



PRE-GLIIFCA 18 CORE RESOURCE MANAGERS' WORKSHOP
Friday, September 24, 2010 10 AM to 4 PM
Marriott Detroit at the Renaissance Center, Detroit, MI.

“Managing People and Machines in a Core Facility.”

Core Managers use both scientific and business skills to provide quality services in highly technical core facilities but often find effective implementation of services requires a high level of people skills as well as organizational management. In this workshop, interactive discussion and focus groups will address people and machine management issues, personnel development, and the components of an effective business plan to bring it all together. A working lunch will offer the opportunity for attendees to network and bring up key issues they face for group discussion and feedback.

Agenda:

- 10:00 – 10:15 **Welcome and Introduction:** all attendees – Sally Quataert, Organizing Committee
- 10:15 – 10:45 **“How to write a business plan that works for you and your customers?”** Nicole White, Ohio State University, College of Veterinary Medicine and Comprehensive Cancer Center
- 10:45 – 11:00 **“Managing the people side of the business: Building a culture of Customer Service”**
Group will identify key customer service goals within their organization. Activity led by Sally Quataert, Director, URM Core Facilities, University of Rochester
- 11:00 – 11:15 Coffee Break
- 11:15 – 12:00 **“Customer Service Break out session topics”** facilitated by workshop organizing committee.
- 12:00 – 12:30 **Working Lunch: Informal discussion of core facility issues**
- 12:30 – 1:30 **Presentation of Customer Service Break Out Sessions**
- 1:30 – 2:30 **“Technology Review of Instrument Management: Remote Troubleshooting, On-line Calendar systems, and controlling customer access.”**
Ryan Duggan, Technical Director University of Chicago, Flow Cytometry and Matt Cochran, Manager URM Core, University of Rochester
- 2:30 – 3:30 **“Managing FACS sorting: Addressing key issues for cell sorting in core facilities”**
- technical issues: drop delay, drop drive, shifts during sorting.....when, how, to QC a sort.
Scheduling issues: staffing evening hours, clinical samples, if there's a problem!
Monica Delay, Cincinnati Children's Hospital Medical Center, William Eades, Washington University School of Medicine, Paul Champoux, University of Minnesota, Charles Kuszynski, University of Nebraska Medical Center
- 3:30 to 4:00 “ISAC/ICCS Certification Program Update”** Robert F. Murphy, Ph.D.
Ray and Stephanie Lane Professor of Computational Biology, Professor of Biological Sciences, Biomedical Engineering, and Machine Learning, Director, Ray and Stephanie Lane Center for Computational Biology, President, ISAC, Carnegie Mellon University

Thank you to ISAC and GLIIFCA for generous sponsorship of this workshop.

Organizing Committee: Sally Quataert, Nicole White, E. Michael Meyer, Charles A Kuszynski