

2010

RYAN ASSOCIATES'

Audio Conference Series

6

Topics

in

6

Consecutive
Weeks

All sessions will be held from
noon to 1 p.m. Eastern time

Overview:

RYAN ASSOCIATES' SEVENTH ANNUAL WEB-BASED AUDIO CONFERENCE SERIES IS DESIGNED TO DELIVER PRAGMATIC, TIMELY INFORMATION TO REGISTRANTS IN A COST-EFFECTIVE AND EASY-TO-ACCESS FORMAT.

The intended audience includes staff in hospital-affiliated occupational health programs, freestanding occupational medicine practices, urgent care clinics, and associated senior administrators and owners.

The audio portion of the series will be delivered live via telephone conference call. Participants will have the opportunity to view PowerPoint presentations in advance and during the call on their personal computer. Conferencing capabilities will allow participants to ask faculty questions during the program.

Each session will be recorded and saved on a password-protected website.

Registrants have the option of purchasing a season pass to receive a discount on all six programs, or they may enroll in individual courses at the standard rate. Fees are based on a single viewing location; multiple staff members may access the program in a group setting as well as the archived presentations at no additional cost.

All sessions will begin at noon Eastern time and last for one hour.

WEDNESDAY, FEB 3

It Starts With Leadership

Successful occupational health programs retain strong employees when leaders set the right tone. Focus on the value of mentoring and leadership skills and the critical importance of taking time for personal renewal.

WEDNESDAY, FEB 10

Balancing Staff Costs with Staff Productivity

Get the most out of your staff via consistent encouragement, accurate job descriptions, productivity measurement, cross-training, certifications and scheduling.

WEDNESDAY, FEB 17

The Medical Director's Pivotal Role

Optimize physicians' contributions by clarifying their clinical oversight and market outreach responsibilities and designing compensation packages that include appropriate performance-based incentives.

Cost-Effective, Quality-Conscious Operations and Staffing

Do more with less in your occupational health program by applying proven principles to staff management, role clarification, service integration, relationship building and team motivation.

ABOUT THE SERIES SPONSOR:

RYAN Associates
and the **National
Association of
Occupational Health
Professionals** specialize
in occupational health
program development
and professional
education. They are
divisions of Santa
Barbara Healthcare, Inc.

Not available to listen live?

NO PROBLEM!

All sessions are archived so
you can access them later.

WEDNESDAY, FEB 24

**Managing
Intra-organizational
Relationships**

Learn to parlay relationships with teammates such as care managers, wellness coordinators and therapists. Seamless service delivery is a byproduct of the ability to work with key staff in various departments to achieve mutual goals.

WEDNESDAY, MARCH 3

**Cultivating
External
Relationships**

Developing relationships with vendors, contractors and specialists on a local, regional or national scale is a cost-effective way to expand your program's expertise without adding staff.

WEDNESDAY, MARCH 10

**Motivating Your
Entire Team**

Everyone working in your organization represents your program. By applying some core principles, your staff can acquire much greater confidence in sales and marketing, problem-solving and customer relations.

The topics featured in this series reflect preferences expressed by respondents to a RYAN Associates/NAOHP survey of occupational health programs on educational opportunities for 2010.

Registration

To register, please complete this form and mail or fax it with your payment to RYAN Associates, 226 East Canon Perdido, Suite M, Santa Barbara, CA 93101; fax: 805-512-9534. You may also register by calling 800-666-7926 ext. 13, between 8 a.m. and 5 p.m. Pacific Time. This form also may be printed off our website at www.naohp.com.

Name _____

Title _____

E-mail _____

Affiliation _____

Address _____

City _____

State, Zip _____

Telephone _____

Registration Fees:

- | | | |
|---|---------------------------------------|--------------------------------------|
| | <input type="checkbox"/> NAOHP member | <input type="checkbox"/> Non-member |
| <input type="checkbox"/> Entire series: | \$279 | \$349 |
| <input type="checkbox"/> Individual sessions: | \$99 | \$129 |
| <input type="checkbox"/> February 3 | <input type="checkbox"/> February 10 | <input type="checkbox"/> February 17 |
| <input type="checkbox"/> February 24 | <input type="checkbox"/> March 3 | <input type="checkbox"/> March 10 |

Payment Method

- Payment enclosed
 Charge to credit card
 MasterCard VISA American Express

Credit card number _____

Signature _____

Expiration date _____

Refunds, less a \$50 administrative fee per location, will be made only if written notification is received by January 25, 2010. For additional information, call 800-666-7926, ext. 13.



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Santa Barbara, CA 93101

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