



# Aging Services of Georgia Quarterly Luncheon

## May 19, 2009

### Dennard Conference Center – Atlanta Technical College



- 9:30 Registration
- 10:00 TRUST: One thing that changes everything!
- 11:30 Networking Luncheon

All forums, including the new Chaplains Forum will meet together over lunch.

#### 12:30 Forums Breakout Sessions

<u>Dennard Auditorium B&amp;C</u>	<u>Classroom 116 A</u>	<u>Dennard Auditorium A</u>
Trust: Drilling Deeper	Maintenance Forum	Associate/Business Members Forum
Forums: Administrators, Service Coordinators Marketing/Admissions Chaplains and others	Seminar on refrigeration maintenance and an overview of certification programs available for building and maintenance professionals. (Offered by Atlanta Technical College)	Benefits of Membership, Affordable Sponsorship Opportunities, feedback to the association, and networking.

**Partners**  
 Cornerstone Senior Living  
 Occupied Renovations  
 Moore Stephens Lovelace, PA

CEU Hours Available:  
 Morning 2 hours  
 Afternoon 1.5 hours



Aging Services of Georgia/Georgia Institute on Aging,  
 607 Peachtree St. N.E, Atlanta, GA 30308 404.872.9191

**Supporters**  
 Ziegler Capital Markets Group  
 Mauldin & Jenkins, LLC  
 LW Consulting, Inc.  
 Pfizer  
 Dixon Hughes, PLLC  
 Guest Services

# PROMOTING EXCELLENCE IN EDUCATION

## Spring Luncheon

Tuesday, May 19, 2009; 9:30am - 2:00pm

Tom Coffey PRESENTER



Tom Coffey has provided Training and Development services, led process improvement initiatives, and promoted change and leadership activities to a variety of organizations throughout southwestern Virginia, ranging from small local companies to Fortune 500 affiliates. He has lectured at local colleges and held leadership positions in professional organizations. As a licensed facilitator for the FranklinCovey® organization, Tom utilizes many of Stephen Covey's concepts to not only improve workplace competencies, but to also provide opportunities for personal enrichment and growth for individuals.

Tom has a B.S. degree in Management of Human Resources and is a Certified Business Manager through the Association of Professionals in Business Management. He also holds the SPHR designation from the Society of Human Resource Management, the CPLP designation from the American Society for Training and Development, and has been designated a Subject Matter Expert in Workplace Learning and Performance by the ASTD Certification Institute.

Based on his experience in training and Human Resources, Tom's philosophy is that the key to success in achieving corporate objectives of any organization in any industry lies in investing in the development of the people in that organization.

## Why You Should Attend this Important Training Event

TRUST: One thing that changes everything!

This workshop is based on the book, *The Speed of Trust*, by Stephen M.R. Covey, **provides timely information significant for staff in any position in an organization.** Learn how trust is tied to everything we do. The greatest trust-building key is "results". Results build brand loyalty and inspire a winning culture in your organization.

Attendees will be presented a road map to establish trust on every level, build character and competence, enhance credibility, and create leadership that inspires confidence. The Speed of Trust, begins within each of us personally, continues into our relationships, expands into our organizations, and extends into our marketplace.

The program objectives for the 10 am session are:

- Gain a perspective of the importance of trust at work and in personal relationships.
- Review the costs and ramifications of a lack of trust.
- Examine the importance of personal integrity.
- Learn the 13 Behaviors that can enable us to interact with others to increase trust.
- Learn how to apply the concepts to internal and external stakeholders.
- Looking at the bigger picture – building trust within society.

Objectives for the 12:30 pm session are:

- Examine the Smart Trust Matrix.
- Learn how to restore lost trust.
- Choosing to trust – the importance of a new perspective.
- Understand how trust relates to the Covey principles from *7 Habits of Highly Effective People*

## Who Should Attend?

- Receptionists
- Housekeeping Staff
- Dining Services Staff
- Activity Professionals
- Wellness Directors
- Maintenance Technicians
- Service Coordinators
- Social Workers
- Direct Care Staff
- Caregivers
- Operations Staff
- Administrative Staff
- Occupancy Specialists
- Marketing Professionals
- Executive Directors
- Administrators

This training is ideal for all staff members within your organization

## Spring Luncheon

Tuesday, May 19, 2009; 9:30am - 2:00pm

### Please Register the Following People for the Luncheon

(1) Name: \_\_\_\_\_

Check all that apply:  AM General Session  PM General Session  Maintenance Forum  Associates Forum

(2) Name: \_\_\_\_\_

Check all that apply:  AM General Session  PM General Session  Maintenance Forum  Associates Forum

(3) Name: \_\_\_\_\_

Check all that apply:  AM General Session  PM General Session  Maintenance Forum  Associates Forum

(ORGANIZATION: \_\_\_\_\_

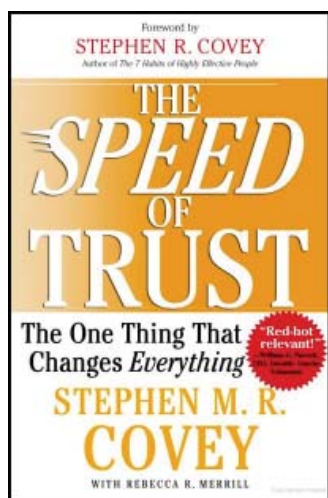
Number of Vegetarian Meals Required: \_\_\_\_\_

Member Registration Fee: \$25 Non-members: \$75

To Register: FAX this form to 404-872-1737 or MAIL this form to GIA; 607 Peachtree St., NE, Atlanta, GA 30308

Since room temperatures are difficult to regulate to everyone's satisfaction, layered clothing is strongly suggested.

### Additional Information



[Click here to order](#)

Almost every day we read or see in the media instances of scandals and ethical violations. Individuals and organizations fall victims to sometimes irreparable damages due to a lack of integrity and trust. It is easy to see in these cases the costs, both personally and financially, of irresponsibility and violations of trust. Organizations are faced with the reality that failing to address issues involving trust can be devastating or at the least, significantly hinder accomplishment of key objectives.

In life and business, relationships are important – but they are empty unless they are established and based on trust. Trust is the glue that binds relationships and allows work teams to operate with maximum effectiveness. Likewise, the quality and depth of personal relationships are directly related to the level of trust between the individuals.

But, how do we recognize symptoms of trust violations, and more importantly, what can we do to reduce the likelihood of similar situations surfacing in our environment? This workshop focuses on the importance of trust and the impact it can have on our personal and professional relationships. Based on Stephen M. R. Covey's book, "The Speed of Trust", topics of credibility, integrity, accountability and commitment are discussed along with the economics of trust as it relates to speed and cost.

Applying the concepts from the workshop will result in improved communication, and harmony both in workplace applications and in personal relationships.

# PROMOTING EXCELLENCE IN EDUCATION

## directions to the luncheon

Atlanta Technical College  
1560 Metropolitan Parkway, SW  
Atlanta, GA 30310



- By car, heading southbound: From downtown take 75-85 south to the University Avenue exit. Make a right onto University Avenue. Travel 3/4 mile to Metropolitan Parkway. Make a left onto Metropolitan Parkway and travel 3/4 mile to the Atlanta Tech campus. The campus will be on the left, and you will enter at a traffic light.
- By car, heading northbound: Take 85 north to the Cleveland Avenue exit. Make a right onto Cleveland Avenue. Turn left onto Metropolitan Parkway. Continue on Metropolitan until you reach the Atlanta Tech campus. The campus will be on the right, and you will enter at a traffic light.
- By MARTA: Take the 95-Hapeville bus or the Atlanta Tech-Atlanta Metro bus from the West End MARTA Rail Station.