

University of NORTH ALABAMA



WINNING WITH PEOPLE™

Led by National Speaker Chris Fuller
Tuesday, October 6, 2009 • 8:30 am - 3:30 pm
Holiday Inn • Decatur, Alabama

14TH ANNUAL NORTH ALABAMA WORKERS' COMPENSATION CONFERENCE

Thursday, October 15, 2009 • 8:15 am - 4:30 pm
Joe Wheeler State Park Resort
Rogersville, Alabama

SUCCESSFUL PROJECT MANAGEMENT

Begins September 28, 2009
Florence, Alabama



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WINNING WITH PEOPLE™

TUESDAY, OCTOBER 6, 2009 • DECATUR, ALABAMA

14TH ANNUAL NORTH ALABAMA WORKERS' COMPENSATION CONFERENCE

THURSDAY, OCTOBER 15, 2009 • ROGERSVILLE, ALABAMA

SUCCESSFUL PROJECT MANAGEMENT

BEGINS SEPTEMBER 28, 2009 • FLORENCE, ALABAMA

Non-Profit Organization
U.S. Postage PAID
Florence, Alabama Permit No. 371

WINNING WITH PEOPLE™

Approved for
6.9 Nursing Hours &
5.75 Social Work Hours

Winning With People™ facilitated by Chris Fuller, the world's leading facilitator and course developer of John C. Maxwell's content.

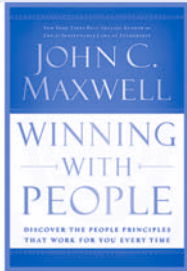
Course Number: 09-HR1006

Date: Tuesday, October 6, 2009 Time: 8:30 am - 3:30 pm

Registration Fee: \$139 per person; \$99 per person if three or more register together from the same organization. A continental breakfast, refreshment breaks, lunch, course materials and a certificate of attendance is included.

Location: Holiday Inn, 1101 6th Ave. NE, Decatur, AL 35601

Directions: Traveling on I-65, take Decatur Exit 340, west on AL 20 (US 72 Alt.), continue south across Tennessee River bridge. The hotel is at the south end of the bridge. The hotel is offering a room rate of \$74 plus tax. Please ask for the UNA rate when making your reservation.



WORKSHOP OVERVIEW

This workshop will provide you with the practical tools you need to immediately improve your existing relationships as well as build strong, new ones. Over the course of this seminar, you will:

- Describe the benefits of high-level people skills
- Learn to build and leverage trust
- Discover and apply interpersonal mindsets to succeed in relationships
- Demonstrate specific actions that allow you to focus on other people
- Engage in learning experiences that illustrate servant leadership

AGENDA

8:00 – 8:30 am	Check-in & pick up materials Enjoy a continental breakfast Introductions
8:30 – 10:15 am	MODULE 1: PEOPLE SKILLS OVERVIEW <ul style="list-style-type: none">• Think-Say-Do Model• Five Critical Questions• Five Critical Questions Self Assessment• Winning Characteristics• Benefits of Winning with People
10:15 – 10:30 am	Break
10:30 – 11:30 am	MODULE 2: THINGS WE THINK <ul style="list-style-type: none">• The Lens Principle• Servant Leadership• Personal Relationship Preference
11:30 am – 12:30 pm	Lunch (included in reg. fee)
12:30 – 1:30 pm	MODULE 3: THINGS WE SAY AND HEAR <ul style="list-style-type: none">• Barriers to Listening• Personal Listening Levels• Demonstration Skilled Listening
1:30 – 1:45 pm	Break
1:45 – 2:45 pm	MODULE 4: THINGS WE DO <ul style="list-style-type: none">• Routine Conversation• Challenging Conversation Overview• Identifying Challenging Conversation• Recognizing Personal Response• Demonstrating High-Road Response• “Do” the Little Things
2:45 – 3:30 pm	POST WORKSHOP <ul style="list-style-type: none">• WIN Worksheet- Plan of Action <p>Evaluations, Presentation of Certificates of Attendance Conclusion</p>

WHO SHOULD ATTEND?

Leaders, managers, supervisors, directors, executives, nurses, social workers and teams who need to increase their ability to influence internal and external clients - and - Trainers and HR professionals who are responsible for implementing leadership programs within their organizations.

MEET YOUR FACILITATOR

CHRIS FULLER, CORPORATE TRAINING MASTER FACILITATOR

Chris Fuller is the world's leading facilitator and course developer of John C. Maxwell's content, in addition to leading Strategic Facilitations at Maximum Impact, the organization founded by John C. Maxwell. Chris comes with experience in many aspects of business including training, finance, sales, and strategy. This expertise, along with his gift of communication, makes Chris one of the most sought-after motivational teachers in the world.

Over the past 15 years, Chris has studied and communicated based on the leadership teachings of John C. Maxwell. Based on his relationship with Dr. Maxwell, Chris has delivered training and facilitated strategic sessions for many of the Fortune 500 companies including key clients like State Farm Insurance, Pricewaterhouse Coopers, Microsoft, and Disney ESPN Media Networks.

His experience in business and in working with such clients yields valuable, best practice insights. Additionally, he has spent years pioneering and developing startup businesses and business units. His practical approach to achieving results has been duplicated and replicated in dozens of ventures. The majority of his training has been done with not only executive level clientele, but has been strategically oriented toward middle and front-line management.

Chris received his Bachelors degree in Accounting from The University of Texas, Arlington. During his tenure, he earned many awards, including the Million Dollar Club with three different organizations. Chris resides in Dallas, Texas, with his wife Robin and four children. They are a close family and enjoy spending a lot of time involved in family and ministry activities. For leisure, Chris enjoys scuba, skiing, fishing, music, and has participated in sky diving, car and motorcycle racing, and, even, Alaskan Dog Mushing. Chris continues his work with non-profits, as a managing partner of a disaster relief organization created to aid families affected to natural disasters.

SUCCESSFUL PROJECT MANAGEMENT

APPROVED FOR
9.9 NURSING HOURS &
9.0 SOCIAL WORK HOURS

Course Number: 09PD300

September 28, October 5, & October 12, 2009 • Time: 5-8 pm

Cost: \$299 per person (includes Successful Project Management workbook)

Location: UNA East Campus, 1640 Tule Ave., Florence, AL 35630

Room 103 • Instructor: Dr. Dan Hallock

Earn a 20-hour AMA/UNA Certificate in Project Management Concepts. Classes begin on Monday, September 28, 2009 and will conclude October 12, 2009. Pre-registration is required by September 23, 2009.

Project management has emerged as the premier solution to today's organizational challenges. Project managers deliver success by using a structured approach to project planning, scheduling, sourcing, decision-making and control. Focusing on practical application, this course enables you to acquire the concepts and tools you need to plan, manage, and deliver project success.

COURSE OBJECTIVE:

Develop skills to plan and execute projects to ensure that they meet identified goals of time, cost, and scope.

LEARNING OBJECTIVES

- Set up the project management system
- Create the Work Breakdown Structure
- Master the keys to project management success: estimating and planning
- Develop techniques for controlling project time, cost, and scope
- Use tools for evaluating and reporting on project performance
- Manage relationships effectively and productively across the spectrum of project stakeholders

20-HOUR CERTIFICATE REQUIREMENTS

- Attend classroom sessions (9 hours)
- Complete assignments as outlined by instructor (11 hours)
- Pass quiz with 70% or better

Sponsored by the University of North Alabama in cooperation with the American Management Association.

Earn an additional UNA certificate when you complete 16 hours of computer training in Microsoft Project. This course will be offered in Spring 2010.

MEET YOUR INSTRUCTOR

DR. DAN HALLOCK

Dr. Dan Hallock is Chair and Professor in the College of Business at the University of North Alabama. He holds a BBA and an MA from the University of Texas at Austin, an MBA from Louisiana Tech University and a DBA from Memphis State University. He also holds the professional designations of CPA, CMA, and CPIM.

Dan has extensive work experience in industry and is also the founder of the Performance Consulting Group, which specializes in developing and presenting customized leadership seminars. Dan has presented over 75 papers at professional conferences and has had 15 journal articles published.

14th Annual North Alabama WORKERS' COMPENSATION CONFERENCE

Thursday, October 15, 2009 • Joe Wheeler State Park Resort • Rogersville, Alabama

Course No. 09-HR1015 • Cost \$139 Per Person / \$99 Per Person when 3 or more register together from the same organization.

(fee includes continental breakfast, refreshment breaks, lunch, course materials, and a certificate of attendance documenting your hours)

Join us on Thursday, October 15, 2009, at Joe Wheeler State Park Resort, located in Rogersville, AL, for our **14th Annual North Alabama Workers' Compensation Conference**...where you will get up-to-date information on workers' compensation issues. Workers' compensation professionals will be here to answer your questions and to provide you with the training you need to make your job easier. The conference begins at 8:15 am and concludes by 4:30 pm.

AGENDA

7:30 – 8:15 am	Check-in & pick up materials. Enjoy a continental breakfast.
8:15 - 8:30 am	Welcome & Introductions
8:30 – 9:15 am	My View From the Bench: Best Practices for WC Attorneys Circuit Judge Gil Self, Lauderdale County Circuit Court
9:15 – 10:15 am	Staph Infections in Joint Replacements Angie Finch, RN, ECM Hospital
10:15 - 10:30 am	Break & Visit Exhibits
10:30 - 11:15 am	Best Practices for PT in WC Deborah Lechner, PT, Ergo Science
11:15 am – 12:00 pm	What's New in State WC Joey Ammons, Esq., Assistant General Counsel State of Alabama Industrial Relations Department
12:00 – 1:00 pm	Lunch
1:00 - 2:00 pm	Best Practices in Pain Management and Chronic Conditions in WC Dr. Stephen Howell, North Alabama Bone & Joint Clinic
2:00 - 2:15 pm	Break & Visit Exhibits
2:15 - 3:00 pm	Best Practices for On-Site Industrial Nurses Panel Discussion Sandra B. Cook, RN, BSN, CCM, COHN-S, 3M; Connie Inman, LPN, National Alabama Corporation; Kris Johnson, RN, General Electric; Becky Love-Bassham, Occupational Health Nurse, SCA Tissue
3:00 - 4:15 pm	Legal Update for Alabama WC Ryan Brake, Esq., Carr, Allison, Pugh, Howard, Oliver & Sisson, P.C.
4:15 pm	Conference Wrap-up & Presentation of Certificates

Approved for
7.8 Nursing Hours

WHO SHOULD ATTEND?

HR Specialists • Administrative Assistants
HR Generalists • Executive Assistants
Office Managers • HR Administrators
Small Business Owners • Staffing Specialists
Managers • Law Enforcement • Attorneys
Anyone who manages or supervises people
Physical Therapists • Occupational Nurses
Others who deal with Workers' Compensation issues

DIRECTIONS TO JOE WHEELER STATE PARK RESORT

4401 McLean Drive
Rogersville, AL 35652

This resort lodge is located on Wheeler Lake at the western edge of Rogersville, just off US 72, about 45 miles west of Huntsville and 25 miles east of Florence. Easily accessible from I-65, the resort is approximately 125 miles south of Nashville and 120 miles north of Birmingham. Take the Hwy 72/Athens/Florence/Huntsville exit. For room reservations, call toll free 800-544-5639 and ask for the "UNA" room rate of \$64, plus tax.

Exhibitor Space Is Available!

For Winning With People™ & The 14th Annual North Alabama Workers' Compensation Conference. Please visit our website at www.una.edu/continuing-studies (select Human Resources) to obtain an exhibitor registration form.

WORKERS' COMPENSATION SPEAKERS

JOSEPH S. AMMONS is the Assistant General Counsel in the Alabama Department of Industrial Relations. For the past 12 years he has been assigned as the General Counsel to the Workers' Compensation Division. While Mr. Ammons continues to act as the primary legal counsel for all workers' compensation matters, effective August 1, 2007 he was moved to the department's legal division to handle additional DIR issues, to include unemployment compensation and tax. Prior to becoming employed with the State of Alabama, he was an attorney in private practice, engaging in multiple areas of the law. His primary focus in private practice was workers' compensation and domestic relations. Mr. Ammons is a graduate of Auburn University and Jones School of Law. He sits on the executive board of the Southern Association of Workers' Compensation Administrators and is a graduate of the Workers' Compensation International College at Arizona State University. Mr. Ammons is a frequent lecturer for workers compensation audiences around the state and is a past faculty member with the Alabama Bar Institute of Continuing Legal Education in the area of workers' compensation.

RYAN G. BRAKE is a shareholder with the law firm of Carr, Allison, Pugh, Howard, Oliver & Sisson, P.C., in their Florence, Alabama office. He practices primarily in the areas of Workers' Compensation, Insurance Defense, Premises Liability, and Transportation Defense Litigation. He is a member of the Lauderdale County, Alabama State (member, Workers' Compensation Section) and American Bar Associations. He is also a member of the Alabama Defense Lawyers Association, Defense Research Institute. He was a participant in the Alabama State Bar Leadership Forum and is currently serving as secretary/treasurer of the Lauderdale County Bar Association. Mr. Brake received his B.S. degree, magna cum laude, from the University of North Alabama, and his J.D. degree from the University of Alabama. He is a frequent speaker on workers' compensation law to employers, self-insured organizations, and adjusters.

SANDRA B. COOK, RN, BSN, CCM, COHN-S has 33 years of nursing experience, 23 years of critical care experience and 11 years of case management/occupational health experience. She is a certified case manager and a certified occupational health nurse specialist.

ANGIE FINCH, RN has over 17 years of nursing experience which includes Surgery, GI Lab, PACU, Medical Surgical Nursing and Emergency Department. She has been practicing in the field of Infection Prevention for 5 years. She is a member of APIC (Association for Professionals in Infection Control and Epidemiology) and serves as secretary for the Tennessee Valley APIC Chapter. She is currently preparing for her certification in Infection Control (CIC). Angie is the Director of Infection Control at Eliza Coffee Memorial Hospital in Florence, Alabama. As an Infection Preventionist, Angie speaks about infection prevention in the community: daycares, schools and most recently University of North Alabama School of Nursing. In 2007 she assisted Medline Incorporation with a National Hand Hygiene training video. But, her most memorable was doing a "Safety Moment" at NASA in 2008. She strives to keep Infection Prevention one of the most important efforts in the hospital.

DR. STEPHEN HOWELL is a Board Certified Psychiatrist, and is a partner at North Alabama Bone and Joint Clinic in Florence, Alabama. Dr Howell's outpatient practice consists of the evaluation and treatment of musculoskeletal problems including back and neck (spine) pain and injuries including degenerative discs, arthritis, stenosis, radiculopathies, and general strains/sprains. He performs electrodiagnostics/EMGs in the office for further evaluation of nerve injury. The clinic is

part of an orthopedic group serving all of the northwest Alabama area. The other physicians in his group are all board certified and/or fellowship trained orthopedists. Dr. Howell performs workers compensation evaluations and impairment evaluations in the office as well. He also uses special spinal injections and peripheral injections to treat pain and spasticity.

CONNIE INMAN, LPN is currently serving as the Occupational Health Nurse at National Alabama Corporation. She has over 20 years nursing experience which include working in Med Surge, Tennessee Valley Cancer Center, Sara Lee Corporation and Wise Alloys.

KRIS JOHNSON, RN presently holds the position of Occupational Health Business Lead for General Electric - Decatur Plant Operation. She has 15 years of occupational/plant experience including 8 years of occupational health. She graduated from the University of North Alabama with a Bachelor of Science degree in nursing.

DEBORAH LECHNER, PT, MS is founder and president of ErgoScience TM, Inc., a company that provides job analysis, post-offer screening, return-to-work screens, functional capacity evaluations and impairment ratings. Through research conducted at the University of Alabama at Birmingham, she has developed and validated a functional capacity and post-offer screen evaluation, the Physical Work Performance Evaluation (PWPE). She has also developed a systematic process for quantifying the physical demands of work, the Quantitative Job Demands Analysis (QJDA). Ms. Lechner has published her work and literature reviews in international journals and has presented numerous workshops on functional capacity evaluation, job demands analysis, and industrial rehabilitation, and developing the industrial practice both nationally and internationally. There are over 800 clinics providing the PWPE in the US, Canada, Australia, New Zealand, Thailand, Indonesia, Germany, Singapore, Hong Kong, Nigeria and Israel.

BECKY LOVE-BASSHAM is an Occupational Health Nurse with 36 years of nursing experience, 15 years of emergency room/trauma experience and 21 years of occupational health nurse experience with International Paper and SCA Tissue. She has also performed volunteer work with a children's diabetic camp and traveled to Jamaica on a medical mission trip with Sylvan Hills Medical Missions in Little Rock, AK.

CIRCUIT JUDGE GIL SELF, along with Presiding Circuit Judge Mike Jones, presides over all criminal and civil cases in Lauderdale County, as well as presiding over all jury trials. During Judge Self's 21 years in private practice, he tried and /or settled over 1000 workman compensation cases and tried before a jury over 40 civil cases.

DR. SANDRA SOCKWELL, SPHR, retired from the City of Florence after being the Personnel Director for almost 20 years. After a two-month retirement, she went to work with D&D Case Management, Inc., as Director of Business Development. She served in an HR capacity in a major healthcare facility, and is a frequent trainer for UNA and others on HR, supervisory, and management topics. Sandra is the past president of both the Alabama Self-Insurers Association and the Alabama Association of Public Personnel Administrators, and board member of the newly formed Shoals Chapter-SHRM®. She earned BS and MS degrees from UNA and her MA and Ph.D. from The University of Alabama. Sandra has taught in UNA's SHRM® Learning System series since its inception.

FAST & EASY REGISTRATION



ONLINE

To register online, visit our website at www.una.edu/continuing-studies, and click on Human Resources.



BY PHONE

Our registration office is open from 8 a.m. to 4:30 p.m. Monday through Friday. We accept American Express, Discover, MasterCard and Visa. We also accept company purchase orders. Call (256)765-4862 or 1(800)-825-5862, ext. 4862.



IN PERSON

During our office hours, come by our office located at UNA East Campus, 1640 Tune Ave., Florence



VIA FAX

Simply fax the attached registration form any time, day or night to (256) 765-4872. All fax registrations require a credit card number unless the course is being invoiced to your company.



MAIL

Complete the attached registration form and mail with your check or credit card information (don't mail cash) to Continuing Studies & Outreach, UNA Box 5036, University of North Alabama, Florence, Alabama 35632-0001.

Cancellations: If you must cancel, notify us three days in advance for a full refund. Later cancellations may receive credit toward future workshops if requested by the date of the seminar.

Registration Form

If registering more than one person, please list additional names and information on an attached sheet or duplicate this form.

PLEASE REGISTER ME FOR THE FOLLOWING SEMINARS:

14th Annual Workers' Compensation Conference • October 15th, 2009 • 8:00 am - 4:30 pm • Course # 09-HR1015

\$139 per person \$99 per person when 3 or more register together from the same organization.

Winning With People™ • October 6, 2009 • 8:30 am - 3:30 pm • Course #09-HR1006

\$139 per person \$99 per person when 3 or more register together from the same organization.

Successful Project Management • September 28, October 5 & 12, 2009 • 5:00 pm - 8:00 pm • Course #09-PD300

\$299 per person

Name _____

Job Title _____

Company/Organization _____

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Fax _____ Email _____

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Authorized Signature _____ Please make as many copies of this form as you need.