

NET4 2024 Conference Program



“Excelling in Chaos”
October 15, 2024
8:30 a.m. – 4:00 p.m.

Albemarle Building, Room 240
Raleigh, NC

Welcome to our annual Networking for Certified Public Managers Conference (NET4)! This is our first conference under our new name, NET4! We look forward to an exciting day of learning, sharing, and networking. Thank you for your participation in this event and for all you do for the state of North Carolina!

The theme of NET4 2024 is Excelling in Chaos. By this, we mean the chaos of an administration change in state government.

The NET4 Components Include:

Messaging from NCSCPM Board and Members
Keynote Address Focused on Shifting Mindsets
Feature Presentations Focused on Leadership and Transition
Panel Discussion Focused on Leading in the State
Opportunities for Networking

Note: Identify events by designated color bands.

Special Thanks to our 2024 NCSCPM NET4 Programs Committee

Dr. Jody Clevon, Chair
Wayne Randolph
Kim Gillespie
Dr. Reed Altman
Joel Jordan
Anjali Orlando

In Appreciation for Graphic Design and Marketing

Bob Kelley

Conference Agenda

NET 4 Conference
October 15, 2024 ~ 8:30 a.m. – 4:00 p.m.
Excelling in Chaos!
325 N. Salisbury St., Raleigh ~ Room 240



Time	Activity
8:30 – 9:00	Registration
	MORNING COFFEE Networking/CPM Merchandise Sales
9:00 – 9:05	Welcome Kim Gillespie for Wayne Randolph, NCSCPM President
9:05 – 9:10	Opening Remarks Kim Gillespie, NCSCPM Past-President
9:10-10:15	Keynote Address Dr. Kevin Synder Becoming a Shift Thinker: Transforming Adversity into New Opportunity!
10:15 – 10:30	BREAK Networking/CPM Merchandise Sales
10:30 – 11:15	Session #1 Jeff Garland, Engineering Design and CADD Services Manager, Department of Information Technology Transportation Transportation Technology in North Carolina
11:15 – 12:00	Session #2 Joel Jordan, NCSCPM Board & Interim Membership Chair Peer Discussion: Leadership in Transition: Working through the Chaos
12:00 – 1:15	LUNCH On Your Own
1:15 – 2:00	Panel Discussion Moderator: Joel Jordan, NCSCPM Board & Interim Membership Chair Pamela Cashwell, Secretary, Department of Administration Jessica Herrmann, Procurement and Contracting Director, Department of State Treasurer Joey Harrison, Human Resources Director, Department of Information Technology Leadership in State Government: An Inside Perspective
2:00 – 2:45	Session #3 Judy Schmidinger, Program Analyst, Division of Motor Vehicles Mitigating the Impact of Retirements
2:45 – 3:00	BREAK Networking/CPM Merchandise Sales
3:00 – 3:45	Session #4 David O’Neal, State Chief Procurement Officer, Department of Administration The CHANGE Challenge: Teaching Old Dogs New Tricks
3:45 – 4:00	Closing Remarks Dr. Jody Cleven, NCSCPM President-Elect

Conference Opening 8:30-9:00

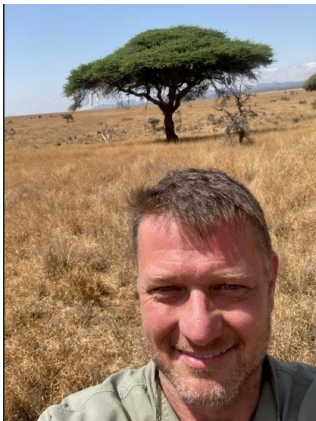
Registration and Networking

NCSCPM Board and Members

After signing in, please take the time to enjoy coffee and refreshments while networking with fellow conference attendees. Stop by the information table to purchase some NCSCPM merchandise, buy a raffle ticket (or two) to win the Ultimate Swag Bag, and join or renew your membership to NCSCPM.

Welcome 9:00-9:05

Kim Gillespie for Wayne Randolph, NCSCPM President



Wayne Randolph is the Trust Fund Branch Head for the Department of Environmental Quality, Division of Waste Management, Underground Storage Section. In this role he manages a reimbursement program for the remediation of petroleum contaminated sites throughout the state, oversees the eligibility process and leads a team of geologists and engineers that manage the remediation of petroleum contaminated sites when there is no responsible party.

Wayne is also the On-Scene Coordinator for the Division of Waste Management where he works with Emergency Support Function (ESF)- 10, Petroleum and Hazardous Substance, during natural disasters. Working directly with US Coast Guard, US EPA, NC State Emergency Operations

Center and County Emergency Managers.

Wayne has over 27 years' experience working in the environmental field throughout the U.S., working in both private industry and government. He has a B.S. in Geology from Edinboro University of Pennsylvania, is a Licensed Geologist and a former Sargent in United States Marine Corps. He is currently the President of the NC Society of Certified Public Managers and has also served as the President Elect and Membership Co-Chair.

Opening Remarks 9:05-9:10

Kim Gillespie, NCSCPM Past-President



Kim is a Project Manager with the North Carolina Department of Transportation (NCDOT). In this role, she manages assigned projects, project schedules, and project consultants, and analyzes project alternatives. Kim has worked with NCDOT for over 30 years as an engineer. She has been in her current position since August 2017.

Previously, she served in various roles and sections throughout NCDOT, including Transportation Staff Engineer, Area Accident Investigation Engineer, Statewide

Transportation Planner, Project Management Engineer, and Project Planning Engineer. Kim has a bachelor's degree in civil engineering from Georgia Institute of Technology. In addition, she earned the certified public manager designation in 2001. Kim joined the Society in 2003, and has served the Society in a number of roles. She currently serves the Society as Past President, temporary Board Chair, Governance Committee Chair and a member of the Program Committee.

Keynote Address 9:10-10:15

Becoming a Shift Thinker: Transforming Adversity into New Opportunity!

Dr. Kevin Snyder



Dr. Kevin Snyder is a best-selling author and professional speaker who has inspired over 1,000,000 people across 1,150+ organizations in all 50 states. Diagnosed with depression and an eating disorder at age 12, Kevin's journey to recovery ignited his passion for understanding personal motivation, particularly for youth. Formerly the Dean of Students at High Point University, he transitioned to professional speaking to share his story more widely.

In 2022, he became the only speaker globally to receive the Accredited Speaker® (AS) designation from Toastmasters International. In 2023, he earned the Certified Speaking Professional® (CSP) credential, awarded by the National Speakers Association to fewer than 15% of full-time speakers. A two-time TEDx speaker with a Doctorate in Leadership, Kevin lives in Raleigh, North Carolina, and lived his childhood dream on the television game show, *The Price is Right!* Visit www.KevinCSnyder.com

Keynote Description

In today's dynamic landscape, every industry faces unique challenges, but few are as critical to solving them as those in public and private service. Your role is pivotal in helping organizations navigate complex problems, enhance efficiency, and contribute positively to society. As obstacles emerge and the world evolves, cultivating the right mindset and response is essential for transforming adversity into new opportunities.

Join Dr. Kevin Snyder, a North Carolina-based professional speaker and best-selling author, as he draws on two decades of research and experience with over 1,150 organizations worldwide. He will share valuable insights and leadership lessons from his ShiftThinker™ framework. You will discover how to foster a growth mindset, think innovatively, and envision unprecedented opportunities. Expect an engaging, entertaining, and empowering presentation that will ignite your passion and purpose, equipping you to enhance the important work you do.

Morning Break 10:15-10:35

Networking

Conference Participants

During this break, be sure to spend some time networking with fellow conference attendees. Stop by the information table to purchase some NCSCPM merchandise, buy a raffle ticket (or two) to win the Ultimate Swag Bag, and join or renew your membership to NCSCPM.

Session #1 10:30-11:15

Transportation Technology in North Carolina

Jeff Garland, Engineering Design and CADD Services Manager, Department of Information Technology Transportation



Jeff Garland is currently serving as the Engineering Design and CADD Services Manager for the NC Department of Information Technology Transportation Division. Jeff has over 25 years of transportation engineering, computer technology, and business management experience in both the public and private sector and has most recently been focused on assisting the NC Department of Transportation move forward with several technology initiatives over the past several years including the transition to Bentley's OpenX engineering design platform.

Today's presentation on Transportation Technology will provide some background, updates, and insights around the NCDOT's implementation of OpenX design software, ProjectWise, and the ongoing Digital Delivery Transformation.

Session #2 11:15-12:00

Peer Discussion: Leadership in Transition: Working through the Chaos

Joel Jordan, NCSCPM Board and Interim Membership Chair



Joel Jordan is a 2018 graduate of the NC Certified Public Manager (CPM) program and currently serves as State Learning & Development Manager with the Office of State Human Resources (OSHR). He has 30+ years in learning and development and is a NC Certified Training Specialist, Lean Six Sigma Yellow Belt, NC Certified Senior Mediator, and is actively pursuing a Myers-Briggs (MBTI) Practitioner Certification.

In addition to his 18 years as a state employee, Joel has enjoyed a diverse career ranging from Biomedical Technician (Rex Hospital); Television Broadcast Engineer (UNC Center for Public Television); and Senior Learning & Development Consultant (IBM). His work in instructional design and eLearning have earned him both Regional and International Best of Show Design Awards.

In his current role at OSHR, Joel manages a team of Learning and Development Consultants responsible for professional development and leadership training programs for state employees across North Carolina including Leading at All Levels (LAAL), Equal Employment Opportunity and Diversity Fundamentals (EEDOF), Qualified Training Professionals (QTP) and the NC Certified Public Manager (CPM) program.

A North Carolina native from Onslow County, Joel spends his spare time woodworking, playing music, and awaiting the arrival of his first grandchild in April 2025.

Lunch 12:00-1:15

Lunch On Your Own and Networking

Conference Participants

Panel Discussion 1:15-2:00

Leadership in State Government: An Inside Perspective



Moderator: Joel Jordan, NCSCPM Board and Interim Membership Chair

Pamela Cashwell, Secretary, Department of Administration



Governor Roy Cooper named Pamela Brewington Cashwell Secretary of the North Carolina Department of Administration (DOA) in April 2021.

As DOA Secretary, Cashwell oversees the state agency whose mission is to serve as a business manager for the state of North Carolina and a voice for underserved communities through its advocacy programs and boards and commissions.

DOA is a statewide administrator, managing government operations spanning from building construction, facility maintenance, purchasing and contracting and state vehicles to mail services, surplus and state properties. The agency also provides programs and services for North Carolina's diverse populations including women and youth, American Indians, and historically underutilized businesses. Secretary Cashwell is the first American Indian woman to lead a cabinet department in the state's history. She hails from the Coharie and Lumbee tribes of NC.

Prior to her appointment as DOA Secretary, Cashwell served as Senior Policy Advisor and Chief Deputy Secretary for Professional Standards, Policy and Planning at the NC Department of Public Safety (DPS).

Before joining DPS, Cashwell was the Assistant Director at the NC State Ethics Commission. She has 10 years of federal government service as a trial attorney in the Civil Rights Division and the Office of Justice Programs at the U.S. Dept. of Justice, as well as at the U.S. Attorney's Office in the Eastern District of Virginia.

Cashwell holds a B.A. in economics from UNC–Chapel Hill and a JD from the UNC School of Law. In her role as Secretary, she chairs the NC Commission on Inclusion, the Andrea Harris Equity Task Force and serves on the NC Commission of Indian Affairs, the NCWorks Commission, the Information Technology Strategy Board, the NC Interagency Council for Coordinating Homelessness Programs and the Governor's Advisory Council on Hispanic/ Latino Affairs. She lives in Wake County with her husband, David, and two sons, Samuel and Benjamin.

Jessica Herrmann, Procurement and Contracting Director, Department of State Treasurer



Jessica Herrmann serves as the Director of Procurement and Contracting at the North Carolina Department of State Treasurer. She is responsible for all procurements and the facilitation of large, complex solicitations from inception through award. With over 15 years of experience with procurement and contracting, she developed a love for the profession by way of grant writing first.

Starting her career in the mental health services field, she found that grant writing naturally led to contract development and oversight. Contracts were the means to ensure the grant funds were put into action with performance measures and deliverables.

Jessica particularly enjoys collaborative process improvement, which enhances her energy and drive to improve efficiencies. She has developed policies, procedures, and training in contract development and management for staff in multiple state agencies. Jessica earned her BA from UNCW and her MA from Bowie State University. As an admirer of Dr. Maya Angelou, her simple quote, “Do the best you can until you know better. Then when you know better, do better” applies in every aspect of professional life. Jessica lives with her husband, two children, and two ill-behaved rescue dogs in Raleigh, North Carolina.

Joey Harrison, Human Resources Director, Department of Information Technology



Joey Harrison has served as DIT's Human Resources Director since October 2017. In this role, Joey leads the Human Resources Division and is responsible for guiding the development of human resources programs and practice for the agency. His team manages and guides critical organizational support functions involving recruitment and selection, classification and compensation, employee relations, workforce development, diversity and inclusion, performance management, benefits administration, safety and health, and HRIS administration. Joey is a career state employee with over 27 years of service. He has worked in a variety of human resources roles at other agencies, including five cabinet and two council of state agencies. Joey is a native of Wake County.

Joey earned his Bachelor of Science degree from Appalachian State University.

General Panel Questions

1. What interested you in becoming a supervisor/manager/leader?
2. What do you enjoy most about your position?
3. What false assumptions or expectations did you have going into your new role as a supervisor/manager/leader, and what was the reality?
4. What helped you the most to successfully manage the transition from individual contributor, primarily responsible for yourself and your own work, to that of a supervisor/manager/leader, responsible for work of others?
5. What boundaries did you struggle with as a new leader, and how did you successfully manage those issues?
6. What one communication strategy have you developed that you would recommend to new leaders?

Panel Questions Submitted by Our Conference Participants

1. Will there be changes to the program for 2025?
2. How can people overcome resistance to change? What strategies can people use to understand change?
3. What are the most critical skills you believe emerging leaders should focus on developing? Can you share a pivotal moment in your leadership experience that taught you an important lesson?
4. What is the most unexpected or unusual way your CPM experience has helped you?

Session #3 2:00-2:45

Mitigating the Impact of Retirements

Judy Schmidinger, Program Analyst, Division of Motor Vehicles, CPM



Judy Schmidinger is a 2023 graduate of the NC Certified Public Manager (CPM) program. She graduated from Kean University in Union, NJ with a BA degree in Psychology with a concentration in criminal justice. She earned her Lean Six Sigma Green Belt by applying problem-solving frameworks to Division projects.

Judy has worked for the North Carolina Division of Motor Vehicles for 24 years. 18 of those years were conducting quasi-judicial hearings for the Division and has spent the last six years working in the Vehicle Services Director's Office. She is currently a Program Analyst II, overseeing statutory compliance of contractors, Vehicle Services operations, and project management.

She currently serves on the American Association of Motor Vehicle Administrators (AAMVA) Autonomous Vehicle Subcommittee. AAMVA just released the Guidelines for Regulating Vehicles with Automated Driving Systems Edition 4 in March 2024, which she collaborated with other jurisdiction professionals to compile.

She lives in Nash County with her husband, David, and their two dogs. She enjoys shooting sports, kayaking and upland game hunting.

Afternoon Break 2:45-3:00

Networking

Conference Participants

During this break, be sure to spend some time networking with fellow conference attendees. Stop by the information table to purchase some NCSCPM merchandise and join or renew your membership to NCSCPM. Hurry! Last chance to buy a raffle ticket (or two) to win the Ultimate Swag Bag!

Session #4 3:00-3:45

The CHANGE Challenge: Teaching Old Dogs New Tricks

David O'Neal, State Chief Procurement Officer, Department of Administration



David O'Neal is the State Purchasing Officer for the Division of Purchase & Contract (P&C). In this role, he oversees the acquisition and management of state goods and services as well as P&C's subdivisions including strategic sourcing, procurement education, risk and compliance management, contract management and systems support.

He joined DOA in 2016 as a Strategic Sourcing Specialist for the Division of Purchase & Contract and in 2017 was promoted to a State Procurement Manager 1, where he led and managed a team of State Procurement Specialists. In November of 2019, O'Neal was selected to be the Division's Chief Learning Officer, the role he held until his appointment as the State Purchasing Officer in April of 2021. Prior to joining the DOA team, O'Neal worked with the Wake County Public Schools' Purchasing Office as the Senior Administrator/Warehouse Operations Manager. While at WCPSS, he was able to obtain the Certified Local Government Purchasing Officer (CLGPO) certification along with being a LGFCU Fellow. He has over 10 years of State Government experience along with over 15 years of private sector knowledge in Supply Chain and Logistics.

He has a Bachelor's degree in Business Administration – Management and Organizational Development from Mount Olive College and is also a Certified Public Manager (CPM).

Closing Remarks 3:45-4:00

Conference Wrap-Up and Raffle!

Dr. Jody Cleven, NCSCPM President-Elect



Dr. Jody Cleven is the Deputy State Purchasing Officer for Procurement Education - Chief Learning Officer for the North Carolina Department of Administration, Division of Purchase & Contract. She has been with the Division of Purchase & Contract since February 2018. She has 25 years of experience in education and professional development. Jody has served as a state-level trainer, university professor, public school administrator, curriculum specialist, and classroom teacher.

In her current role as DSPO – CLO for the Department of Administration, Jody served as the Program Coordinator for the state certification program through the North Carolina Procurement Academy. Along with a team of colleagues, she worked to design, develop, and implement the first-ever procurement certification program in North Carolina. In addition to her work with certification, Jody also assists the Division with training, and staff development for procurement professionals across the state.

Jody has an earned doctorate from North Carolina State University in Curriculum and Instruction. Her passions include coaching and mentoring, creating interactive professional development for online and face-to-face learning, promoting professional growth by establishing trusting and nurturing learning environments, program evaluation and using data to improve and inform professional development.

**Thank you for attending the 2024 NET4 Conference!
See you in October 2025 in Raleigh, NC!**