

IMC CHICAGO CHAPTER PROGRAM

Friday, April 8, 2005

TOPIC: "Leadership Through Appreciation"

How do you keep your employees motivated and engaged?

If you are anything like my other clients, you worry about the office "climate." Savvy business leaders understand that in today's ever-changing environment of thin margins and elusive economic recovery, motivated employees are crucial to a company's success. These bottom-line realities mean that keeping employees motivated may no longer be solely a matter of offering financial incentives to drive employee engagement and customer satisfaction.

Leadership Through Appreciation presents results-oriented solutions that apply in any business setting. You will go back to work knowing how to:

- Shift from a function-to-function to a person-to-person connection
- Foster productive interpersonal communication
- Appreciate staff and colleagues in small ways that make a big difference in the bottom line
- Manage challenges productively
- Create a harmonious, productive working environment

SPEAKER:

Anita Fontana, AFFA Communications, Author **of *Gratitude: The Road to Productivity, Building Your Business Through Appreciation.***

Described by her audiences as inspiring and energetic, Anita Fontana promotes appreciation to achieve personal and professional success. She works with organizations to improve employee engagement and customer satisfaction by helping them establish a culture of appreciation.

Using audience-participation exercises, humor, and real-life examples, Anita's empowering programs teach easy-to-learn techniques designed to assist people to begin cultural change within themselves, which facilitates the process of radiating appreciation to all levels of your organization.

As a professional speaker and trainer for over 20 years, Anita has had the privilege of creating and delivering results-oriented solutions for many organizations including: Abbott Labs, the American Society of Women Accountants, Aurora University, Executive Forums, Marianjoy Rehabilitation Hospital System, Motorola, and Quaker Oats. She is experienced in facilitating groups of all sizes and shows versatility and flexibility in helping them achieve their goals. Anita is a graduate of the Human Resource Development Institute of the American Society of Training and Development, and is affiliated with the National Speakers Association.

WHEN: Friday, April 8, 2005

7:30 a.m. - 8:00 a.m. Registration and Full Breakfast

8:00 a.m. - 8:15 a.m. Chapter Announcements and Introduction of Guests

8:15 a.m. - 9:30 a.m. Program: "Gratitude: The Road to Productivity - Growing Your Business Through Appreciation"

WHERE: Clarion Barcelo Hotel
5615 North Cumberland Avenue
Chicago, Illinois 60631
Telephone: 773-693-5800

COST:

Advance Registration and Payment by Wednesday, April 6th: \$30 for IMC Members, \$40 for Non-Members. Payment at Door, add \$10 to above prices. Payment by check or credit card in advance, or at door by check, credit card or cash.

HOW TO REGISTER:

To register for the program, send an E-mail to wordmasters@aol.com. Include the your name, title, company, address, telephone number, fax number, E-mail address.

PLEASE REGISTER ON OR BEFORE WEDNESDAY, April 6th. If you have questions about registration, please call Bridget Eckstein at 312-280-1385.

DIRECTIONS TO CLARION BARCELO HOTEL

From the North: Take 294 South to 90 East. Take the Cumberland South Exit (Exit 79A). You will pass the hotel on the left. Turn left on Bryn Mawr and follow the road around to the hotel.

From the South: Take 294 North to 90 East. Take the Cumberland South Exit (Exit 79A). You will pass the hotel on the left. Turn left on Bryn Mawr and follow the road around to the hotel.

From the East: Take 90 West to the Cumberland south Exit (Exit 79A). You will pass the hotel on the left. Turn left on Bryn Mawr and follow the road around to the hotel.

From the West: Take 88 East to 294 North. From 294 North, go to 90 East. Take 90 East to the Cumberland South Exit (Exit 79A). You will pass the hotel on the left. Turn left on Bryn Mawr and follow the road around to the hotel.

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