



WHAT TO SAY, AND WHEN TO SAY IT

2019 IACCA WINTER SEMINAR

a 4-Day Learning experience

**FEB. 24-28
DAYSPRING**

in PARRISH, FLORIDA



FACILITATORS

Carla Odell is Executive Director of DaySpring Conference Center in Florida. Her experience includes secondary teaching positions, business ownership, staff supervision and development and participation in the administrative structures of nonprofit organizations.

Charles Wallace is a former conference center executive with national recognition for revitalizing turn-around leadership of small institutions. Dr. Wallace is an organizational development consultant and maintains a practice of Career Counseling for individual clients.

- How to prepare for high-stake situations
- How to transform anger and hurt into powerful dialogue
- How to make it safe to talk about almost anything
- How to listen when you want to talk
- How to be persuasive, not abrasive
- How to move from talk to action

COST

SINGLE accommodations: \$968
DOUBLE accommodations: \$839

Scholarship information & registration is available at
www.iacca.wildapricot.org/Events/Workshops





2019 IACCA WORKSHOPS

Each year, IACCA offers a series of courses designed to contribute to the professional development of persons who serve in staff positions in conference centers. These courses are available to anyone who wishes to gain valuable knowledge and skills specific to the conference center field, and can be taken combined over 2-3 years to become a Certified Conference Center Professional (CCCP).



WORKSHOPS marked with an asterisk meet the requirements of one of the six areas of knowledge required for certification

ADMINISTRATION FUNDAMENTALS

ONLINE: January 8, February 12, March 12-3P ET
A 3-part course on basic best practices for persons new to conference center administration, as new or aspiring directors

HOSPITALITY *

ONLINE: MARCH 14, APRIL 9, MAY 14-3P ET
A 3-part course on specific best hospitality practices for conference center administration.

MARKETING *

ONLINE: APRIL 11, MAY 9, JUNE 13-3P ET
A 3-part course on specific best conference center marketing practices

STAFF LEADERSHIP *

Pre-conference: OCTOBER 19-20-8:30a-4:30P
A 3-part course on best practices for staff leadership

NOT-FOR-PROFIT PURPOSE AND GOVERNANCE *

Pre-conference: OCTOBER 19-20-8:30a-4:30P
A course that gives definition to the social and cultural purpose and value of non-profit organizations and conference centers

CAPSTONE

APRIL 9, JUNE 11, SEPTEMBER 10-3P ET
OCTOBER 19-20, 8:30a-4:30P

Over a six-month period, the Capstone Seminar gives certification candidates the opportunity to demonstrate the knowledge they have gained, and receive feedback through a process of faculty and peer review.