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## ***Friday, December 2<sup>nd</sup>***

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### **Facilities Access Workshop - Friday, 11 a.m. (4.5 hours including lunch break)**

#### **PRE-REGISTRATION REQUIRED**

Love A plus offsite visits

As convention runners, we often need to find a new facility for our event. We contact many hotels, we tour them, and we choose based on a number of factors - is there enough function space, how much will it cost, is our preferred weekend available... When we tour them, however, we may not have accessibility concerns front and center. Access is an important piece of opening conventions to everyone. This workshop will help teach you how to do a facilities walkthrough with a specific focus on access. Attendees will be divided into small groups to tour local hotels. Each small group will then debrief, followed by all of the groups coming together to compare their experiences and findings.

Tanya Washburn

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### **Dynamic Leadership and Communication - Friday 11 a.m. and Friday 1 30 p.m. (2 x 2 hour sessions)**

#### **PRE-REGISTRATION REQUIRED**

Kennedy

Effective leaders use dynamic communication to determine the best way to convey messages and lead teams. Which sounds great when you read it but much harder to implement it; especially when conversations turn crucial and team dynamics start to fracture. We will break down the components needed to live dynamic leadership and build your confidence for when you encounter crucial conversations.

Lisa Feichter

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### **Chairs' Round Table Workshop - Friday, 1.30 p.m. (2 hours)**

#### **PRE-REGISTRATION REQUIRED**

Manning

This round table provides an opportunity for past and future convention chairs to come together, build connections with their peers, and share senior leader perspectives on current convention running challenges and opportunities. The aim is to provide a safe space where difficult questions can be honestly discussed, as well as to model behaviours needed to participate effectively in senior management meetings.

Deb Geisler, Colin Harris

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### **Welcome to Smofcon - Friday, 3.30 p.m. (30 minutes)**

Kennedy

A short orientation session for those attending their first Smofcon; this item will be held at the start of the main programme on Friday afternoon. The panel will include an introduction from Smofcon 34 chair Helen Montgomery.

Janice Gelb, Helen Montgomery, TR Renner



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**We're Getting Too Old for This - Friday, 4 p.m.**

O'Hare 1

It's time for an honest discussion about the ageing of a large body of baby boom conrunners. Should this group step back and allow new generations to find their own way and their own solutions, or seek to pass on their knowledge? Are we fighting losing battles against evolution for the wrong reasons?

John T. Sapienza, Jr. [M], Gary S. Blog, Linda Deneroff, Craig Glassner, Sally Woehrl

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**Come One, Come All - Friday, 4 p.m.**

Love A

As we seek to diversify our membership and broaden access, what are the trip hazards that need to be avoided to ensure everyone has a safe and positive experience? It's time to look well beyond the established and obvious measures like scooters, childcare and ASL provision... what does the other 90% of the iceberg look like?

Sean McCoy [M], Lenore Jean Jones, Ron Oakes, Bill Thomasson, Tanya Washburn

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**An Introduction to MidWest Fandom - Friday, 4 p.m.**

Kennedy

What are the distinctive local fandoms and main conventions in the MidWest; how have these evolved, what is today's scene, and where might it be going in the future?

Tammy Coxen [M], Jennifer Kelley, Susan Leabhart, Sandra Levy, Jim Mann

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**Leadership and Management - Friday, 5 p.m.**

O'Hare 1

What is the difference? How does one become or develop into an effective leader, how does one motivate, direct and bring people to want to achieve a shared goal or vision? Can good managers simultaneously be good leaders?

Mark Herrup [M], Bobbi Armbruster, Vincent Docherty, Randall Shepherd, Kris "Nchanter" Snyder

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**An Introduction to Fan History - Friday, 5 p.m.**

Love A

This is a chance to learn about the initiatives and resources that exist, and how you can contribute to the preservation of our history. From FanHistoriCons to FanCyclopaedia, and FANAC to the Worldcon History Exhibit and the SF Oral History Association ... there's more going on than most of us realise!

Edie Stern [M], Mark Olson, Joe Siclari, Steve H Silver, Matthew Strait

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**Grenadine for Volunteer Management - Friday, 5 p.m.**

Kennedy

The Grenadine application has been used to support Worldcon programme divisions since 2011 and is now being trialled by Dublin 2019 as a solution for volunteer management where we have historically lacked effective tools. Emma England will talk about the opportunity and lessons learned to date (includes demonstration).

Emma England



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**Opening Ceremony - Friday, 8 p.m. (30 minutes)**

O'Hare 1

Helen Montgomery, Colin Harris

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**Icebreaker - Speed Smoffing and Fannish Feud - Friday, 8.30 p.m. (2 1/2 hours)**

O'Hare 1

James Bacon, Johannah Playford

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***Saturday, December 3<sup>rd</sup>***

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**Why Can't We Train Better? - Saturday 10 a.m.**

O'Hare 1

Conventions rarely undertake anything that resembles structured staff training, but rely on on-the-job mentoring and self-learning. There is a particular gap in management training even though people frequently undertaken senior roles when they have little or no professional leadership background in the outside world. How can we do more to give our staff the tools they need to be successful in their roles?

Dave Gallaher (M), Dave Cantor, Mark Herrup, Laurie Mann, Leane Verhulst

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**How to Run a Masquerade - Saturday 10 a.m.**

Love A

What does it take to put the most technically complex part of the convention, both front and back of house? From pre-con registrations to selecting judges, Green Room, stage management and photo shoots.

Kevin Roche (M), Kent Bloom, Joni Brill Dashoff, Jennifer Kelley, Sharon Sbarsky

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**Big Picture Budgeting - Saturday 10 a.m.**

Kennedy

The mechanics of budgeting are well understood but philosophy and psychology is just as important. This presentation discusses how chairs and treasurers can use proactive strategies to balance their books safely and minimise stress and the risk of budget crunches.

Colin Harris

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**Birds of a Feather - Programme - Saturday 10 a.m.**

Manning

A round table discussion between interested members, facilitated by an expert moderator. We invite attendees to come along and shared good practice, and also to brainstorm where as a community we have particular challenges and what ideas people might have for tackling those challenges going forward.

Ian Stockdale



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### **Where Next for Conduct Management - Saturday 11 a.m.**

O'Hare 1

Codes of Conduct are now relatively well established but we are less mature when it comes to reporting and incident management processes, organisational structures and staff training. How are we doing overall? What remains to be done or improved, and are there any building blocks for an effective conduct management strategy which have yet to be put in place?

Jaime Garmendia (M), Colette Fozard, Sean McCoy, Kris "Nchanter" Snyder, Rick Waterson

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### **Shared Accountabilities - Saturday 11 a.m.**

Love A

As convention structures become more complex, organisations increasingly turn to shared chairing and/or Division Head arrangements. What are the key success factors that allow workload to be shared without diluting "buck stops here" accountability or risking conflicting direction being passed down the line?

Warren Buff (M), Anna Bradley, Michael Lee, TR Renner, Kevin Standlee

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### **Marketing for Local and Smaller Conventions - Saturday 11 a.m.**

Kennedy

How do you establish a basic marketing strategy for a smaller convention? How do you identify your audience and start out with raising awareness and recruiting extra members? And how do you know what is and isn't working?

Todd Dashoff (M), Laura Griffis, Elizabeth McCarty, Evan Reeves

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### **Birds of a Feather - Facilities - Saturday 11 a.m.**

Manning

A round table discussion between interested members, facilitated by an expert moderator. We invite attendees to come along and shared good practice, and also to brainstorm where as a community we have particular challenges and what ideas people might have for tackling those challenges going forward.

Bobbi Armbruster

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### **Praise in Public, Criticize in Private - Saturday 1.30 p.m.**

O'Hare 1

How do we approach personnel management issues in an era of limited privacy? What can we reasonably expect in terms of staff behaviour when all the staff are volunteers - especially when tensions arise? And what happens when someone chooses to make an issue public?

Mark Olson (M), Steve Cooper, Colette Fozard, Deb Geisler, Kevin Standlee



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**You Can Please Some of the People ... - Saturday 1.30 p.m.**

Love A

The expectations placed on conventions by members are evolving. This reflects changing demographics, changes in wider society, and changing competition (for instance the rise of commercial conventions has impacted expectations from fan-run events). What are the key changes and how can we meet them? And should we?

Kate Secor (M), Jessica Guggenheim, Eric Hogg, Ruth Lichtwardt, Ron Oakes

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**Meeting Professionals' Expectations - Saturday 1.30 p.m.**

Kennedy

What are the expectations of professionals in the field when they are invited to attend a convention, participate in programme or be a Guest of Honour? What are the do's and don'ts to keep them happy and satisfied? And are these changing over time?

Jim Mann (M), Kathy Bond, Felicia Herman, Priscilla Olson, Johannah Playford, Michael Damian Thomas

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**Birds of a Feather - Registration - Saturday 1.30 p.m.**

Manning

A round table discussion between interested members, facilitated by an expert moderator. We invite attendees to come along and shared good practice, and also to brainstorm where as a community we have particular challenges and what ideas people might have for tackling those challenges going forward.

Lea Farr

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**Fannish Inquisition - Seated Worldcons and NASFiC - Saturday 2.30 p.m.**

O'Hare 1

Presentations and Q&A sessions with the seated Worldcons (Worldcon 75 and Worldcon 76) and NASFiC (NorthAmeriCon '17).

Randall Shepherd, Leslie Turek

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**Structured Staff Services - Saturday 2.30 p.m.**

Love A

While Member Services is a well understood context, Staff Services is a less mature area which often consists of little more than volunteer coordination - a tiny corner of what would be covered by a corporate Human Resources function. How can one structure an effective Staff Services function, and what remit and authority should it have?

Bruce Farr (M), Gary L Plumlee, Michael Sprague, Leane Verhulst



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**Grenadine for Programming - Saturday 2.30 p.m.**

Kennedy

The Grenadine software has been developed for Worldcon over the last five years and provides an increasingly comprehensive solution to support the needs of this complex division. This presentation will introduce the software, explain how it can help a programme team, and talk about areas where further development would still be beneficial (includes demonstration).

Emma England

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**F\*cks or No F\*cks - Saturday 3.30 p.m.**

O'Hare 1

When we give our time and energy to things that are essentially meaningless, we quickly run down our batteries. Learning where to give our F\*cks can free up valuable time and energy for more worthwhile endeavors and critical self-care. So let's play the game "F\*cks or No F\*cks!" The audience present their problems and the panel tell them whether not they should waste their precious F\*cks.

Helen Montgomery (M), Stephen Boucher, Jesi Pershing, Pablo Vazquez

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**Member Communications - Saturday 3.30 p.m.**

Love A

How can we communicate effectively with our members and the outside world? Progress Reports, website, social media, direct email ... how can we corral these channels effectively and economically? Do traditional publications still have a role?

Laurie Mann (M), Laura Griffis, Lisa Macklem, Bill Parker

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**Behind the Scenes at the Hugos - Saturday 3.30 p.m.**

Kennedy

A presentation looking at what it took to deliver the Hugo and Retro Hugo Ceremonies at MidAmeriCon 2.

Jessica Guggenheim, Deanna Sjolander

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**The Golden Rules of Conrunning - Saturday 4.30 p.m.**

O'Hare 1

If you were had to give a new committee just ten golden rules to help them run a successful event for themselves, their members and their staff, what would they be?

Vincent Docherty (M), Norman Cates (NZ), Tammy Coxen, Leslie Turek, Ben Yalow

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**Beyond the Usual Suspects - Saturday 4.30 p.m.**

Love A

It's human nature to keep recruiting people we know and trust - but this means we miss out on bringing new talent and different experience and perspectives into our team. The conrunning community is also damaged by frequent stories of capable people feeling unwelcome or ignored when they try to get involved. How can we broaden our recruitment while still ensuring that people are placed into appropriate roles and teams?

Sally Woehrlé (M), Marsha Glassner, Felicia Herman, Elizabeth McCarty, Kevin Roche



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**Software for Conrunning - Saturday 4.30 p.m.**

Kennedy

A standard set of tools is slowly evolving to support convention running, at least for Worldcon. Why has this taken so long? What are the priority gaps to fill, and what initiatives are under way that might help?

Dave Cantor (M), Eemeli Aro, Dave McCarty, Ron Oakes, Tyler Romeo

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**Birds of a Feather - Finance - Saturday 4.30 p.m.**

Manning

A round table discussion between interested members, facilitated by an expert moderator. We invite attendees to come along and shared good practice, and also to brainstorm where as a community we have particular challenges and what ideas people might have for tackling those challenges going forward.

Bruce Farr

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**Smofcon Bid Session / Fannish Inquisition for Future Worldcons and NASFiCs - Saturday 8 p.m. (2 1/2 hours)**

O'Hare 1

Selection of the Smofcon site for 2017, followed by presentations and Q&A for Smofcon bids for later years.

Followed (after a short break) by Worldcon / NASFiC bidder presentations and Q&A for 2018 and later years.

Deb Geisler, Stephen Boucher

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**Probability and Statistics Seminar - Saturday 11 p.m. (approx.).**

Manning

Kevin Standlee

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***Sunday, December 4<sup>th</sup>***

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**Conrunning in the Information Age - Sunday 10 a.m.**

O'Hare 1

From staff zines to Websites, Wikis and beyond ... how can we most effectively collect and distribute information across the convention? How do we make information readily available without drowning our staff, and how do we make the most of technology when our staff have highly diverse comfort levels and preferences?

Mark Olson (M), Janice Gelb, Laurie Mann, Tyler Romeo



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**Worldcon History and the Origin of the SMOFs - Sunday 10 a.m.**

Love A

What happened to Worldcon in the growth period between 1960 and 1980, and how does this relate to the emergence of conrunning fraternity as a distinct group? What baggage has this history left us with, and are there elements we would be better off without?

Vincent Docherty (M), Bobbi Armbruster, Kent Bloom, Joe Siclari, Ben Yalow

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**Conduct Management: A Guided Conversation - Sunday 10 a.m.**

Kennedy

A guided group discussion for practitioners working in the conduct space. This will consider what is and is not important when constructing report & follow up process, and key issues that people should think about for their own convention.

Kris "Nchanter" Snyder

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**Debriefing MidAmeriCon II - Sunday 11 a.m.**

O'Hare 1

The MidAmeriCon II leadership team share their reflections and lessons learned from this year's Worldcon.

Colin Harris (M), Ruth Lichtwardt, Diane Lacey, Jim Mann, Randall Shepherd

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**Effective Staff Recognition - Sunday 11 a.m.**

Love A

What are the do's and don'ts when thanking and rewarding your staff, from volunteers to senior level? From listing your committee in publications, to staff t-shirts and Hero Awards, and making the effort to thank people in person and in public; how do we show appreciation to all and still be able to single out those who have gone above and beyond?

Bruce Farr (M), Anna Bradley, Michael Sprague, Sally Woerhle

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**Same Time Next Year - Sunday 11 a.m.**

Kennedy

Regional and local conventions often continue over many years, with a high degree of staff continuity. How do you maintain energy levels and freshness over a long period? How do you ensure that you bring new blood and ideas in, and what's the best way to make sure that next year's convention is being lined up even before this year's is over?

Michael Lee (M), Kathy Bond, Lenore Jean Jones, Dave McCarty, Rick Waterson

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**The Role of the Fannish Inquisition - Sunday 1 p.m.**

O'Hare 1

How effective is the Fannish Inquisition at serving its purpose, and what is that purpose, for bidders and then for seated Worldcons? Is it a promotional activity, a recruiting opportunity, a chance for community scrutiny and tyre-kicking? How could it be improved?

TR Renner (M), James Bacon, Vincent Docherty, Helen Montgomery, Mark Olson





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### **Getting the Brand Right - Sunday 1 p.m.**

Love A

Convention marketing is successful when it attracts people who will actually enjoy the event when they attend. The public brand needs to accurately represent the convention's experience and culture so that it filters the potential audience correctly. How do you go about doing this, from your website to social media and advertising?

Deb Geisler (M), Richard Atha-Nicholls, Meg Frank, Kevin Roche, Marah Searle-Kovacevic

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### **Fan Fairs and Villages - Sunday 1 p.m.**

Kennedy

With the 2014 and 2016 Worldcons having opted for a fan village in place of the historic hotel suite solution for parties, what have we learned from these experiences, good or bad?

Sean McCoy (M), Bobbi Armbruster, Eemeli Aro, Leane Verhulst

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### **They Didn't Give Me the Management Manual - Sunday 2 p.m.**

O'Hare 1

We often take on convention roles which are very different from our real life jobs - in particular many Chairs, DHs and AHs are not professional managers and don't start their role with the experience or real life training that others may be able to draw on. What additional challenges does this create, and what can we do to support people to lead and manage their teams effectively?

Steve Cooper (M), Dave Gallaher, Jaime Garmendia, Esther MacCallum-Stewart, Jesi Pershing

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### **The NASFiC debate - Sunday 2 p.m.**

Love A

With potentially four NASFiCs between 2014 and 2020, the NASFiC is very much in focus. What is the NASFiC's role and what opportunities does it offer to add something to fandom?

Mark W Richards (M), Warren Buff, Tammy Coxen, Mem Morman, Pablo Vazquez

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### **Preserving Conrunning History - Sunday 2 p.m.**

Kennedy

What should we be preserving, and how? (E.g. convention internal papers? Websites? Something else?) Are there specific cons/people/clubs we should target? Oral history: Who should we be targeting to get oral histories from? As is it easier or harder to preserve our history in the Internet age when so much of our communication is implicitly ephemeral?

Linda Deneroff (M), Todd Dashoff, Sandra Levy, Ben Yalow

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### **Closing Ceremony and Feedback - Sunday 3 p.m.**

O'Hare 1

Helen Montgomery, Colin Harris