



## **UCRA One-Night Spring Seminar**

Karen Gail Miller Conference Center

9750 South 300 West, Room 150-2

Sandy, Utah 84070

**Thursday, April 30, 2020, 5-9 p.m.**

.25 CEUs



**5:00 p.m. to 6:00 p.m. - Registration, Dinner, Business Meeting**

**6:00 p.m. to 7:00 p.m. - Frank Pignanelli - .1 CEUs**

Frank Pignanelli is one of the youngest Utahns ever elected to state office, where he served in the House of Representatives for 10 years. As a Democrat, he spent 6 of those years as Minority Leader. Frank was a practicing attorney and active in general litigation until 1993 when he was appointed Vice President and General Counsel of BlueCross BlueShield of Utah.

Frank also serves on the Advisory Board for the Lassonde Entrepreneur Institute at The University of Utah and The University of Utah Venture Fund (An investment firm that partners with well-known venture capital firms to provide college students with unique opportunities). Frank is a recipient of Emeritus-Lifetime membership in the Vest Pocket Business Coalition, and is the longest serving member of the Utah Symphony & Opera Board.

Additionally, Mr. Pignanelli writes a Sunday column on political activities in Utah for the state's second-largest daily newspaper, the Deseret News. Also, Mr. Pignanelli is a frequent speaker and political commentator for various civic and business gatherings throughout the state.

**Mr. Pignanelli's topic will be:**

**Understanding the Laws and Regulations for Utah Court Reporters.**

**7:15 p.m. to 8:45 p.m. - TALLsmall - .15 CEUs**

Keith Scott and Rebecca Klein Scott co-founded TALLsmall Productions with the mission of helping people, at every career level, communicate in a clear, concise, and engaging style that results in action.

TALLsmall Productions has worked with court reporters in North Carolina, Georgia, New Jersey, Pennsylvania, Virginia and London and has upcoming sessions in New York, Florida, and Michigan. They are proud supporters of the Protect Your Record movement. The Baltimore couple leads workshops with associations and

companies across the country on the art of negotiation, communicating with confidence, understanding body language, and staying calm in communication storms. This husband and wife team launched their company in 2014 and frequently make TV appearances, weighing in on the impact of communication in politics, news, and daily life. They give back to the community by emceeding fundraising galas and leading pro-bono workshops. And yes, the company is named for their heights.

### **TALLsmall's topic will be:**

### **Communicating with Charisma, Clarity, and Compassion:**

The fastest way to become a more effective communicator — whether talking with a judge, attorney, witness, or agency representative, harness confident body language and clear out the verbal clutter that clings to our conversations and causes people to feel confused, misunderstand, or to tune out. In this highly interactive workshop, we will engage participants in games and modules to:

- Ditch the filler words (ah, um, like, you know, so....).
- Identify and replace weak phrases such as "I was just thinking," "I'm sorry but," and "Let me start off by saying." We'll reveal why these phrases need to go and how to get rid of them.
- Boil down complex issues into simple messaging.
- Adopt body language that encourages connection and displays confidence. Learn top dos and don'ts.
- Stay calm when a communication storm hits.
- Negotiate effectively.

**MAP OF MILLER CAMPUS – WE WILL BE IN THE KAREN G. MILLER CONFERENCE CENTER, ROOM 150-2**

