



NORTHEAST INSTITUTE FOR QUALITY COMMUNITY ACTION
“Building Skills – Creating Futures”
CONFERENCE REGISTRATION FORM
STURBRIDGE HOST CONFERENCE CENTER
STURBRIDGE, MA
Monday, November 16, 2009 8:30am – 3:00pm



(Please Print)

NAME:.....
 TITLE:.....AGENCY:.....
 ADDRESS:.....
 PHONE:.....EMAIL:.....

WORKSHOP TOPICS:

- *Maintaining Best Practice Standards of Customer Service in a Fast Paced Work Environment.*
- *Managing Stress in a Fast Changing Work Environment.*
- *Fraud Prevention and Detection Strategies for Local CAAs.*
- *Managing the Middle...Survival Tips for Middle Mangers and Supervisors.*
- *Critical Risk Management/Prevention Considerations in Updating Local CAA HR Policies.*
- *Employee Performance Management...Best Practices for Supervisors.*

REGISTRATION AND FEE PAYMENT (\$65.00).

Please complete and forward this Registration Form and Fee Payment to Bill Hunter, NIQCA, 14 Bradley Place, Sudbury, MA 01776. Checks should be made out to: NIQCA/MASSCAP.

Questions...please call Bill Hunter, NIQCA Executive Director at 508-380-1398 or email whunter@masscap.org.

Please Note that Seating is Limited. Please Register ASAP.

REGISTRATION DEADLINE: Monday, October 12th.



NIQCA Conference Schedule



- Conference Registration.....8:30-9:30am*
- Welcome and Opening Presentation.....9:30-10:00am*
- Workshop Block # 1.....10:15am-12:00pm*
- *Customer Service Best Practices.*
 - *Risk Prevention Considerations in Updating HR Policies.*
 - *Fraud Prevention/Detection Strategies for local CAAs.*
- Lunch.....12:00-1:00pm*
- Workshop Block #2.....1:15pm- 3:00pm*
- *Managing Stress in a Fast Paced Service Environment.*
 - *Managing the Middle...Survival Strategies for Middle Managers and Supervisors.*
 - *Performance Management Best Practices.*
- Adjournment.....4:00pm*