



Advancing Women in Transportation
Los Angeles Area Chapter

WTS Los Angeles Area Chapter

Leadership and Professional Development
in cooperation with OCTA and SCAG
Presents

Crucial Confrontations Workshop *Reduce Conflict, Improve Performance*



Crucial Confrontations Training by VitalSmarts equips participants with a straightforward step-by-step process for identifying and resolving performance gaps—those unpleasant realities standing in the way of organizational success. Using humorous video examples and unforgettable stories, Mark will introduce a hands-on problem-solving approach with which participants can enhance accountability, improve performance, and ensure execution. Move your team or organization to the next level with this revolutionary yet simple approach.

Date: Thursday, July 29, 2010
Time: 11:15 AM to 1:15 PM, Lunch provided
Location: Southern California Regional Rail Authority (Metrolink)
700 S. Flower Street, 25th Floor Board Room
Los Angeles, CA 90017

METROLINK



Cost: \$10 for WTS LA Members Only
Registration: Register Online Exclusive workshop only for members of WTS LA Chapter.
Space is limited so register early.

Email: chank@scrra.net
Website: <http://www.wtsinternational.org/la>
Facebook: [WTS LA Students and Young Professionals](#)

Instructor's Biography

Mark Schaff, MBA, CPA
Senior Trainer
Training and Development Department
Orange County Transportation Authority (OCTA)

Mark specializes in helping individuals and teams capture the latent value in their business units. He has experience and expertise in financial management, training and development, process improvement, and business leadership.

His background includes middle and executive financial management positions with divisions of New York Stock Exchange companies including Times Mirror Co., International Rectifier and McKesson Corp. Mark has served on senior management committees at McKesson and International Rectifier.



Mark's credentials include a B.S. in Business Administration from California State University, Northridge and an MBA from the University of Southern California. Mark is a certified public accountant in California, where he worked for four years in the Los Angeles office of KPMG.

Mark has been a speaker on organizational and financial topics from basic business acumen and return on investment to conflict management at numerous conferences across the country. He has also trained and consulted for many not-for-profit organizations including Boy Scouts of America and American Youth Soccer Organization.