

Managing Change in a Technical Environment

Change is a constant in many of our lives. All around us, technologies, processes, people, ideas, and methods change, affecting the way we perform daily tasks and live our lives. This session will provide participants an understanding of how change is implemented and some tools for managing their reactions to change.



Presenter: Lisa Moretto

Lisa is the President of RGI International, Inc. with offices in Winnipeg, MB and Rochester, NY. She has 23 years' experience teaching business and technical communication courses for government agencies, private corporations, consulting firms, and professional societies. Her courses consistently receive positive reviews. She is an engaging and interactive presenter and a frequent invited speaker at international conferences. She co-teaches the well-respected technical writing course Engineers Geoscientists Manitoba offers each year.

She has experience as an Information Developer for IBM in the US and as a Learning Products Engineer for Hewlett-Packard in the UK. Lisa holds a BS in Technical Communication from Clarkson University, Potsdam, New York, and an MS in User Interface Design from the London (England) Guildhall University.

She has co-authored four books with Ron Blicq: *Get to the Point!*, *Guidelines for Report Writing*, and *Technically Write!* with Prentice Hall, and *Writing Reports to Get Results* with the IEEE Press.

Lisa is an adjunct professor at the Rochester Institute for Technology, where she teaches Technical Writing, Business Communication, and Effective Technical Communication. She is the Immediate Past President of the Rochester Engineering Society and contributes a monthly article to the RES Magazine. She is an active member of the Society for Technical Communication and the IEEE Professional Communication Society.

She has presented to various industries and organizations throughout Manitoba including Manitoba Hydro, Cangene, Richardson International, Health Canada, Cargill, Engineers Geoscientists Manitoba, MTS/Allstream, and several engineering firms including Genivar, KGS Acres, and Tetra Tech/Wardrop.