Connecticut WIC Program Statewide Meeting at Sheraton Four Points Meriden

#### December 2, 2016, 9:00 AM - 3:30 PM

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| **Time** | Topic/Presenter | **Learning Objectives****Attendees will be able to:** |
| 9:00-9:30 | Welcome, Introductions, and AnnouncementsMarge Chambers MS, RD |
| 9:30-10:301.0 CPE | **Motivation by Chocolate**Denise RyanFirestar Speaking | * Describe ten tips for keeping themselves happy and maintaining a positive attitude
* Participate in an interactive demonstration to learn about being present and in the moment
* Recognize the power of passion and learn how to reconnect with theirs
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| 10:30-110:45am | **Break**  |
| 10:45am -12:00pm1.25 CPE | **How to Get Along with Everyone Who Isn’t You**Denise RyanFirestar Speaking | * Learn about the four different communication styles
* Understand and explain the barriers to communication and how to remove them
* Identify how to gain better understanding of co-workers and participants
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| 12:00pm - 1:00pm | **Lunch** |
| 1:00pm-2:30pm1.5 CPE | Taking Care of Business-Delivering Excellent Customer ServiceDenise RyanFirestar Speaking | * Explain the importance of tone of voice and body language in their communications with others
* Cite three tips for improving tone
* Six things to be aware of with their body language
* List five things all customers want
* Articulate several tips for dealing with upset/angry customers
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| 2:30pm – 2:45pm.25CPE | CDC Grant UpdateCommunity Partnerships for Healthy Mothers & ChildrenSarah Drake, Jessica Seyfried | * Identify two strategies implemented through the CDC Grant to improve breastfeeding support throughout New London County.
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| 2:45pm – 3:15pm.50 CPE | **Local Agency Best Practice Sharing** Hartford, East HartfordWaterbury, New HavenDanbury, Meriden**Local Agencies Awards**Amanda Moore | * Describe two best practices and how can they be applied in your local agencies
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| 3:15pm – 3:30-pm | **Wrap-Up and Evaluations** |