



cahcf

PRESENTS:

**STAFF RETENTION:
HAPPY STAFF = HAPPY RESIDENTS**

March 25, 2010

9:00 a.m. to 12:00 p.m.

Crowne Plaza, Cromwell

C.E.U. 3.0

Fees: Members: \$75 for first attended; \$55 for each additional attendee from the **SAME FACILITY.**

Not Yet Members: \$100 each.

Presenter: Susan Lesser, MBA, Susan Lesser Group, LLC

About the Seminar:

Long-term care facilities are struggling with **high staff turnover rates** due to **low morale, and ineffective communication skills.**

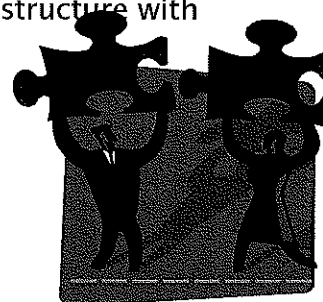
Learn the impact of measuring, with the aim of **strengthening**, these **critical areas: Leadership, Communication and Morale.** Building the capacity of these essential resource cannot be underestimated.

It is time to implement key changes that will **drive performance and increase productivity** on your **most valuable asset: YOUR STAFF!**

About the Presenter:

Susan Lesser, Founder and President of The Susan Lesser Group, is a consultant to a wide range of privately-owned businesses and nonprofit organizations. She has her Masters in Business Administration and has more than two decades of consulting experience.. Her background in counseling enables her to see through the clutter, providing profitable insights and facilitating the kind of productive, future-oriented discussions that ultimately prove essential to the organization's success. . Augmented by her in-depth understanding of individuals' professional development needs and motivations, her tireless energy and keen ability to innovate help her clients implement changes at all levels of the organizational structure with **increased productivity as the ultimate goal.**

Sign Up Today!! SPACE IS LIMITED!!





Connecticut Association Of Health Care Facilities, Inc.
 111 Founders Plaza, Suite 1002 East Hartford, CT 06108
 Telephone: 860-290-9424 Fax: 860-290-9478

REGISTRATION and SEMINAR PAYMENT POLICY
STAFF RETENTION – HAPPY STAFF = HAPPY RESIDENTS
March 25, 2010 9:00 a.m. to 12:00 p.m.
Crowne Plaza, Cromwell, CT

Please send this registration form, along with payment or purchase order number, to the CAHCF offices no later than 3/22/10 **cannot process your registration without your check or purchase order number. If you register using a purchase order number we will reserve your seat, however, full payment MUST BE REMITTED PRIOR to the event. Registrants will not be allowed in the meeting room if any seminar fees are unpaid.**

Registration Fees:

Members: First Attendee \$75 Additional Attendees from the SAME facility: \$55 per attendee
Non-Members: \$100 per attendee

Cancellation Policy: Cancellations must be made in writing to CAHCF by 4 p.m. three business days prior to the program date. Cancellations after this time/date and no shows will be charged the full registration fee. Cancellations can be faxed or emailed to cahcf@cahcf.com, cancellations by phone will not be accepted.

Substitutions: Substitution of attendees is allowed, if possible please notify CAHCF in advance.

Late Registration Fee: Registrations received after 3/22/10 will be charged a \$25 late fee.

Walk-In Fee: Walk-in registrations will be charged an additional \$100 fee that must be paid prior to attending seminar.

Confirmations: Confirmations will be sent via email (if applicable) to registrants, a copy must be presented at the event. If you do not receive a confirmation via email (if applicable) prior to the seminar, **you must call to verify your registration.** If you do not have a work email address, the confirmation will be emailed to the Administrator. If there is not an email address on file with CAHCF, the confirmation will be mailed. **It is your responsibility to verify your registration,** if you arrive for a seminar and are unregistered, provided that there is room, you may attend, but you will be billed the late fee.

Unpaid Seminar Balances: Please note that we will be **unable to register anyone** from a facility with a unpaid seminar or Annual Meeting balance.

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PO# _____ (PO#'s only reserve your seat. Payment is due PRIOR to the seminar date.) staffret38

Please make checks payable to CAHCF and mail it along with this registration form.