with F.E.A.R
3. Learn the M4Q process of developing a presentation

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1:45 pm to 3:00 pm

Student Workshop: 5 Tricks To Unlocking You & Your Team’s Creative Genius

Tom Kriegstein
Florida Ballroom B

Creativity is a muscle that needs development just like any other muscle in your body. Once you know the best exercises to flex your creative muscle, you’ll be generating genius ideas on a regular basis. If you keep hearing the same ideas over and over again, come to this session and discover five tricks to unlocking you and your team’s creative genius!

Learning Goals:
1. Understand what actually is creativity
2. Learn how to trick yourself and others into being creative
3. Learn five activities to unlock creativity within yourself and others
4. Discover a way to integrate creativity building into your daily and weekly meetings
5. Become a brainstorming machine!

1:45 pm to 3:00 pm

Student Workshop: Professional Polish for Professional Power:
3 Must-Have Rules for Career Success
Brandi Baldwin-Rana
Plaza I

Professional polish is what it takes to succeed in a professional setting after college. What made you successful in college won’t guarantee your success in the real world. To win as a professional, there are three things you must have: the look, the feel, and the appeal. You must look the part by projecting a polished brand and image. You must make others feel good when they’re around you. Finally, you have to appeal to different types of people. Get ahead of the game by designing your own professional brand before you even graduate.

Learning Goals:
1. Learn how important professional polish is for career success
2. Identify specific ways to develop your “look, feel, and appeal”
3. Design your very own professional branding strategy

3:15 pm to 4:30 pm

Keynote: Insight To Action: Your Next Move
Joe Urbanski
Plaza D-H

The sessions are great. The learning transformational. The experience is a memory you’ll never forget. So what’s the problem, then? People are used to doing nothing after class, trainings, motivational speakers, and learning new things. But you already knew that: what do you do after class, training, speakers, and learning new things? Maybe you go check your email and social media. Perhaps you have a meeting to scramble to get ready for. Maybe it’s another session you’re going to. In some way, it’s highly likely that you’re going to do something completely unrelated to what you just learned, and if history and research show us anything, it’s that if you don’t review what you learned within 24 hours and then begin applying it, it goes away pretty quickly.

That’s what this experience is for: to support you in making the most of your time and commitment here at the conference. Learning is simply taking what you just discovered and associating it to what you already know. Welcome to the wrap-up, where we will wrap up what you’ve learned so far so that you can unwrap more great stuff tomorrow!

7:00 pm to 9:00 pm

Theatre of the Imagination
Tom DeLuca
Regency R-S

Hypnotist Tom DeLuca is the four-time winner of the National Association for Campus Activities (NACA) National Campus Entertainer of the Year. He was recently featured on the front page of The Wall Street Journal because of the collegiate, corporate, and media recognition of his programs. Tom is a rare and exciting performer. “Theatre” combines the power of suggestion with the innate creativity of volunteers. (You’ll want to be one of them!) What results is a delightful blend of fantasy in which participants speak like aliens, pose in body-building competitions, or really believe that they are the world’s best dancers. DeLuca adds fresh material every year. The results are always hilarious, always poignant. It’s the show that always packs the house. “People camp out for hours beforehand. This year DeLuca drew 10,000 students!” raved the Speakers Chair, University of Virginia. DeLuca earned his master’s degree in psychology and was a therapist until someone told him he belonged on the stage. The best on the college circuit. Don’t miss him at NCSL.

4:30 pm to 5:30 pm

Optional Program: Certified Student Leader Program, Session 3 of 3
Mary Shivley, Sara Schwerdtfeger
Regency Ballroom P-Q

Special Registration Required
SATURDAY, NOVEMBER 19, 2016

7:30 am to 8:15 am
Continental Breakfast for all NCSL Attendees
Plaza D-H

8:00 am to 2:00 pm
Registration Open – All Participants
Plaza D-H Foyer
Registration is open to all participants.

8:15 am to 8:30 am
General Session: Morning Warm-Up
James Robilotto, Jeff Dess
Plaza D-H

8:30 am to 9:30 am
Keynote: You Can’t Lead Others Until You First Lead Yourself
Tony D’Angelo
Plaza D-H

If your campus is like most, each year excited students step into new leadership positions. Once the initial excitement wears off, however, many student leaders feel frustrated that their club or organization isn’t growing the way they thought it would, many feel lost, or they feel just plain burnt out. It’s okay. Most of the campuses we’ve worked with felt the same way. What we’ve found is this: you can’t lead others until you FIRST LEAD YOURSELF (FLY).

So much of student leader training is focused on the organization and not the student leaders themselves. FLY does exactly the opposite: it focuses on you the individual leader and taps into your power of personal vision. Once you are equipped to lead yourself, you will be empowered to lead and take your campus to astounding new heights. You will be empowered to FLY!

9:45 am to 11:00 am
Student Workshop: The Diversity Conversation You’ve Been Waiting to Have
Joe Urbanski, Amelia Fortes
Florida Ballroom C

Are we teaching diversity all wrong? Yes, you read that question correctly. But the bigger questions are “What does diversity really mean to us?” “What do we need to teach about diversity and social justice?” and “What are we morally obligated to do and how far are we willing to go to make a difference?” This session takes a unique, conversational approach and takes participants on a journey that challenges what we know about diversity and all of the -ism’s. This world is divided, and until we open up and gain clarity on the real problem, we’ll go from one -ism to the next, as we have over the past several hundred years. Get ready to go where no diversity session is willing to go.

There is no outline for this session. It’s a conversation among friends, strangers, and everyone in between. The audience co-creates the conversation through a game called Controversy that sparks enlightening conversations about things that typically cause controversy. But there is no controversy here! Why not? It’s all in the setup of the experience.

This session is less about diversity and social justice than you’d think. It’s more about what it means to be a human being, understanding each other, making connections, and setting aside our differences. It’s the start of a much bigger conversation that you’ve been begging to have with your campus community. And it’s about time.

This session is an honest, no-offense-taken, collaborative conversation between the facilitators and participants about the reality of diversity in this country, in higher education, and on a personal level. As much as this conversation is about diversity, it’s also about being a leader, stepping outside of our own comfort zones to understand others, and knowing when to lead others to a higher level. It’s about how we can all get the most from our relationships and achieve what we want collectively. It’s for professionals, advisors, grad students, and undergraduates. It’s for all of us.

Learning Goals:
1. Discover what’s wrong with what we’re teaching about diversity
2. Define the real meaning of diversity and social justice for each of us
3. Plan where we go from here to continue the conversation

9:45 am to 11:00 am
Student Workshop: Successful Interviewing Skills for Changemakers
Matthew R. Shupp
Plaza K

Volunteer experience? Check. Solid GPA? Check. Club leadership? Check. Your resume is chock-full with amazing student leadership opportunities. But how do you parlay these skills into presenting the best version of you during a professional interview? It’s no secret you are entering one of the most competitive job markets of all time. Come to this exciting session to find out how to capitalize on your greatest strengths (and areas of growth!) throughout the interview process and leave equipped with the knowledge and skills to present the best version of yourself to potential employers.

Learning Goals:
1. Understand the purpose of professional interviews
2. Identify the different types and technical aspects of professional interviews
3. Obtain important tips on preparing for the professional interview and articulate the importance of self-presentation

9:45 am to 11:00 am
Professional Workshop: Launching Leading Ladies
Ahyana King
Plaza J

While more women attend college than ever before, and women make up more than 51 percent of the U.S. population, women are still struggling to launch into roles of leadership on campus and in their post-collegiate professional lives. This workshop reveals ways to create campus environments that lay
the foundation for launching females into leadership roles. Topics include mentoring and sponsoring, involving and supporting alumni, women-centered work and conversations from women’s history month, as well as supporting students as they overcome the discrimination that often comes with being a woman who desires to lead.

Learning Goals:
1. Awareness of the need for women centered support for collegiate women in leadership roles
2. Describe women centered support such as mentors, sponsors, and single gender programming
3. List practical ways to support collegiate women in leadership roles
4. List practical ways to support collegiate women alumni in leadership roles

9:45 am to 11:00 am

Student Workshop: Who’s the Boss: Understanding Your Own Leadership
Jeff Dess
Florida Ballroom A

Are you like Miranda Priestly from The Devil Wears Prada? Do you lead like Michael Scott from The Office? Rick from The Walking Dead? What type of leader are you? This presentation will help participants gain an understanding of what type of team leader they are. This session will give participants an opportunity to learn more about effectively communicating to their team, club members, board, or residence hall floor.

9:45 am to 11:00 am

Student Workshop: Bridging the Digital Divide: ConnectHome
Michael Liimatta
Florida Ballroom B

High-speed Internet access is a given for millions of Americans but remains out of reach for far too many. The benefits of our technological revolution have been unevenly distributed and there is a digital divide in our nation, which has become one of the most important social justice issues of our day. In this workshop you will learn first-hand about the grassroots organizing effort “Connecting for Good” which began in Kansas City in 2011 with the core mission of digital inclusion and the core belief that connectivity equals opportunity. Today, 25 percent of Kansas City residents don’t have Internet access at home. Connecting for Good provides wireless mesh networks, low cost refurbished PC’s, and free digital life skills classes to bridge the gap. Access to the Internet brings with it a chance to apply for jobs online, connect with family and friends, access libraries, online education and more. In 2015 the White House launched its “ConnectHome” initiative to expand high speed broadband Internet to all Americans. In November 2015, Michael Liimatta, received an appointment from the Office of the Secretary of the US Department of Housing and Urban Development to serve as manager of ConnectHome. Michael will share with you the details of this public-private collaboration launched in 27 cities and 1 tribal nation across the United States. Attend this workshop to learn about this social justice issue and opportunities for you to get involved.

9:45 am to 11:00 am

Student Workshop: Leadership without Recrimination
Daniel Caron
Plaza I

You can lead from a place of social responsibility without resorting to recrimination and other unproductive behaviors. As leaders, we have an obligation to constituents about how we model our service. Can you be an effective leader today without resorting to hitting back when others attack you? Why does “the high road” seem like the road less traveled? How does civility without conflict look and feel in leadership? Using historical examples and interactive experiences we will explore how we can connect for good, model this practice, and take those we serve to a better place. Reaching your leadership goal is important. The way you arrive at your goal may define how you lead and shape the experiences of those you serve.

Learning Goals:
1. Discover options to engaging in struggles and other unproductive behaviors in your leadership role
2. Learn how civility can benefit your leadership and those you serve
3. Discover where you can model this leadership practice on campus, at home, and in the workplace

11:15 am to 1:30 pm

Million Dollar Meal
Cynthia Grosso
Regency R-S

Preregistration is required.
Do you have the confidence to attend a million dollar meal? Webster defines confidence as “the faith or belief that you are acting in a right, proper, or effective manner.” Over half of all business is conducted over the dining table. Attend this intensive lunchtime program to learn proper conduct at any meeting over a meal. While eating lunch discover the proper way to eat soup, to hold and use utensils, napkin etiquette, being a good guest, being a good host, invitations, seating protocol, ordering, how to dine, the wine list, and conducting the business portion of a meal. This workshop prepares you for job interviews, meals with colleagues, even lunch with the president of your university. You will know the proper conduct at any meeting over a meal. There really is such a thing as a million dollar meal.

Learning Goals:
1. Discover how proper dining etiquette builds confidence personally and professionally
2. Describe the protocol for conducting the business portion of a meal
3. Define “polish” and how it applies to your personal brand

11:15 am to 12:30 pm

Student Workshop: Why Most Student Org’s Don’t Work (& What To Do About It)
Tony D’Angelo
Florida Ballroom C

Most student organizations don’t work because THEY AREN’T
DESIGNED TO WORK. Between the over-extension of student leader involvement, 20 percent of members doing 80 percent of the work, and with a lack of clarity in vision and values, it’s no wonder students and their advisors are frustrated year after year that their clubs and organizations aren’t operating at their full potential! After studying thousands of student organizations over 18 years to find what works and what doesn’t work this seminar introduces students and advisors to the reasons behind these problems and sheds light on solutions that get to the source, not the symptoms.

**Learning Goals:**
1. Increase engagement and ownership to bring more energy to the organization
2. Create an aligned culture where members focus on their strengths and interests
3. Build systems for sustaining a legacy that lasts beyond leadership transition and graduation

### 11:15 am to 12:30 pm

**Student Workshop: What’s in the Mind Matters—Cultural Competence and Effective Leadership**
*Ahyan King*
*Plaza K*

This workshop is designed to increase participants’ understanding of the role of self-awareness through understanding how thoughts about one’s own identity impacts an individual’s ability to work within and create a culture where diversity, equity, and inclusion is desired, accepted, and understood. Participants should come prepared to engage, learn, and move.

**Learning Goals:**
1. Discover the impact of perception of one’s identity as it relates to one’s understanding of those with differing identities
2. Define diversity, equity, and inclusion
3. List practical ways to dismantle stereotypes and perceptions that maintain separation
4. Use dialogue and storytelling to support unity and community

### 11:15 am to 12:30 pm

**Student Workshop: Money Management For Leaders**
*Peter Bielagus*
*Florida Ballroom B*

More students drop out of college because of personal financial issues than any other reason. *(Source: Bill and Melinda Gates Foundation.*) Sadly colleges lose some of their best leaders because of personal money problems. In this high-energy session, money management expert Peter Bielagus will take leaders through the 5 key areas of their financial lives: Investing, Credit/Debt, Spending/Saving, Student Loans and The Emotional Side Of Money. He’ll show attendees how to take instant action: students will implement many of the strategies before they leave the session!

**Learning Goals:**
1. Learn how to check your credit report and score
2. Know the 3 factors that influence your credit score
3. Identify 3 reasons why most budgets fail and what to do about it
4. Understand your personal emotional relationship with money
5. Find the hidden money in your life

### 11:15 am to 12:30 pm

**Professional Workshop: What’s Your Third Place: Finding the Elusive Work/Life Balance**
*James Robilotta*
*Plaza J*

Work/life balance is often framed in the field of higher education as an elusive goal, one only the “lucky” can reach. The concept of finding your third place is a new framework to which new professionals can approach this intangible aim of work/life balance. This session will focus on making you more fulfilled outside work so you become a better professional. You will learn the power of finding what brings you joy so you can live and teach your story.

### 11:15 am to 12:30 pm

**Student Workshop: The Psychology of Leadership Qualities**
*Kristin Roush*
*Plaza I*

An Internet search of the qualities most needed in leadership positions yields numerous articles and books proposing the “Top Ten Leadership Qualities.” Many of these lists have overlapping descriptors of the best leaders. This session takes a look at the psychological underpinnings of those qualities. What do they have in common? When uniquely viewed from the psychologists’ perspective, these leadership characteristics demand a common thread. Join us for some personal insight about the healthy person within the successful leader.

**Learning Goals:**
1. Identify the “core issue” that will make or break the successful leader
2. Articulate several social psychological concepts that underlie successful sales, customer service, and effective management
3. Translate theoretical concepts into concrete applications to maximize performance

### 12:30 pm to 1:30 pm

**Lunch**
*Plaza D-H*

Join your fellow attendees for a delicious lunch! Please remember to wear your name badge to all meals and events; your name badge serves as your entry pass to all Spring 2015 NCSEL conference events.

Special dietary requirements: If you notified us prior to the conference about any dietary requirements, we have arranged for the chef to prepare special meals for you. Please be sure to hand one Special Meal ticket to your server at the beginning of each meal. Your Special Meal tickets can be found behind your name plate in your badge.

Enjoy this opportunity to meet new friends and make connections to last long after this conference ends!
**1:45 pm to 3:00 pm**

**Student Workshop: Becoming Your Own Best Friend**  
*Randy Haveson*  
*Plaza I*

This is the formula for better grades, healthier relationships, more productivity, less stress, less self-criticism, and an overall happier life. Randy understands that 90 percent of the obstacles we have in our lives come from within. In his years as a therapist and university administrator, he discovered a method of teaching people how to overcome the barriers that get in the way of success. This program outlines a practical method to discard self-criticism and begin to accomplish your goals in an easier and more confident manner. You will walk away with a better and clearer sense of self-esteem.

**Learning Goals:**
1. Understand ego vs. self-esteem  
2. Discover how you create your own barriers to success  
3. Learn the practice of discarding unwanted self-criticism  
4. List clear and simple tools that will help build your self-esteem

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**1:45 pm to 3:00 pm**

**Student Workshop: The Flaws of Attraction: Recruitment & Retention That Finally Works**  
*Brittany Holguin*  
*Florida Ballroom C*

Your job as a leader is NOT to create a great organization; it’s to continue the organization’s success and ensure that each year is better than the last. This session helps you attract the right people and creating lasting engagement so meetings are less boring, conversations are more meaningful, and goals are both relevant and achievable. In order to make recruitment and retention work, it needs to be a part of the organizational DNA and ingrained within the culture. Don’t you want to know how to do it? Get to this session!

**Learning Goals:**
1. Engage The Right People: Define what’s important in your ideal recruit and how to recruit for purpose, not just a position  
2. Create A Motivating & Meaningful Environment: Build a culture that helps members feel more alive, build great relationships, and initiate leadership opportunities  
3. Develop An Engagement System: Create a sense of community that will make recruitment and retention as easy as riding a bike

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**1:45 pm to 3:00 pm**

**Professional Workshop: Synergistic Supervision: A Successful Model for Club and Organization Advisors**  
*Matthew R. Shupp*  
*Plaza J*

The supervision that student leaders receive is important for learning and mastering a particular craft or set of skills. However, the concept of supervision has received little attention in higher education literature. Many entry-level and seasoned professionals serving as club and organization advisors are ill-prepared for this task. Synergistic supervision is a process designed to support individuals as they actualize the goals of their organization and advance their leadership development. Its purpose is to promote the mastery of a particular craft. Proponents of synergistic supervision believe that collaboration between supervisor and supervisee—or in this case, advisor and student—results in successfully meeting the goals of both individuals involved as well as the overall organization. Cooperative efforts become greater than the sum of individual efforts.

**Learning Goals:**
1. Assess “lost opportunities” in supervising student clubs and organizations  
2. Understand the concept of synergistic supervision  
3. Identify ways to utilize the synergistic supervision model with student leaders  
4. Renew the sense of purpose in supervising student leaders

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**1:45 pm to 3:00 pm**

**Student Workshop: Launching Leading Ladies (for students who identify as women only)**  
*Ahyanie King*  
*Plaza K*

While more women attend college than ever before, and women make up more than 51 percent of the U.S. population, women are still struggling to launch into roles of leadership on campus and in their post collegiate professional lives. This workshop reveals ways students can better seek and request support given unique challenges those who identify as female often face, especially in leadership, and how to best provide peer support for other female students in leadership or seeking leadership positions. Topics include mentoring, peer mentoring, and sponsoring, engaging alumni, and practical way to address conflict that often arises from discrimination that can come with identifying as a woman who desires to lead.

**Learning Goals:**
1. Increased ability to identify ways as a student to impact to create a campus climate which consistently supports students who identify as female in leadership positions  
2. Increased understanding of the need for peer support for students who identify as female in leadership roles on campus and not limiting this to women centers or women’s history month  
3. Practical ways to provide peer support for students who identify as female in or seeking leadership roles on campus

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**1:45 pm to 3:00 pm**

**Student Workshop: Everyone Leads: The Importance of Personal Responsibility and Emotional Intelligence**  
*Nilmarie Zapata*  
*Florida Ballroom B*

Everyone Leads? Yes, it is everyone’s responsibility to lead. Leadership is an action, not a position or title, few can hold. During this leadership workshop students will participate and create more personal responsibility/emotional intelligence for themselves and the generations to come. If you are ready to leave a legacy in your community and be in the driver’s seat, then this workshop is for you. You will hear from millennial leaders making an impact in their community and learn more about the signature
leadership AmeriCorps program: Public Allies.

Learning Goals:
1. Discover a higher sense of personal commitment
2. Learn about youth leadership programs that impact their communities
3. Inspiration to make a difference

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**1:45 pm to 3:00 pm**

Student Workshop: IMPROV Your Leadership  
*James Robilotta*  
*Florida Ballroom A*

Improv comedy and leadership? There are more similarities than you may expect. Listening, commitment, and connection are three crucial rules of improv and of being a member of a campus group, fraternity, or sorority. Attendees of this high-energy and active program will have the opportunity to participate in a number of improv comedy exercises that will highlight the importance of being critical listeners. Note: you do not have to be funny to come to this session. Also note: this session will not make you funny if you are currently not, sorry bro.

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**3:15 pm to 4:30 pm**

Panel Discussion: The Art of Cat Herding … How to Be A Great Advisor  
*Tom Krieglstein*  
*Plaza J*

So much effort and energy is put towards helping our student leaders be more amazing at their positions, but what about the club/org advisors? In this session we’ll round up some fellow student affairs professionals on a panel and dig into an ACUI study conducted on ways in which club/org advisors can be more effective in achieving cat herding hero status!

Learning Goals:
1. Build metrics to measure successful org advising
2. Key skills and actions needed to be a great org advisor
3. Learn from peers on best practices for org advising

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**3:15 pm to 4:30 pm**

Student Workshop: The Art of Getting Along: Strategies for Communicating, Understanding and Connecting with People  
*Rodger Campbell*  
*Plaza I*

We have lost the art of getting along! Snaps, Chirps, Texts and Insta—have these things given us more opportunities to disconnect than to build relationships? In this interactive discussion, Rodger Campbell will utilize his story to bring old school lessons on civility alive with a new school twist. By the end of this session, you will have a strategy to turn your everyday interactions into something special—a true connection.

Learning Goals:
1. Identify the effects of “the Dramatic Equation” on relationships
2. Recognize the value of the story in getting along
3. Develop a plan to utilize the M4Q Method to communication

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**3:15 pm to 4:30 pm**

Student Workshop: Negotiation for Leaders  
*Peter Bielagus*  
*Florida Ballroom B*

Negotiation is a sought after leadership skill, yet it is rarely taught in higher learning. Leaders can use negotiation to form new relationships, resolve conflicts, and introduce alternative points of view. In this hands on workshop you’ll learn basic and advanced negotiation techniques that you’ll use as both a student and professional. Since the best way to understand the principles of negotiation is to practice, students will undergo an intense negotiation using REAL money. Whatever you negotiate, you get to keep.

Learning Goals:
1. Explain the difference between the two most common types of negotiation: adversary and win-win
2. Learn 5 key negotiation tactics and how they are used
3. Apply negotiating skills for effective communication with individuals and groups
4. Resolve conflicts using negotiation
3:15 pm to 4:30 pm

Student Workshop: The Art of Listening: Listen Your Way to Success
Cynthia Grosso
Plaza K

Powerful people have one thing in common – they are good listeners, a skill that accounts for much of their success. How well you listen is a very important part of your business savvy, professionalism, and polish. There is etiquette to communication and it starts with the art of listening. Most people do not even know that they are not listening even when they think they are! This program reveals how and why that is. Listening is a learned skill, an art to be acquired.

Learning Goals:
1. Discover how well you listen and how you come across to others
2. Recognize the difference between hearing and listening
3. Realize there is more power in listening than in speaking, and why
4. Persuade others using very few words
5. Recognize active listening
6. Discover the power of your own voice

3:15 pm to 4:30 pm

Student Workshop: Passing The Torch™—Leadership Transition
Brittany Holguin
Florida Ballroom C

Where does the torch burn out? How does the legacy die? Why do organizations start over year after year? Why do key members keep leaving just as things start going well?

Passing The Torch focuses on the idea that transition is a year-round process, not an event or the passing of a 3-ring binder, for that matter. Passing The Torch helps students understand and connect to their challenges in transition, revisit their purpose and reignite passion for the organization, focus on their legacy (and not just a position), and make future leaders better than themselves. This session is built like the telephone game ... on steroids. You’re going to love it!

Important note: do not wait until the typical April transition season.

Learning Goals:
1. Start with clarity to agree on the vision and values of the organization
2. Build a foundation by integrating legacy plans and developing strong leadership
3. Identify breakdowns in leadership and communication where the torch burns out
4. Develop systems for transition and a culture to sustain it

4:45 pm to 6:00 pm

Keynote: It’s Closing Time … So Now What?
Tom Krieglstein
Plaza D-H

Our time together is almost over. So now what? How do you keep the same level of excitement, energy, and motivation going when it’s just you?

The good news is that you have everything you need inside yourself to be and do anything you want. Yet, most don’t and won’t. In this end-of-the-day keynote we’ll unlock the Success Giant within you. Are you ready? Let’s do this!

8:00 pm to 10:00 pm

Open Mic for Students & Advisors
James Robilotta, Jeff Dess
Plaza D-H

NCSL it’s your time to shine! Bring your talents to the NCSL open mic and show off your voice, flow, magic, musical ability, or other skills to your fellow conference attendees! Event will be hosted by the fire-spitting and swag dripping, Mr. Jeff Dess and the frequently witty and always fresh, James Robilotta. Bring whatever you need to shine! Musical instruments, magic materials, devil sticks, poetry, lyrics, ham sandwiches, etc.

SUNDAY, NOVEMBER 20, 2016

7:30 am to 9:00 am

Breakfast
Plaza D-H

9:00 am to 10:00 am

Keynote: Achieving Your Legacy Slam
Jeff Dess
Plaza D-H

In baseball a grand slam brings home four runs. In tennis we were introduced to the Serena Slam, which is winning all of the biggest trophies in one calendar year. Are you prepared to leave that same mark in life and leadership? It is one thing to be a great leader and it’s another thing to set the bar to unseen heights. This message not only helps you be a more impactful member of your campus but it also teaches you how to effectively leave your mark. You will be introduced to Mr. Jeff Dess’ four personal tenets of achieving leadership legacy. Discover important keys to impact your peers as well as generations to come. Fair warning: there is some dancing involved!