



# Welcome to the Minnesota Chapter of NIGP 2022 Fall Conference



*Engaging Minds, Empowering Success*

**Wednesday October 5, 2022 – Thursday October 6, 2022**

**In-Person Conference at Como Zoo Conservatory,**

**1225 Estabrook Dr, Saint Paul, MN 55103**

***Virtual Zoom Conference***

# Agenda - Wednesday, October 5, 2022

## **7:30am – 8:30am**

*Welcome & Networking Session*

## **8:30am – 12:00pm**

*RFP Dream Team with Stéphanie Dion, Mike Thornton, Victor Leamer*

## **12:00pm – 1:00pm**

*Lunch*

## **1:00pm – 3:00pm**

*Leadership Communication with Janel Anderson*

## **3:30pm- 5:00pm**

*Customer Service Excellence with Michael Kiefer*

## **Post Day 1 Social Event: Dinner and Networking Event**

*Gabe's Neighborhood Bar & Kitchen*

*991 Lexington Pkwy N, Saint Paul, MN 55103*

**\*\* Costs incurred at Gabe's Neighborhood Bar & Kitchen are to be paid by the individual, and are not inclusive of the conference rates \*\***

# Agenda - Thursday, October 6, 2022

**7:30am – 8:30am**

*Welcome & Networking Session*

**8:30am – 9:45am**

*MN NIGP Business Meeting*

**10:00am – 12:00pm**

*Procurement Comes to Life Zoo Tour w/ City of St. Paul Procurement Team*

**12:00pm – 1:00pm**

*Lunch*

**1:00pm – 3:00pm**

*Price Escalation, Market Inflation and Price Indexes w/ Justin Kaufman*

**3:00pm – Conference Adjourns**

## Speaker Bios

### RFP Dream Team



Stéphanie Dion is the Director, Procurement Centre of Excellence with the Government of Manitoba. She has 16 years of public procurement experience with various types of public entities in Canada. Stéphanie graduated university with a teaching degree and has been involved with professional development in various capacities. She has been serves as the Chair of the Content Management Committee for the National Institute of Government Purchasing (NIGP). Stéphanie recently contributed a few articles to procurement magazines and is the recipient of NIGP's 2021 Buyer of the Year Award. (In-Person)



Victor Leamer has over 33 years of public procurement experience at the county, state department, and state-wide levels. Victor teaches Sourcing in the Public Sector and the Core Certificate: Foundations in Strategy and Policy for NIGP (virtual), the 10-part Learning Lab RFP series, and has presented NIGP webinars on protests, evaluating responsiveness in bids, virtual leadership, and contract price adjustments. Victor was appointed to the NIGP Talent Council in 2021, serves on NIGP's Content Management Committee since 2015, produces the monthly Radio NIGP show, and is a founding member/former Vice President of the Alaska/Hawaii Governmental Procurement Association NIGP Chapter. (In-person)



Mike Thornton has over 20 years' experience in public procurement. The City of Leesburg is a smaller municipality that operates 5 utilities. Mike facilitated all types of solicitations to acquire the commodities required by his employers throughout his career. Mike is a regular contributor to Nsite discussion and presents at NIGP forum annually. Mike takes a specific interest in promoting and encouraging innovation in public procurement through the use of technology. Mike is active in the Central Florida Chapter of NIGP and is the past vice-president. Mike has volunteered for several opportunities at NIGP including co-author for Global Best Practices. (Remote)

---

#### **RFP Best Practice**

Learn about NIGP RFP best practices and how they set the foundation for fairness with use of real life sample Request for Proposals.

## Speaker Bios

### Janel Anderson



Dr. Janel Anderson is the founder of Working Conversations and is a keynote speaker, author and trainer. Part professor, part coach, part comedian, she offers practical strategies that can be implemented immediately, while making the audience laugh while they learn.

Janel holds a PhD in organizational communication from Purdue University and wrote her dissertation on virtual team communication 20 years ago. She speaks on virtual teamwork, managing virtual teams, communication, and leadership. She is host of the podcast Working Conversations where she shares ideas on leadership, business communication, and trends in organizational life.

---

#### **LEADERSHIP COMMUNICATION**

Leaders in a service organization must be able to convey their ideas in ways that drive effective decision-making, teamwork, and action when working with the business units and clients they serve.

In this two-hour program, participants will learn communication tools and techniques that will help them connect with their audience quickly, convey their message effectively, and drive lasting results. Participants will become more persuasive in communications in a range of modes and settings. From one-on-ones to large groups, and from email to face-to-face, participants will strengthen their communication skills and gain a solid understanding of how to communicate more effectively with all types of colleagues and stakeholders.

Key Skills Covered:

- Understand and connect with your audience and prepare for their responses
- Learn nonverbal communication techniques that help to quickly establish rapport
- Structure communication to adapt to different modalities, business situations and audiences, and
- Practice delivery of high-impact messages that influence.

## Speaker Bios

### Dr. Michael Monroe Kiefer

*Dr. Mike Kiefer is a professional speaker and the author of seven books including his Powermind System series. He has a Ph.D. in behavioral psychology and degrees in genetic engineering. He has spoken around the country for the past 25 years on a wide variety of topics to diverse audiences.*



---

#### **CUSTOMER SERVICE EXCELLENCE**

*Most customer service programs fail because the employees don't understand how to deliver excellent service. This session focuses on service through empowered, knowledgeable employees. In most cases when customer service complaints escalate, they result in big losses and serious public image damage for the organization. This can all be avoided with proper training. This session covers: individual responsibility, the "bucket theorem", organizational public image, exact factors that contribute to poor and excellent service, a formula for dealing with difficult customers, the CPR technique, going the extra mile, speed of service, creating surprise and delight in the customer's mind.*

## Speaker Bios



### Justin Kaufman

Justin Kaufman serves as Chief Legal Officer for the National Association of State Procurement Officials (NASPO), a non-profit association made up of the directors of the central purchasing offices in each of the 50 states, the District of Columbia, and the territories of the United States. Previously, Justin held the role of General Counsel for NASPO ValuePoint, NASPO's the cooperative contracting division. Prior to joining NASPO, Justin worked for the State of Minnesota, holding several roles, including Assistant Commissioner for

Minnesota IT Services, Counsel for the Office of State Procurement, and Negotiations Manager for the Office of State Procurement. Justin has presented locally, nationally, and internationally on negotiation and public procurement-related topics. Justin is a graduate of Marquette University, with majors in political science and international affairs, and holds a law degree from William Mitchell College of Law. He currently serves as an adjunct faculty member at Mitchell Hamline School of Law and guest lecturers for George Washington University's Government Procurement Law program.

---

### **PRICE ESCALATION, MARKET INFLATION AND PRICE INDEXES**

*In today's world, procurement faces price escalations, and inflation more than ever as supply chains are still impacted by disruptions that occurred so many months prior. Join Justin Kaufman for a session covering ways you and your agency can stay within budgets as you face rising costs.*

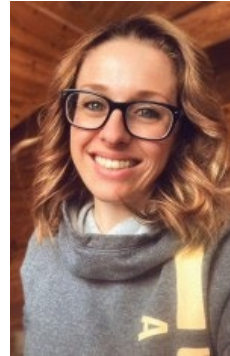
## 2022 Minnesota Chapter of NIGP Board



**Glen Carpenter**  
Past President



**Nicki Castro**  
President



**Kristi Anton**  
Vice President



**Jill Zenzola**  
Secretary



**Emily Connolly**  
Treasurer



**Marie Ozanne**  
Communications Chair



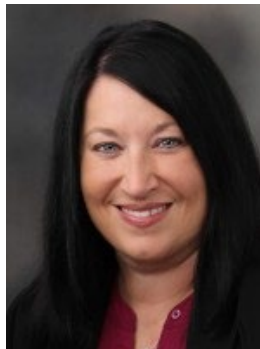
**Mee Chang**  
Governance Chair



**Mandy Flum**  
Membership Chair



**Veronica Knaffla**  
Nominations Chair



**Kim Austin**  
Programs Chair



**Lisa Truax**  
Professional Development Chair

## Special Thanks

First, thank you to you, the membership, for being a part of this event. It's professionals like you that grow our profession and make public procurement the niche that it truly is.

Thank you to the RFP Dream Team for your gift of knowledge. The Minnesota Chapter of NIGP is grateful and appreciative to you for providing the training offered at our conference in exchange for our chapter donating to local food shelves. A donation was made to Hunger Solutions, whose mission is taking action to assure food security for all Minnesotans by supporting programs and agencies that provide food to those in need, advancing sound public policy, building grassroots advocacy, and informing and educating critical stakeholders about the status of hunger in Minnesota.

Thank you to our speakers Janel Anderson, Michael Kiefer, and Justin Kaufman for providing our chapter with engaging, thoughtful, and meaningful professional development materials.

Thank you to our City of St. Paul members for providing a procurement tour of the Como Zoo. This was a special treat for members who attended in person, and we appreciate your willingness to provide an opportunity to get up and moving while learning more about the work that you do.

Thank you to the event staff at the Como Zoo Conservatory for providing catering services, and an inviting, welcoming space for us to professionally grow together.

Thank you to the 2022 Fall Conference Committee members for your enthusiasm, and assistance to make this a great event for our chapter.

Finally, thank you to the Chapter Board Members for your countless hours volunteered leading this organization. Your efforts and reporting metrics resulted in four (4) awards this year at National Forum.

- Outstanding Chapter Operations Award
- Silver Seal
- 25% Membership Growth
- 77% of Membership for both National and Chapter

Thank you all for attending the 2022 MN NIGP Fall Conference