



**NORTHEAST INSTITUTE FOR QUALITY COMMUNITY ACTION**  
**“Building Skills – Creating Futures”**  
**CONFERENCE REGISTRATION FORM**  
**STURBRIDGE HOST CONFERENCE CENTER**  
**STURBRIDGE, MA.**  
**OCTOBER 22, 2008 8:30am – 4:00pm**



*(Please Print)*

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

**WORKSHOP TOPICS:**

- *Tips on Serving Challenging Customers*
- *Managing Stress in a Fast Paced Service Environment*
- *Considerations in Agency Diversity Planning*
- *Strategies for Retaining Star Performers*
- *Building Effective Community Collaborations: Roundtable Discussion.*
- *IT Security Control Policies: What You Need to Know.*
- *The Revised 990 IRS Report: What You Need to Know.*
- *Fundraising: Essentials for Success.*
- *The “Dashboard”: A Tool for Managing Financial Performance.*

**REGISTRATION AND FEE PAYMENT (\$50.00).**

*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.*

***Please Note that Seating is Limited. Please Register ASAP.***

***REGISTRATION DEADLINE: FRIDAY, SEPTEMBER 26<sup>th</sup>.***



## *NIQCA Conference Schedule.*



- Conference Registration.....8:30-9:30am*
- Welcome and Opening Presentation.....9:30-10:20am*
- Workshop Block # 1.....10:30am-12:00pm*
- *Tips on Serving Challenging Customers*
  - *Considerations in Agency Diversity Planning.*
  - *The “Dashboard:” A Tool for Managing Financial Performance.*
- Lunch.....12:00-12:50pm*
- Workshop Block #2.....1:00- 2:30pm*
- *Managing Stress in a Fast Paced Service Environment.*
  - *Building Effective Community Collaborations: Roundtable.*
  - *Strategies for Retaining Star Performers.*
- Workshop Block #3.....2:40-4:00pm*
- *IT Security Control Policies: What You Need to Know.*
  - *The Revised IRS 990 Report: What You Need to Know.*
  - *Fundraising: Essentials for Success.*
- Adjournment.....4:00pm*