About the Facilitators
Chris Blake said his CAE enabled him to "build a personal sales force without developing lasting relationships; how to network events. Among the things you will learn are: a systematic approach to developing lasting relationships, how to build a personal sales force without incurring payroll costs; how to generate more business by employing the secrets of successful networkers; how to work a trade show to get the biggest bang for your buck."

About the Facilitator Ed Hendricks, CAE, is a fellow of the American Society of Association Executives, and President of Edward D. Hendricks & Associates, Inc. He is an inspirational and motivational keynote speaker, workshop leader, retreat director, trainer and consultant. He teaches Leadership Studies, Education, and Business Communications courses at Sacred Heart University in Fairfield, CT, and was formerly President & CEO of a major international trade association. Ed is the author of Successful Business Networking, and The Insider’s Guide to Consulting Success, and a co-author of the New York Times Bestseller Masters of Networking and Taking Charge: Lessons in Leadership.

E-newsletter Design, Production and Distribution
Teriann Pasqurell, CMP, Connecticut Community Providers Association

This workshop will take you step-by-step through the process of developing and implementing an electronic newsletter. The same, easy technique can also be used for meeting notices and other membership e-blasts. You will learn how to set up the e-newsletter template, create a table of contents and link to the copy, insert photos and graphics, and distribute to your e-list. Attendees will receive a complimentary, detailed handout that retails from CSAE for $18.

About the Facilitator Teriann Pasqurell, CMP, Program Coordinator - Training & Member Services, has been working for Connecticut Community Providers Association (CCPA) for over seven years. She is responsible for a variety of projects, including the CCPA training program, member services and web site development and maintenance. Teriann is also a current CSAE Board Member and is Chair of the CSAE Membership Committee.

Labor Law: Your Questions Answered
Robert Bourke, Esq.

Our keynote speaker will answer your questions and elaborate on points made during the general session. This lively, roundtable discussion will be based on attendee questions and their areas of interest.

Business Meeting

Don’t miss the Annual Business Meeting where we will elect officers for 2006 and present awards. The Membership Referral Program drawings for two $50 gift cards will also be held. The meeting starts at 1:00 p.m. and is followed by the keynote address.

Exhibits
Exhibits will be open during registration and lunch and will re-open at 4:00 p.m.
Pre-Conference Workshop

Earn 3 CAE Points

This workshop, like your work, is all about “systems of efficiency.” With emphasis on effective operations including risk management, policy development, and board and staff training, this educational program is ideal for staff needing to better understand all aspects of association management. It also serves to affirm and reinforce the importance of good administrative procedures for seasoned executives.

Attendees will receive 50 pages of examples, the 48-page manual Association Operating Assessment, and the Operating Framework — Business Template. Attendees will leave with these resources as well as new ideas and renewed motivation to make improvements for their associations.

Topics to be Covered

- Operating Framework — the Business Model
- The Board Orientation Manual
- Risk Management and Protecting Your Association
- Developing Your Policy Manual and the Five Manuals You need Most
- What’s Public and What’s Not in Your Organization
- Sarbanes-Oxley’s Pressure on Associations

About the Facilitator

Bob Harris, CAE, has studied thousands of nonprofit organizations to develop best practices for more effective management. His career started in Washington, D.C., working with Presidential Classroom and then he moved to Tallahassee, Florida to build an association management company. He is author of Building an Association Management Company and other books.

Bob teaches association management for Tallahassee Community College and is on the faculty for the US Chamber of Commerce. He developed a framework for evaluating nonprofit organizations and conducts operating reviews for ASAE. The Association Self Auditing Process has been used by 5,000 organizations.

The recipient of ASAE’s All-Star Award, Bob has also received awards of lifetime achievement, executive of the year, and supplier of the year.

Bob’s career passions are demonstrated in two ideals:
- Promoting the impact of nonprofit organizations in America.
- Sharing the tools for helping association boards excel.

Learn more about Bob Harris by visiting bobharris.org.

I never miss an opportunity to attend a workshop by Bob Harris. Bob provides information that is immediately useful for an association professional who has been on the job two weeks or twenty years.

You will leave with practical handouts, great web site addresses and wonderful ideas.

Margo Adams, Vice President, Florida Society of Association Executives

Annual Conference

Tools for Today, Lessons for Tomorrow

Earn 3 CAE Points

Keynote Address

Wrongful Discharge, Sexual Harassment, Libel, Slander, Handicap Accommodation, Discrimination and Harassment, Breach of Good Faith or Implied Contract, Exempt or Nonexempt

Are you and your members having nightmares about the legal mine field that employee relations has become? Well, if defense is the best offense, then we’ve got the strategy for you. Learn about the recent legislative changes and judicial pronouncements. Then, learn what you need to do to avoid, or at least minimize, the legal pitfalls while at the same time not giving up management prerogatives.

About the Facilitator

Robert M. Bourke is a Simsbury, Connecticut based attorney who practices in the area of labor relations and employment law on behalf of public and private sector employees. In practice for over thirty years, Attorney Bourke represents employees throughout the United States in such areas as Union Avoidance, Contract Negotiations and Administration, Wage and Hour Administration, Employment Discrimination Litigation and General Personnel Practices.

Bob formerly served as an Assistant Regional Attorney for the United States Equal Employment Opportunity Commission and has been appointed to various Labor and Employment Law Committees of the American Bar Association and the Connecticut Bar Association. He is a Past President of the Human Resource Association of Central Connecticut, served as Co-Chair of the Small Business Council of the Greater Hartford Chamber of Commerce and served on the City of Hartford’s Mayor’s Task Force on Pay Equity.

Bob is a contributing author to the text The Arbitration of Disciplinary Disputes; written on labor law subjects for the Westchester and Connecticut Business Journals; and teaches Labor Relations and Collective Bargaining at area colleges. He has also served as an arbitrator for contract disputes between the State of Connecticut and its labor unions.

Bob is also the Principal in the firm of ProActive Management Solutions, a company that provides training of corporate leaders and supervisors in effective management techniques.

Concurrent Sessions

How do we love staff and volunteers? Let us count the ways...

Jackie Coleman, CAE, S&S Management Services, Inc.

Budgets can stretch only so far, but staff and volunteers keep doing great things that ought to be recognized and rewarded. And, studies show that the prime motive for giving generously of one’s time is NOT financial. In this round table, ideas will be shared for thanking staff and volunteers and recognizing their work in ways that are primarily non-cash based.

About the Facilitator

Jacqueline Coleman has been an association executive for 25 years, responsible for serving the association management, public relations and legislative needs of both professional societies and trade associations. She currently serves as Executive Director of four national medical specialty associations. Jackie was formerly a grant administrator at the University of Hartford and a broadcast journalist. She is a Past President of the Connecticut Society of Association Executives, and recipient of the CSAE Association Executive of the Year Award.

CMP Demystified: What exactly does CMP stand for? Do I need one to further my career? What is required to attain this certification? Come join this roundtable session to find out the answers to these questions. We’ll help you demystify the CMP (Certified Meeting Professional) and explain the certification process, what material is covered on the exam, how to prepare and what study options are out there.

About the Facilitator

Carolyn Browning has held several WestField Chapter Board positions in her 11-year membership with MPI, including a two-year term as President, Co-Director of Programs and Director of Special Events. After earning her CMP in 1996, she founded Chapter’s CMP Study Group, which has attracted almost 90 students to date and enjoys an impressive pass rate (95% pass after taking the class). Carolyn’s career in the meetings industry began at Sprint and continued at GE Capital. She is currently an independent planner managing CMP Study Groups and handling various free-lance assignments for local companies.

All About the CAE

Chris G. Blake, CAE, Association Resources, Inc., and Charles H. Marsh, CAE, Wire Association International