



**NORTHEAST INSTITUTE FOR QUALITY
COMMUNITY ACTION
PROFESSIONAL DEVELOPMENT
CONFERENCE
“Building Skills and Creating Futures”**

SAVE THE DATE

**WHEN: Thursday October 22, 2008
9:00am – 4:00pm**



**WHO: Community Action Agency Program
Managers, Department Directors and Supervisors**

WHERE: Sturbridge Host Conference Center, Sturbridge, MA

COST: \$50.00/Person (Includes Lunch and Beverage Table)

EXAMPLES OF TOPICS:

- *Understanding and Managing a Changing Workforce*
- *Managing Stress in a High Pressure Service Environment*
- *Strategies for Dealing with Challenging Customers*
- *Tips for Building Effective Community Collaborations*
- *Beyond the Raffle: Innovative Fundraising Ideas*
- *Services Integration: Models and Methods*

INFORMATION/REGISTRATION: Registration Details to Follow. Contact Bill Hunter, NIQCA Executive Director (whunter@masscap.org – 508-380-1398) or visit the NIQCA Web Site (www.niqca.org) for information.

Conference supported in part by the Office of Community Services, the Massachusetts Department of Planning and Community Development, the Connecticut Department of Social Services, and the Rhode Island Department of Social Services.