



**Maine Association of
Healthcare Administrative Professionals**

**ANNUAL 2010 SPRING
CONFERENCE**



43 Whiting Hill Rd., Brewer

Hosted by:

**Eastern Maine Healthcare Systems
&
Eastern Maine Medical Center**

**May 21, 2010
8:15 a.m. to 3:30 p.m.**

Maine Association of Healthcare
Administrative Professionals

Cheryl Roney
Mid Coast Hospital
123 Medical Center Drive
Brunswick, ME 04011

To Register:

Please fax your registration form to Cheryl Roney at 373-6040. Mail your check to Cheryl Roney at Mid Coast Hospital, 123 Medical Center Drive, Brunswick, Maine 04011—or bring it with you on the day of the conference. The fee for dinner on Thursday and conference on Friday: \$100—members, \$125—non members, or for conference only: \$75—members, \$100—non Members

Please make check payable to MAHAP

MAHAP ANNUAL 2010 SPRING CONFERENCE

Name _____
Organization _____
Street Address/City/State/Zip _____
Phone _____ FAX _____
Check enclosed in the amount of \$ _____
_____ \$75 conference member, or _____ \$100 member conference and dinner
_____ \$100 conference non-member, or _____ \$125 non-member conference/dinner



Conference Schedule

- 8:15 Registration & Continental Breakfast
- 8:30 Welcome
Michelle Hood, CEO, EMHS
- 8:45 Career Management or Career Chaos: It's up to you! — *Julie Jansen*
- 10:15 Break
- 10:30 You Want me to Work with Who?
— *Julie Jansen*
- 12:00 Lunch
- 12:30 Tour of CCOM / EMHS
- 1:30 Zumba: Introduction & Demo
- 2:00 Innovation — *Jerry Whalen, EMHS VP of Business Development*
- 2:30 Conflict Management & Resolution — *Angel Dupont*

Dinner on May 20th

Join your peers for dinner at The Hollywood Slots (banquet room) 500 Main Street, Bangor on Thursday evening at 6:30.

Directions: North & South on I-95 exit 182A onto I-395 East. Take exit #3A-B /Downtown Bangor (US-1A)/Hampden (ME-9)/Farm Rd. toward #3A/US-1A W/Hampden (ME-9 W) / Farm Rd. Turn left on Farm Rd and then left on Main St (US-1A) go 0.29 mi. Hollywood Slots is on your right.

Program Descriptions

Julie Jansen has empowered thousands of professionals to find success, satisfaction and fulfillment at work. A dynamic, much-sought-after speaker, author, facilitator, trainer, coach, and business consultant to Fortune 500, privately held companies and nonprofits, Julie helps senior executives, managers, business owners, and professionals in all industries learn how to increase their effectiveness and jumpstart their careers.

Taking a Proactive Approach to Managing Your Career — Individuals who take charge of their own careers are more likely to be productive and fulfilled — and to be viewed in a positive light by their employers. You will learn how to recognize the difference between a satisfying career and a chaotic one; why “politics” is not a dirty word; the importance of networking both inside and outside your organization.

Eleven Keys to a Stress-free, Satisfying and Successful Work Life... No Matter Who You Work With — No matter where you work, it's inevitable that you will come across a difficult person or two. Julie offers real-life advice on how to work effectively with even the most stubborn, incompetent, lazy, indecisive, irritating, lewd, and repugnant co-workers - whether they're your boss, colleague, or direct report. Learn the eleven main character traits that inform our day-to-day workplace behavior; how to recognize the root causes of problem behavior and effectively confront problem coworkers.

Angel Dupont has been a member of EMHS for the past six years and currently serves as the Director of Clinical Applications. Angel teaches Crucial Conversations for her organization and with great enthusiasm helps her colleagues “get unstuck”.

Conflict Management & Resolution — Conflict is good when managed effectively and really bad when it is not. By using compromise, consideration, and compassion as complementary components of a non-confrontational and non-judgmental style of conflict management, we will humanize your boss, work on you, and learn to employ three strategies that will help your conflicts lead to positive results!

Direction to EMHS

North or South, take I-395 East, exit 182A From I-95 This is the first Bangor exit when traveling from the South and the last exit when traveling from the North. You will be heading East toward Brewer, Ellsworth, Bar Harbor. Proceed East to the end of the I-395 connector. Distance is approximately 4 miles. Stay in the left lane under the over-pass and proceed onto Wilson Street heading toward the Brewer business district. Turn left at the first light onto Dirigo Drive. Take next left onto Whiting Hill Rd. The Cianchette Building is at the end of this road.

Check in with the receptionist in the main lobby upon arrival. Please note: this is a fragrance free office building.

Hotel Accommodations

Overnight accommodations for Thursday, May 20th are available at Hollywood Slots, 500 Main St. (207) 561-6100. Mention MAHAP block of rooms and get a room for \$80/night.

Directions are the same as the dinner.

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Spring 2010 Planning Committee:

Debra Macaulay, Kandi Robinson, Gayle Littlefield, Patty MacDougall of Eastern Maine Healthcare Systems and Susan Nasberg of Eastern Maine Medical Center