

"Managing Change"

Keynote Speaker: Norm Bossio, M.Ed, B.S.

Objectives

1. To better understand the nature of change.
2. To recognize the factors that enhance, block and encourage the change process.
3. To improve the ability to affect change in a manner that is healthy and productive.

Managing Change

Do people change? Do people motivate others to change? Do people resist change? What kind of feedback motivates and sustains change and productivity? These and other questions will be addressed in the closing keynote. This presentation will explore what is inside everybody throughout the case manager community to not only survive, but to inspire passion, excellence, and productivity.