



DEPUTY DIRECTOR & COMMUNICATIONS SPECIALIST

WORKSHOP 2008

May 7–9, 2008 • Omni San Diego Hotel, California

Wednesday, May 7

6:00 pm Arrival reception at The Omni San Diego Hotel
7:00 pm Dinner at hotel

Thursday, May 8

7:30 am Breakfast

8:30 Opening Roundtables (THE TWO GROUPS MEET SEPARATELY)

9:45 Break

10:15 The Role of the Contact Center in System Communication
Ed Rezny, Manager—Information & Communication Services, NYSTRS

11:15 DEPUTY DIRECTORS: Succession Planning

11:15 COMMUNICATION SPECIALISTS: Who Speaks for the System?

Noon Lunch

David B. Wescoe, Retirement Administrator & CEO, San Diego City ERS

1:30 pm DEPUTY DIRECTORS: Update on Technology Projects

1:30 pm COMMUNICATION SPECIALISTS: Dealing with Active vs. Retired Members

2:30 Website Applications

3:30 Wrap-Ups for the day (THE TWO GROUPS MEET SEPARATELY)

6:00 Depart for dinner on Coronado Island

6:30 Reception & dinner at Peohe’s Restaurant, Coronado Island

9:00 Return to hotel

Friday, May 9

7:30 am Breakfast

8:30 Interactive Communications Seminar

Instructor: Arch Lustberg, Arch Lustberg Communications, Inc.

11:45 Lunch

1:00 pm DEPUTY DIRECTORS: Staff Development and Other H.R. Issues

1:00 pm COMMUNICATION SPECIALISTS: Handling Difficult Investment Issues

2:00 Workshop Wrap-Ups (THE TWO GROUPS MEET SEPARATELY)

3:00 San Diego Harbor Cruise (optional)

6:30 Dinner in the Gaslamp Quarter at Trattoria La Strada (optional)