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 Announcements  Marge Chambers MS, RD | |
| 9:30-10:30  1.0 CPE | **Motivation by Chocolate**  Denise Ryan  Firestar 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 |
| 10:30-110:45am | **Break** | |
| 10:45am -12:00pm  1.25 CPE | **How to Get Along with Everyone Who Isn’t You**  Denise Ryan  Firestar 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 |
| 12:00pm - 1:00pm | **Lunch** | |
| 1:00pm-2:30pm  1.5 CPE | Taking Care of Business-Delivering Excellent Customer Service  Denise Ryan  Firestar 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 |
| 2:30pm – 2:45pm  .25CPE | CDC Grant Update  Community Partnerships for Healthy Mothers & Children  Sarah Drake, Jessica Seyfried | * Identify two strategies implemented through the CDC Grant to improve breastfeeding support throughout New London County. |
| 2:45pm – 3:15pm  .50 CPE | **Local Agency Best Practice Sharing**  Hartford, East Hartford  Waterbury, New Haven  Danbury, Meriden  **Local Agencies Awards**  Amanda Moore | * Describe two best practices and how can they be applied in your local agencies |
| 3:15pm – 3:30-pm | **Wrap-Up and Evaluations** | |