

ADMINISTRATIVE PROFESSIONALS CONFERENCE



Indiana
Hospital
Association

April 13, 9 a.m. – 3:30 p.m. ET

The Alexander Hotel

333 S. Delaware St | Indianapolis, IN 46204 | thealexander.com

Plan to join us for the Indiana Hospital Association's 46th Annual Administrative Professionals Conference, April 13 in downtown Indianapolis. This year, our conference topics include will leave you feeling energized and equipped with new tools to make your days at work *and* at home more productive and fulfilling than ever.

Conference Agenda

8 - 9 a.m. **Buffet Breakfast, Market Table** (*lower level*)

9 – 9:10 a.m. **Welcome** (*Alexander Ballroom*)

9:10 – 10:45 a.m. **The *Fine Art of Building Relationships: One Conversation at a Time*, Debra Fine**

Focus on rapport building techniques, conversation and mingling skills, gaining visibility, making a positive impression and networking tips that help build face-to-face relationships. Participants learn how to:

- Quickly establish rapport and converse easily with new acquaintances
- Start conversations and keep them going
- Avoid sending contradictory or confusing signals about yourself
- Employ easy-to-use “active” listening techniques that will make communication more effective and help clarify the meaning behind the message
- Exhibit positive basic body language
- Prevent the most common conversation blunders that create a negative impression
- Master introductions and remember names
- Make an unforgettable positive first impression
- Turn every business meeting, conference and interaction into an opportunity for success
- Experience more ease at business conferences, networking occasions, receptions and meetings
- Exit conversations with grace

10:45 – 11:15 a.m. **Networking Break**

11:15 – noon

The Nature Fix: Why Nature Makes Us Happier, Healthier, and More Creative,
Florence Williams

An intrepid investigation into nature’s restorative benefits by a prize-winning author. For centuries, poets and philosophers extolled the benefits of a walk in the woods: Beethoven drew inspiration from rocks and trees; Wordsworth composed while tromping over the heath; Nikola Tesla conceived the electric motor while visiting a park. Intrigued by our storied renewal in the natural world, Florence Williams sets out to uncover the science behind nature’s positive effects on the brain.

From forest trails in Korea, to islands in Finland, to groves of eucalyptus in California, Williams investigates the science at the confluence of environment, mood, health, and creativity. Delving into completely new research, she uncovers the powers of the natural world to improve health, promote reflection and innovation, and ultimately strengthen our relationships.

As our modern lives shift dramatically indoors, these ideas—and the answers they yield—are more urgent than ever.

Noon – 1:15 p.m.

Buffet Lunch, Market Table (lower level)

1:15 – 2 p.m.

SAVING JAKE: When Addiction Hits Home, *D’Anne Burwell*

A Message from D’Anne

When I first learned my college-aged son was addicted to OxyContin, then heroin, I felt sick with fear. I wanted to crawl under my covers, pull the sheets over my head, and not get out of bed. I suffered firsthand the dread, agony, anxiety and heartache that families endure. Researching addiction and attending support groups helped me make sense of the chaos. Months turned into years. Slowly, I loosened my grip on my son’s crisis, shifting my focus to myself, which allowed him the space to take responsibility for his own life.

I’ve written Saving Jake to share hard-won knowledge. I’ve learned I can’t save my son. I’ve learned that powerful love can overcome broken trust. I want readers to know how an entire family can be consumed, that addiction can make us prisoners, that it will grow stronger if we don’t continually attend to it. Prescription-drug abuse screams from the headlines and continues to grow into a full-blown heroin crisis. Families everywhere are trying to figure this out on their own. Families need to know they are not alone; there is hope. I’ve written my story, honestly and truthfully, to help illuminate the challenges posed to a person with this lifelong disease and to offer hope. I will continue to advocate to help families better understand addiction because my greatest hope is for families of addicts and alcoholics to receive lasting support.

2 – 2:15 p.m.

Break

2:15 – 3:15 p.m.

Town Hall with IHA President Brian Tabor

3:15 – 3:30 p.m.

Administrative Professional Excellence Award

3:30 p.m.

Adjourn

Registration

Register online by April 6 at regonline.com/IHA2018Admin.

Registration Fee: \$295 per person

Payment Options: Payments can be made online by credit card. If paying by check, please indicate this payment option online and mail check by Apr. 13. Checks should be made payable to Indiana Hospital Association, 500 N. Meridian St., Suite 250, Indianapolis, IN 46204

Cancellation & Refund Policies

Refunds will not be issued after Apr. 6. Prior to that date, a refund of the registration fee, less \$50, will be processed for cancellations. Substitutions can be made at any time.

Attire

Casual attire, including hospital logo apparel, is encouraged (jeans are appropriate). Room temperatures may vary; a light sweater is recommended.

Americans with Disabilities Act

In compliance with the Americans with Disabilities Act, we will make every reasonable effort to accommodate your request. For any special requests, please contact Laura Gilbert at lgilbert@IHAconnect.org before the meeting date.

Lodging

If you require hotel accommodations on Thursday night, Apr. 12, please [make your reservation directly with The Alexander](#). A special rate of \$199 per night is available until Mar. 13.

Questions

Inquiries may be directed to Laura Gilbert at lgilbert@IHAconnect.org or 317-423-7793.