



*Bridging Bright
Futures for Families*

**ERICSA
2024**

Grand Rapids

**ERICSA 61ST ANNUAL
TRAINING CONFERENCE & EXPOSITION
APRIL 7-11, 2024**

The Shark & the Goldfish

April Graper - Moderator
Consultant
Maximus

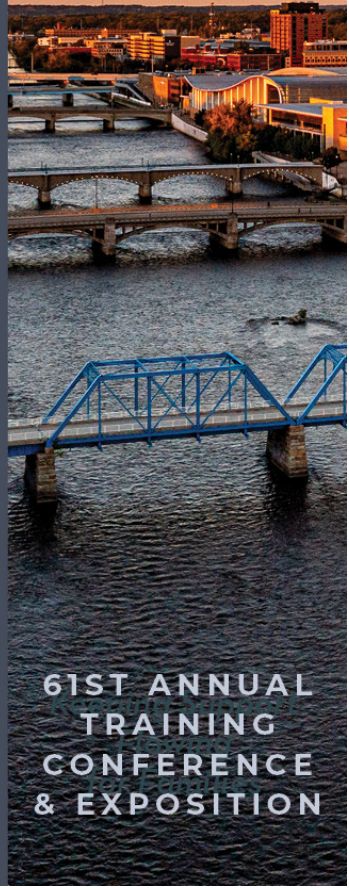
Robbie Endris – Presenter
Senior Consultant, Child Support Services
Conduent

Kimberly Newsom Bridges - Presenter
Senior Director, Child Support Services
CONDUENT

David S. Gillen – Presenter
Regional Manager – East Central Florida
Florida Department of Revenue Child Support Program



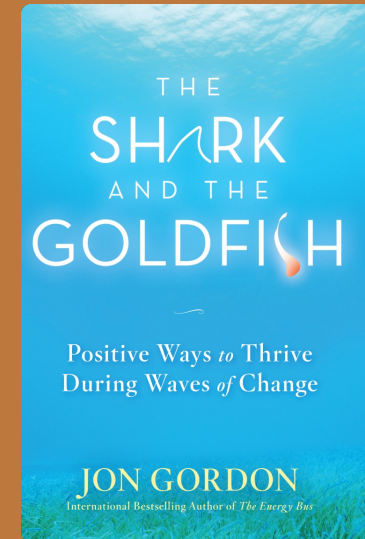
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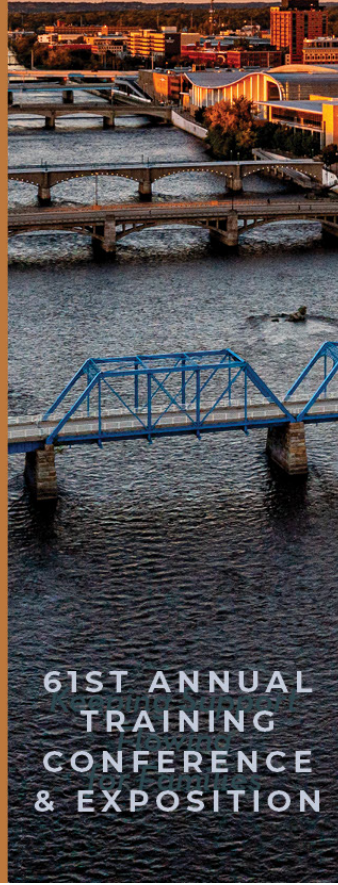
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Session Description

The past few years, sessions on Jon Gordon's various books have been very popular with a large number of attendees. In this year's book discussion, the panel will dive into a proven truth: You can't control the events in your life. But you can control how you respond and in turn this determines the outcome. The discussion will involve Jon Gordon's book about Gordy, a pampered goldfish who gets swept out to sea. Desperate for food, Gordy meets a kind shark who teaches him the ultimate lesson – Goldfish wait to be fed. Sharks go find food. Gordy also learns that the difference between a full and empty stomach is our faith, beliefs, and actions. This is a business fable that teaches valuable lessons on the importance of working hard, maintaining a focus of control, and focusing on positive choices instead of negative voices.



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The Wave of Change

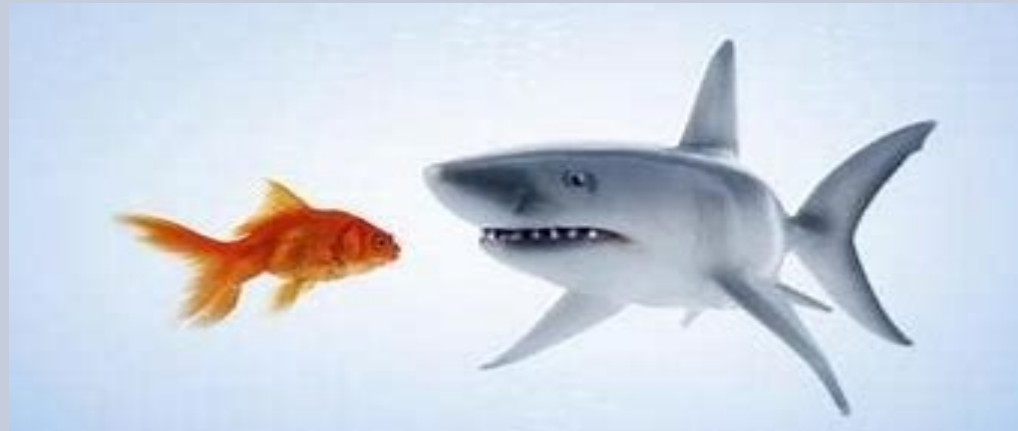
- Main Characters:
 - Gordy the Goldfish & Sammy the Shark

- The Goldfish

- Fed by others
 - Loved and happy

- The Shark

- Leader
 - Determined



Step 1

- Embrace and Ride the Wave of Change
 - 1) Shark OR Goldfish, it's YOUR choice!
 - 2) You have more control than you think you do -- $E+P=O$ (Events + Positive Response – Outcome)
 - 3) To thrive, you must embrace and ride the wave
- Adversity is not the end, but the beginning of something better
 - If you think your best days are behind you, they are
 - If you think your best days are ahead of you, they are

Step 2

- Stay Positive

- 1) Your belief must be greater than all of the negativity and doubt
 - 2) Positive fish find more food
 - 3) Choose faith over fear
 - 4) Your faith and belief in a positive future leads to powerful actions today
 - 5) When you expect to find food, you do
- The only one who can limit your possibilities is you
 - Don't let your past determine your future
 - Instead of being disappointed about where you are, be optimistic about where you are going

Step 3

- Thrive because of Change

- 1) Know what you want and go get it
- 2) Focus on finding food and tune out distractions
- 3) Don't settle

➤ Learn from others and model their success



Step 4

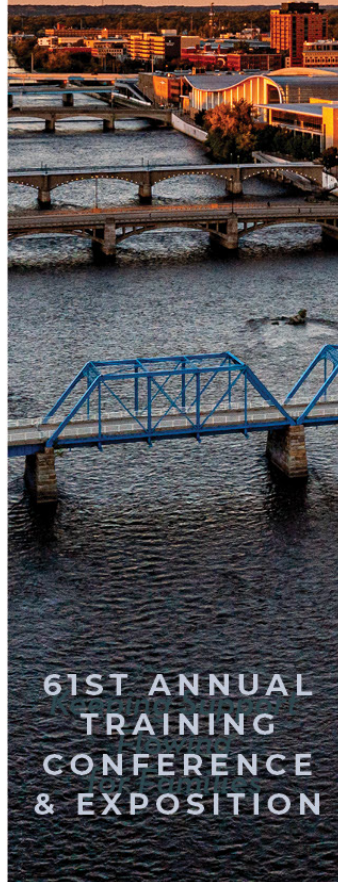
- Gordy's Shark School for Goldfish
- You are empowered
 - Being a leader takes hard work and dedication
 - Ride the wave of change
 - Teach others how to fish
 - Lead with purpose
- Introduction to One Word

Welcome to Gordy's Shark
School for Goldfish!



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One Word that Will Change Your Life

Find and live your purpose

Why do you lead?

Why do you do the work you do?

Share the purpose

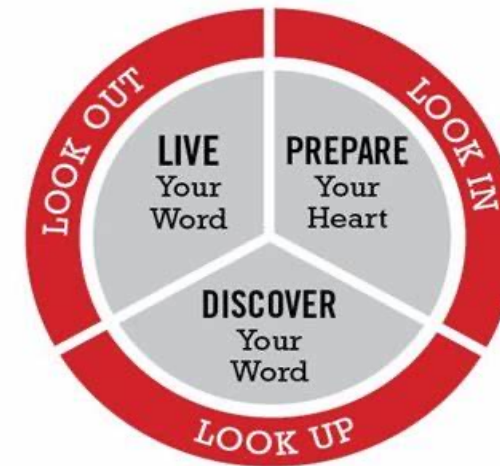
The vision is where you are going

The purpose is why you are going there

One Word Exercise

Leaders can practice individually and with their teams

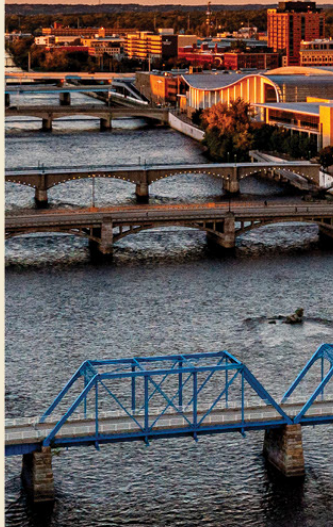
One Word process



GetOneWord.com

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Session recap: The Shark & The Goldfish

Step 1 – Embrace the wave of change

Step 2 – Ride the wave of change

Step 3 = Stay positive during change

Step 4 = Thrive because of change

“You are not a victim but a hero in your own inspirational story”

