

***Diversity-Generational Gap Day***  
**AGENDA**  
**December 4, 2009**

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**Location:**

**AM Session**

Jewish Federation of Northeastern New York  
Golub Center  
184 Washington Ave Extension  
Albany, NY 12203

**PM Session**

Schenectady ARC  
Princetown Ridge Day Program  
395 Becker Drive  
Schenectady, NY 12306

**Attire:** Business casual

**Program Objectives:**

- Cultural differences: Awareness
- Region becoming more global: how do we adapt /change for this?
  - Workplace
  - School/Education
  - Community
- Economic differences
- Inclusiveness
- Understanding emotional intelligence and self awareness
- Generational challenges: differences in how generations work – hit 4 generations

**Skills:** Emotional Intelligence, Communication Style

**We would like to thank our sponsors for making this day possible:**





- 11:30 am**      **Travel to Schenectady ARC: Princetown Ridge**
- 12:00 pm**      **Lunch**
- 1:00 pm**      **ARC Welcome and Tour**
- Mark Sheehan**  
                 *Director of New Initiatives*  
                 Schenectady ARC
- 1:45 pm**      **Workforce Generation Challenges**
- Ray Gagnon**  
                 Business Operational Success Systems Inc.
- 3:00 pm**      **Break**
- 3:15 pm**      **Panel Discussion: Diversity in the Workplace**  
                 *Facilitated by: Marie Bosman, Vice President, Commercial Banking*  
                 Key Bank National Association
- Sanjeeve DeSoyza**  
                 *Associate*  
                 Bond, Schoeneck & King, PLLC
- Nora Yates**  
                 *Executive Director*  
                 Capital District Gay & Lesbian Community Council
- Keyon Young**  
                 *Executive Director*  
                 Boys and Girls Club of Albany
- Scott Keating**  
                 *Communications Manager*  
                 CHA (formerly Clough Harbor and Associates)
- 4:30 pm**      **Final Thoughts and Wrap Up**



**RODNEY J. MARGOLIS**

*Executive Director*

Jewish Federation of Northeastern New York

Rod is a native of Durham, North Carolina and has served as Executive Director of the Jewish Federation of Northeastern New York since May of 2001.

Rod previously served as the Executive Director of the United Jewish Community of the Virginia Peninsula, and as the Assistant Executive Director of the Jewish Federation of Atlantic and Cape May Counties.

During Rod's tenure, both the annual campaign and endowment have significantly increased, and the Federation has been recognized nationally with two campaign achievement awards. He has overall responsibility for staff management, financial resource development, programs and services of the Federation.

Rod holds a Bachelor of Arts Degree, cum laude, from Armstrong Atlantic State University and holds Cantorial Certification from the Manhattan School for Cantors. He is a member of the Jewish War Veterans, the Association of Jewish Community Organization Personnel, B'nai B'rith; and he received the United States Air Force Commendation Medal with Oak Leaf Cluster. Rod and his wife, Carol Ann Margolis, Education Coordinator for the Albany County Convention and Visitors Bureau, reside in Rensselaer. They have 3 sons and are members of both Congregation Beth Emeth and Congregation Ohav Shalom.

**Biography-- Shelly Zima Shapiro, Director, Community Relations Jewish Federation of Northeastern NY and Director, Holocaust Survivors & Friends Education Center**

Shelly Shapiro has been Director of Holocaust Survivors & Friends Education Center (HSFEC) since 1984 and Director of Community Relations of the Jewish Federation of Northeastern NY since 1997. As an educator, activist and author, Shelly Shapiro has been involved in the community and worked to support education and combat bigotry and prejudice for more than 30 years.

The Community Relations department of the Jewish Federation on NENY with the Federation's mission of *Tikkun Olam*, repairing the world, is involved in building community with a variety of programs including education about Israel, interfaith, environment and public policy issues. The interfaith programs include the Capital Region Jewish Coalition for Literacy with more than 200 volunteer reading coaches from ages 12 to 95, who read one-on-one and distribute books each week with students in Kindergarten through 3<sup>rd</sup> grade in 20 schools in Albany, Schenectady and Troy. This year's commemoration of the 61st anniversary of the Universal Declaration of Human Rights, co-sponsored with the Schenectady Interfaith Community, will feature a special presentation "On-line...Crossing the Line—Cyberbullying... Cyberhate... Cybercrime" with Professor Lenese Herbert of Albany Law School and Kate Jackett, Assistant Project Director of ADL's A World of Difference on Monday December 7<sup>th</sup> 7:30 pm at the First Reformed Church in Schenectady.

The Holocaust Education Center, created to support education about the Holocaust and human rights and fight prejudice and bigotry serves the 13-country region of the capital district. The Holocaust Center has provided numerous programs in fulfillment of its mission, including photographic exhibitions - five Anne Frank exhibits at the College of St. Rose, Siena College and the Albany and Schenectady JCCs and the "French Children of the Holocaust" Memorial Exhibition at Union College. The Center also provides educational outreach programs, including the Lectures by Survivors programs in area schools, seminars and courses on teaching and learning about how prejudice led to the genocide of the Holocaust and bigotry today. The annual Kristallnacht Interfaith Confronting Bigotry Commemoration, held each year in November, was created in 1992 as part of an Anne Frank exhibition "What About Today?". The annual event with representatives of all area religious communities, Protestant, Catholic, Greek Orthodox, Jewish, Muslim, B' Hai, Hindu, and Buddhist featured the film "Rene and I" and provided a special study guide. Holocaust Survivors and Friends publish and distribute various publications related to the Holocaust, and maintain a research center, library and archive. The Center is involved in teacher training, lectures by survivors programs, and community programs.

Mrs. Shapiro is the co-author and editor of the book Truth Prevails: Demolishing Holocaust Denial, the end of the Leuchter Report, and educational guides and papers on the Holocaust and prejudice. Her efforts against

Holocaust denial were featured in the film by Errol Morris “Mr. Death: the rise and fall of Fred Leuchter” and published in papers, including “Holocaust Denial: the Spectre of Irrationalism at the Millennium” , which was published in Remembering for the Future :The Holocaust in an Age of Genocide by Palgrave. An educator, Shelly has been an Adjunct lecturer at the University at Albany and education consultant to the Anne Frank Center USA and the Beate Klarsfeld Foundation .

Involved for more than 30 years in fighting racism and anti-Semitism, she is the recipient of many awards for her work including the *100 Women of Excellence* in 2000 by the Albany- Colonie Regional Chamber of Commerce, the *Yavner Award for Teacher of the Year in Holocaust Education* from the New York State Board of Regents in 1995 and the *Shofar of Freedom Award* from Temple Israel in Albany.

**Kate Jackett, Assistant Project Director, A WORLD OF DIFFERENCE® Institute**

An “upstate” NY native, Kate earned her B.A. in International Relations and Asian Studies from Connecticut College in 2001. After undergraduate school, Kate spent two terms in AmeriCorps as a member of AmeriCorps St. Louis in St. Louis, Missouri. Supplementing the mentoring and tutoring that her AmeriCorps’ education team provided to students, Kate also led conflict-resolution, respect, and diversity classes with elementary and middle school-aged youth in the St. Louis City Public Schools. Further, during both terms of service, Kate was a key organizer of the program’s annual Martin Luther King, Jr. Day of Service events. After AmeriCorps, Kate returned to New York State, and began working with the New York State Department of Transportation via Kelly Services, and Cambridge Systematics, Inc., a transportation consultant. During this time, Kate improved customer transactions, streamlined processes, trained other employees, and worked with the Department’s Office of Information Services to enhance computer systems in the Central Permit Office where she worked. This work, though rewarding, inspired Kate to seek a position that could once more fulfill her true passion for service and justice, which ultimately led her to the ADL in January of 2008.



**MARK C. SHEEHAN**  
*Leadership Schenectady Class of 2001*

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**BIOGRAPHY:**

For the past 22 years, Mark has provided vocational rehabilitation services to individuals diagnosed with developmental disabilities, visual impairment, traumatic brain injury and mental illness. Since 1994 he has been employed with Schenectady ARC, a leading provider of services for individuals with developmental disabilities throughout Schenectady County. As Director of New Initiatives, Mark procures funding for new and innovative programs that meet the varied needs of individuals with developmental disabilities and their families.

He holds a Bachelor of Science in Business Administration from LeMoyne College, a Master of Science in Rehabilitation Counseling and a Master of Public Administration from the Maxwell School of Citizenship and Public Affairs at Syracuse University.

He is a longtime member and past-president of the Schenectady Rotary Club and recently completed a two-year term as chair of the Rotary Club of Schenectady Foundation, Inc. He is currently a member of the Board of Advisors of the Schenectady Salvation Army, Leadership Tech Valley Steering Committee and Schenectady County Community College Human Services Advisory Committee. For the past five years, Mark has assisted the Chamber of Schenectady County's Business and Education Partnership in organizing Career Expo, a career exploration event for thousands of tenth-grade students throughout Schenectady County.

He was named Leadership Schenectady Distinguished Alumni of the Year in 2004 by the Chamber of Schenectady County, Rotarian of the Year in 2000 by the Schenectady Rotary Club and Practitioner of the Year in 1996 by the Capital District Chapter of the National Rehabilitation Association. He resides in Guilderland with his wife, Rene' and two sons, Andrew and Kyle.



**C. MARIE BOSMAN**  
*Leadership Tech Valley Class of 2007*

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**BIOGRAPHY:**

Marie was born and raised in South Africa and educated in Afrikaans-speaking public schools in Johannesburg. In 1985 she graduated from the Rand Afrikaans University in Johannesburg with a Bachelor degree in Math and Education, adding another major in Anthropology from the University of South Africa a year later. Her first job was national coordinator of the National Road Safety Council youth program. After one year of doing that, she taught Math and Music at various public high schools in Johannesburg. From 1989 till 1994 Marie lived in Munich, Germany, while her husband worked on and completed his PhD in Theology. They traveled extensively throughout Europe and still cherish that they were able to “travel first and work later”. Their two children were born during this time and she and her husband are strong believers in traveling with small children (easier to please them than teenagers!). She used the time in Europe to learn German and earn a Diploma in Translation through the University of South Africa.

In 1995, back in South Africa, she started her own business, Dilectum Language Services, offering editing and translation, working in German, English and Afrikaans and specializing in math and science text books. She also taught Math and Music at the German Private School in Pretoria where their children attended school. At the end of 1998, she moved with her husband and children to the US, where her husband was offered a job in Schenectady, NY. Without a working authorization, she used the time to complete an MBA in Accounting at the Union Graduate College. Upon graduation in 2002, she worked as credit analyst for Bank of America and later TD Banknorth, where she was also promoted to commercial lender. She is currently the Senior Portfolio Manager in Commercial Banking at Key Bank and teaches Personal Financial Planning at Union Graduate College as an adjunct faculty member.

Marie plays violin and piano, is a church organist, enjoys photography and movie-making, loves gardening, reads ferociously, and spends most of her free time training for triathlons; the next big race is Ironman Arizona in November 2009. She and her husband are dedicated parents for whom their children are always a first priority. They share many interests, speak three languages among each other, are active together in all seasons, and travel far and wide as often as possible. Marie lives in Niskayuna with her husband, Johan, a minister at the Christ Community Reformed Church in Clifton Park and adjunct professor at Siena College, and their two children, Claudette, 18, a freshman at the MA College of Pharmacy, and Gerhard, 15, sophomore at Niskayuna High School.

## SANJEEVE K. DeSOYZA

Mr. DeSoyza is an Attorney in the Albany office of Bond, Schoeneck & King, PLLC. He is a graduate of the State University of New York at Buffalo (B.A., magna cum laude) and Cornell University (J.D., cum laude).

Mr. DeSoyza concentrates his practice in Labor and Employment Law matters, representing employers in state and federal courts, before various administrative agencies, and during collective bargaining negotiations. He also counsels clients with respect to labor relations matters, workforce management, policy and procedure development, and compliance with state and federal labor and employment laws. Mr. DeSoyza is admitted to practice in New York and before the U.S. Court of Appeals for the Second Circuit and the U.S. District Courts for the Northern, Southern and Eastern Districts of New York.

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## **Nora K. Yates**

### **Professional Biography**

Nora K. Yates began her tenure as Executive Director of the Capital District Gay & Lesbian Community Council in April of 2008. As the oldest continuously-operating gay and lesbian community center in the country, the Capital District Gay & Lesbian Community Council has only had 3 Executive Directors in its almost 40 year history. Yates has been involved in the lesbian, gay, bisexual and transgender movement for over 10 years, and most recently was the Field Director for the Empire State Pride Agenda, NY's statewide LGBT advocacy organization. Specializing in community organizing and program development, Nora has created and implemented several advocacy strategies that have received national recognition, around issues such as marriage equality and transgender nondiscrimination.

Focusing on nonprofit organizations and social justice movements, Yates currently holds two Masters Degrees; a Masters in Public Administration and Nonprofit Management from Sage Graduate School, and a Masters in Women's Studies and Public Policy from the University at Albany. She was the first graduate from the Women's Studies Masters program at the University at Albany.

Professionally, Nora has worked with the New York State Coalition Against Sexual Assault (NYSCASA), the Gay, Lesbian, Straight Education Network (GLSEN) and the Women's Building, among other organizations. She directed and coordinated "The Vagina Monologues" at the University at Albany for five years, raising over \$15,000 for local anti-violence initiatives.

She lives in Albany with her wife Erika, their two dogs, and a very fat cat.

# Keyon L. Young LTV '09

## **Business Information:**

Boys & Girls Clubs of Albany

*Executive Director*

21 Delaware Avenue

Albany, NY 12209

(518) 462-5528

Born in Albany's South End, Keyon L. Young has dedicated much of his career to youth development in Albany. While studying Biology at Marist College in Poughkeepsie, NY, he ran an academic skill program for children in that city's Tubman Terrace Housing Projects. This transformative experience changed Young's career path. After graduating he went on to teach science in an Albany charter school. His love was for the important work of youth development was evidenced as he joined the Boys & Girls Clubs movement. After holding several Directorship with the Boys & Girls Clubs of Albany, Keyon assumed the role of Director of Operations in 2005. In that capacity, he oversees the operations of four Boys & Girls Clubs Units, four Universal Pre-Kindergarten classes, and two summer camps. The organization for which he works serves over three-thousand children annually and has a \$1 million budget. The Mission of the Boys & Girls Clubs of Albany is to inspire and enable all young people, especially those from disadvantaged circumstances, to realize their full potential as productive, responsible and caring citizens. This mission is achieved through programs and services that promote and enhance the development of boys and girls from age 3 to 20 by instilling a sense of competence, usefulness, belonging and influence.

Young's personal mission is to utilize his resources in a fashion that positively affects the lives of the young people with which he interacts, so that they may materialize their potentials for the purpose of doing good works in their families and community.

As an entrepreneur, Keyon founded several businesses including a consulting firm for non-profit organizations, and The Association for Quality Housing, a non-profit real-estate development company that aims to make home ownership a reality for families living in Albany's inner-city.

The proud husband of Folami and parent of Sanaa (born December 2007) and Aamir (born November 2005), Keyon holds nothing in higher esteem than his family. His happy, healthy family is his greatest blessing.

**Scott Keating, Associate**  
**Communications Manager**  
**CHA**

As Communications Manager for CHA (formerly Clough Harbour & Associates), Mr. Keating leads a team of professionals who are responsible for conceptualizing, developing and executing strategies to communicate CHA's marketing messages and brand to existing and potential clients throughout the United States. His experience includes website development, public relations, trade article writing, newsletter production, e-mail marketing, exhibit design, trade show management, direct mail program development, advertising, branding, collateral development and employee communications. He has 15 years of experience in A/E/C marketing and communications.

A life-long resident of Albany, Mr. Keating is member of the American Marketing Association as well as the Albany-Colonie Regional Chamber of Commerce's GenNEXT Council, where he has occupied the Marketing Chair, Vice Chair-Elect, and Co-Chair Positions on the Council's Steering Committee. He currently volunteers for the American Cancer Society and has also volunteered for the United Way, Capital Repertory Theatre, and Sales and Marketing Professionals of Eastern New York. He is a former member of the Albany-Colonie Regional Chamber of Commerce Board of Directors.

Mr. Keating has significant experience educating professionals of all experience levels on the importance of addressing generational diversity in the workplace. He has presented and/or moderated discussions on this topic in front of groups such as the Capital Region Human Resource Leadership Roundtable and the Chamber's GenNEXT Council. Mr. Keating has also given a number of presentations on generational diversity to employee groups at CHA, notably to managers seeking to recruit talent from across the generational spectrum.

In addition, for over two years Mr. Keating wrote a column under his byline once every six weeks in the Sunday Business Section of the *Times Union* newspaper. The column, entitled *Workbytes*, addressed issues faced by young professionals in New York's Capital Region.



*Directions to United Jewish Federation, The Golub Center, 184 Washington Avenue Extension, Albany, NY 12203. (518) 783-7800*

From **I-90 W**

- Take exit **2** for **Fuller Rd**
- Turn **left** at **County Rte 156/Fuller Rd**
- Slight **right** toward **Washington Ave/Washington Ave Ext**
- Continue to follow **Washington Ave Ext**
- Turn **left** at the light for **Rapp Road** (the Polish Community Center Sign is on your right, and diagonally across Washington Ave. Ext. from the UFJ building)
- The Parking lot for the United Jewish Federation will be on the first left after the Access Road

From **I-87 S**

- Take the **Crossgates Mall Rd exit**
- Turn **right** at **Crossgates Mall Rd**
- Slight **right** at **Access Rd**
- Access Rd turns left and becomes Springsteen Rd
- Springsteen Rd merges into Washington Ave Ext
- Turn **left** at the light for **Rapp Road** (the Polish Community Center Sign is on your right, and diagonally across Washington Ave. Ext. from the UFJ building)
- The Parking lot for the United Jewish Federation will be on the first left after the Access Road

From **I-90 E**

- Take the **I-90 E/New York Thruway** exit toward **Albany**
- Merge onto **I-90 E**
- Take exit **2** for **Washington Ave**
- Keep **right** at the fork to continue toward **Washington Ave**
- Continue on **Washington Ave Ext**
- Turn **left** at the light for **Rapp Road** (you will see the Polish Community Center Sign is on your right, and diagonally across Washington Ave. Ext. from the UFJ building)
- The Parking lot for the United Jewish Federation will be on the first left after the Access Road

one region. one vision.

# LEADERSHIP

## TECH VALLEY

a shared initiative of the Albany-Colonie Regional Chamber of Commerce & The Chamber of Schenectady County

*Directions from the United Jewish Federation to Schenectady ARC, Princetown Ridge Day Program, 395 Becker Drive, Schenectady, NY 12306*

- Turn **Right** on to **Rapp Road** (out of parking lot)
- At stop light take a **Right** onto **Washington Avenue Extension**
- Take the **Crossgates Mall Road** exit
- Turn **Left** at **Crossgates Mall Road**
- Turn **Left** onto the **ramp to I-87/I-90**
- Merge onto the **Northway (keep following signs for I-90 WEST)**
- Take the exit onto **I-90 West** (continue on I-90 West after the exit 24 toll booths)
- Take **exit 25A** for **I-88 West/Binghamton**
- Take first **Right, exit 25** for NY-7/Schenectady/Binghamton as soon as you pass through the toll booth.
- Take a **Left** at stop sign (at the top of the ramp)
- At stop light continue straight onto **Becker Road**
- Princetown Ridge Day Program will be approximately a ½ up on the **Left**.

**Parking:** There are limited spaces available.

- If there is **no** snow we will park on the grass at the far end of the parking lot.
- If there **is** snow, we will park up on Becker Road and walk down to the facility.
- Please **do not** park in the bus circle, and please **do not** block the ARC buses parked in the corner of the lot. Thank you!