



# All Employee Professional Development Event

Tuesday, August 1, Waterloo

Wednesday, August 2, Chariton

Thursday, August 3, Wall Lake

9:00AM - 3:00PM

9:00AM - 9:50AM	Check In
9:50AM - 10:00AM	Welcome - Kurt Simon
10:00AM - 11:15AM	Dealing with Different Personalities in Customer Service - Karen Schumacher
11:15AM - 11:35AM	Networking Break
11:35AM - 12:35PM	Dealing with Different Personalities in Customer Service - Karen Schumacher (continued)
12:35PM - 1:30PM	Lunch and Networking
1:30PM - 3:00PM	Stress Management - Juli Burney



## Speakers



**Karen Schumacher** has a career that spans 20 years experience in learning and development working for Fortune 1000 companies and a privately employee owned company. She is a dynamic speaker that has created training programs; is certified in several training programs; understands the learning transfer and how to measure the success of a development plan; and has coached employees at every level in an organization. Her greatest strengths are her ability to build relationships; gaining and maintaining trust; assessing individual's skills and gaps; seeing the big picture for organizations. She completed her BS degree in Business Management from the University of Phoenix and is certified as an Executive Coach from Center for Executive Coaching an ACTP, a REAL COL-ORS® facilitator, Development Dimensions International Inc. (DDI) Instructor, John Maxwell 360 Facilitator, and Six Sigma Green Belt.



**Juli Burney** is an award winning teacher, entertainer and author, and makes an amazing connection with her audiences. She is able to entertain with the ability of a headlining comedian while either motivating or instructing with the ease of a topnotch motivational speaker. Juli has been recognized by her state as Artist of the Year, because of her ability to help improve people's lives through humor and effective use of communication tools. She has worked in all 48 continental United States and Canada, and has been commissioned by a variety of associations from the National Endowment of the Arts to Fortune 500 companies to develop training programs that stick. She has filmed for Showtime and HBO, along with making several guest appearances on radio and television programs. Her humor is delightful, universal, and enlightening with whatever topic she presents.