



NEBRASKA WIC

BETTER TOGETHER

*2023 WIC Conference
August 29th & 30th 2023
Scott Conference Center
Omaha, NE*

Tuesday, August 29, 2023

7:00 AM – 8:00 AM

Registration & Breakfast Buffet

8:00 AM – 8:10 AM

Welcome

Speaker: Peggy Trouba, MPH, RD

8:10 AM - 8:25 AM

Opening Remarks

Speaker: Sara Morgan, Deputy Director Health Promotion and Prevention

8:30 AM - 9:30 AM

You Got This! Strategies for Confidence & Excellence in Every Area of Your Life

Speaker: Brenda Clark Hamilton, MA Ed

The phrase ‘You Got This’ is often used to express confident assurance in a friend or ally facing a challenge: “Just play the game as you know how. You got this.” This fun, engaging session will share current research into how to foster genuine confidence in yourself and excellence in your life, on a daily basis. Brenda will start the session by sharing insights from a unique Harvard Business School *Don’t Stop Believin’* study. She’ll then work into identifying what lens each of us wears that impacts our demeanor and relationships daily. Participants will also take the “Are You Gritty?” quiz and will learn what an eight-second video clip can teach us about who we allow in our inner circle. Join us for this dynamic session and leave with valuable take-home strategies for developing confidence and offering your personal best to your life, relationships, and career.

9:30 AM -9:40 AM

Stretch Break & Transition

AM Breakout Series 1

9:40 AM - 11:10 AM

CPA Session & BFPC Session

Breastfeeding Basics

Speaker: Kathy Leeper, MD, IBCLC, FABM

Breastfeeding Basics will introduce the participants to the anatomy and physiology of lactation, as well as positioning and latch, and indications a baby is getting enough to eat at the breast.

Clerk Session

Exceptional Customer Service: Create an Impressive Reputation for Your Organization

Speaker: Brenda Clark Hamilton, MA Ed

According to TARP Institute research, for every customer who complains to a company, there are 26 other unhappy customers that the company never hears from. Unfortunately, that person may be voicing his/her complaint to everyone they meet! This upbeat, interactive program is designed to heighten awareness of what comprises excellent customer service in all aspects of your job—from daily interactions with customers, to phone etiquette, to how to respond if a customer complains. We'll start by introducing the 'meat and potatoes' of great customer service, including top criteria that customers use to evaluate service effectiveness, then work into a step-by-step framework for calming and retaining dissatisfied customers. No matter how good an organization is at serving customers, there is always room for improvement. You will leave armed with practical, take-home strategies for making your organization's reputation for customer service the best it can be.

11:10 AM – 11:30

Snack Break

AM Breakout Series 2

11:30 AM– 12:30 PM

CPA Session & BFPC Session

Poor Weight Gain in the Breastfeeding Infant

Speaker: Kathy Leeper, MD, IBCLC, FABM

Poor Weight Gain will look at reasons a baby does not receive enough breastmilk at the breast, and how to supplement when needed

Clerk Session

Networking & Sharing

Speakers: Marge Blankenship

12:30 PM - 1:40 PM

Lunch Buffet & Slide Show

1:40 PM - 3:10 PM

Effects of Cannabis and Vaping on Pregnancy

Speakers: Bree Sherry & Lisa Carter, MS, LPC, LCAC

The presentation will focus on basic effects of cannabis use and vaping, including secondary effects and use during pregnancy; some regional data on frequency of use will be presented. It will also highlight how stigma can delay recovery for Moms with substance use disorders and how we can help reduce stigma for moms with SUD, leading to better outcomes.

3:10 PM – 3:30 PM

Snack Break

3:30 PM – 5:00 PM

Skills for Handling Workplace Conflicts: Being Thoughtful of Both People and Results

Speaker: Brenda Clark Hamilton, MA Ed

We're all going to be faced with conflicts and disagreements with others throughout our lives. For most of us, it's our least favorite part of living with, and working with, other people. The good news is that there are some simple techniques you can learn to increase your skills and confidence in dealing with conflicts—at work and at home—in more peaceful, effective ways. Join us in identifying your own, natural style of responding to conflict and in learning what to say—and *not to say*—to keep difficult conversations calm and productive. Attendees will leave armed with practical, take-home strategies for 'fighting fair' and experiencing the power that comes with approaching conflicts in ways that are considerate of both people and results.

5:00 PM – 5:15 PM

Closing

Speaker: Peggy Trouba, MPH, RD

Wednesday, August 30, 2023

7:00 AM – 8:00 AM

Sign In & Breakfast Buffet

8:00 AM – 9:30 AM

How to Talk About Food: Best Practices for Culturally Appropriate Conversations

Speaker: Breana Lai Killeen, MPH, RD

We all talk about food multiple times a day. We talk about what we cook, our favorite restaurants, what we ate last night, and what we want to eat next. Food is a connector for all humans because we all *have to eat*. In this presentation, we'll delve into the best practices for culturally appropriate conversations about food. The presentation will highlight culturally appropriate dietary counseling practices from a culinary—not clinical—lens, practices that may be used to better connect with patients, families and caregivers.

9:30 AM – 9:50 AM

Snack Break

AM Breakout Series

9:50 AM - 11:10 AM

CPA Session

Autism, Feeding & Nutrition

Speakers: Bethany Hansen, PhD, BCBA-D & Amy Volkman, RDN, LMNT, LD

This presentation will examine unique nutrition and feeding needs of children across the autism spectrum and potential solutions to feeding and eating issues.

Clerk & BFPC Session

Magic of Connecting

Speaker: Desi Payne

Truly connecting with people requires more than just being a good communicator. Good leaders know how to build a bridge to others by cultivating relationships – that is the foundation to becoming a great leader. Based on best-selling author John Maxwell's book, *Everyone Communicates Few Connect*, participants will learn the magic of connecting.

11:10 AM - 11:20 AM

Stretch Break & Transition

11:20 AM – 12:20 PM

Developmental Monitoring in Early Childhood

Speaker: Whitney Strong-Bak, PhD

An educational presentation that will cover typical childhood development, common developmental concerns, and recommendations for responding to concerns

12:20 PM – 1:30 PM

Lunch Buffet & Service Awards

1:30 PM – 2:30 PM

Do you Work with the Living Dead?

Speaker: Desi Payne

Do you work with people who drag their feet into work, growl and murmur, give blank stares, aren't engaged with their work, or poison other co-workers? Or maybe they habitually bite and devour others with their words and actions? Do you work with people who suck the very life out of you? Or could you possibly be infected with this epidemic and you don't know it? Desi will teach you how to smash those brains or bad attitudes with this fun and interactive breakout session.

2:30 PM – 2:50 PM

Snack Break

2:50 PM – 4:20 PM

Team Building with Humor to Empower Your Team

Speaker: Desi Payne

It's the spirit of teamwork that breathes life and creativity into your organization. People learn by doing, and this very interactive workshop will give team members an experience in communication, problem-solving, and conflict resolution. Team members will learn three of the "17 Indisputable Laws of Teamwork" from John C. Maxwell. This is a very fun workshop which encourages teamwork.

4:20 PM - 4:30 PM

Closing Remarks from FNS

Speaker: Jim Cross

4:30 PM – 5:00 PM

Evaluations & Closing