



GET GOING

(Come Back Energized!)

October 1 & 2, 2015 | Park Place Hotel, Traverse City

CONFERENCE ATTENDANCE REQUEST FORM

*Ideal Training for all Credit Union Managers and Supervisors...
HR Professionals, too!*

Valuable Take Aways! Learn:

- Best practices for managing a call center!
- How to avoid legal pitfalls of supervising others!
- How to avoid federal penalties in HR!
- How to determine your effect on others, create a first impression and offer outstanding member service!
- Coaching skills that will positively impact productivity, member service and employee retention!
- How to say and convey more, by saying less!
- Professional development skills for career advancement!
- Tips to make groups and teams more effective!

Name: _____

Title/Department: _____

Depart Date: ____/____/2015 Return Date: ____/____/2015

Estimated Miles: _____ Approx. Hotel Costs: \$_____

Sessions Topics to Attend:

EDUCATIONAL INVESTMENT

Just \$310 per person! A one-day registration is available for \$169 per person. Conference registration includes breakfast, lunch, breaks and the networking event.



Idea Zone Topics...

- In-the-Know Compliance for HR/Supervisors
- Get Prepared! Pass a Department of Labor Audit
- HR Essentials for Non-HR Managers
- "You Don't Say!"
- Get Prepared! The Latest Healthcare Reform Changes
- Not All Managers Are Created Equal: The Art of Coaching Up

Bonus Workshops...

- **Managing a Call Center: Basic and Advanced**
- **Focus on Coaching and Setting Expectations**
- **Focus on FMLA/ADA**

Plus...

- **Fun Keynote! Balloon Lady's Guide: Simple Lessons for Rising Through Life**
- **Groups, Teams and People You Can't Stand!**
- **Leadership vs. Management**
- **Networking Reception**