

August 20th

Time: 5:30 - 8:00pm (registration at 5:00pm)

Location: Timberland - 200 Domain Drive, Stratham, NH 03885

Parking Grounds Map

Cost: \$20.00 - Members/\$30.00 - Non-members (checks payable to HDI NNE)

Keynote Speaker: Roy Atkinson

In "Talk the Talk: Communicating Technical Information," delivered at HDI 2008 in Dallas, Roy talked about 4 key communication elements: Listening, Empathy, Clarity and Consistency. In this new presentation, entitled "Learning to Walk," Roy will highlight how these must be balanced and forged into processes in order to provide good customer service on a continuing basis.

Second Round Table Session

- Dealing with Stress in the Workforce
- Dealing with Irate Customers

Please send your RSVP today to: dawn.cowled@rht.com