



We are what we repeatedly do.  
Excellence, therefore, is a not an act but a habit.  
-Aristotle

### Wednesday, April 24, 2013

|                     |                                |
|---------------------|--------------------------------|
| 8:30 am - 9:00 am   | Registration                   |
| 9:00 am - 10:00 am  | Opening/Introduction           |
| 10:00 am - 10:15 am | Break                          |
| 10:15 am - 11:45 am | A Fresh Look at Expectations   |
| 11:45 am - 12:45 pm | Lunch<br>Together We Can       |
| 12:45 pm - 4:00 pm  | Serving People with Excellence |
| 4:00 pm - 4:30 pm   | Wrap-Up                        |

### Thursday, April 25, 2013

| S e s s i o n s     | Track One<br>Lincoln Room   | Track Two<br>Omaha Room   | Track Three<br>Lighthouse Room  |
|---------------------|---|---|---|
| 8:30 am - 10:30 am  | Person-Centered IPPs  | Managing Difficult<br>Conversations with<br>Confidence                        | 8:30 Funding/Financial<br>Matters<br>9:30 E-records,<br>Document Management |
| 10:30 am - 10:45 am | Break   |   |   |
| 10:45 am - 12:45 pm | Managing Difficult<br>Conversations with<br>Confidence                      | 10:45 Funding/Financial<br>Matters<br>11:45 E-records,<br>Document Management | Person-Centered IPPs  |
| 12:45 pm - 1:45 pm  | Lunch   |   |   |
| 1:45 pm - 3:45 pm   | 1:45 Funding/Financial<br>Matters<br>2:45 E-records,<br>Document Management | Person-Centered IPPs  | Managing Difficult<br>Conversations with<br>Confidence                      |
| 3:45 pm - 4:00 pm   | Break   |   |   |
| 4:00 pm - 4:45 pm   | Excellence is a Habit (wrap-up)   |   |   |