

# 2011 Fall CE Workshop

NOVEMBER 22, 2011

7 Hours of Continuing Education Available!

Choose from four locations!

Register before the early registration deadline of November 15, 2011.

## Speakers & Courses



**Pari Smart** has a bachelor's of science degree in Journalism from the University of Kansas and a MBA from Georgia State University.

She has 20 years experience in creating curriculum,

facilitating training courses, and providing strategic problem-solving for a variety of businesses. In 2002 Pari opened Smart Training in Albuquerque, NM to meet the needs of the insurance and financial professionals in the Southwest. While still traveling back to New Mexico monthly, always eager for a challenge, Pari moved Smart Training to Omaha, NE in early 2011.

Pari specializes in corporate licensing and continuing education classes. She also provides private tutoring for busy professionals and holds an Adjunct Instructor position at Metropolitan Community College in Omaha, NE. Pari puts a fresh face on insurance training and always brings excitement to the classes she teaches.

### THE CHANGING FACE OF THE INSURANCE INDUSTRY 3 Hours of General Insurance Credit in Nebraska (SA9866)

"Times are a'changin and the insurance industry is no exception. This course will engage agents in an active conversation around current trends in the insurance industry. Special attention will be given to social media, cyber threats, and the industry's attempt to stay ahead of environmental changes."



**Lacy Robinson** is a Kentucky licensed funeral director/embalmer and a certified member of the Academy of Professional Funeral Service Practice. She is a graduate of Georgetown College, holding a

bachelor's degree in Communications. She is also a graduate from Mid-America College of Funeral Service, Jeffersonville, Indiana. As Senior Professional Development Trainer at Aurora Casket, Lacy specializes in helping funeral directors partner with families to create funerals that honor both their basic and personal needs at the time of loss. She presents continuing education programs on both the local, state and national level. Lacy is an active member of the Funeral Directors Association of Kentucky and Bluegrass Toastmasters Group. She is also a Certified Funeral Celebrant, certified Wilson Learning Facilitator and serves on the Advisory Board to the Association of Women Funeral Professionals.

### MAKING THE EMOTIONAL CONNECTION - 2 Hours

Making the Emotional connection emphasizes the importance of the funeral director-family relationship. Together the differences between long term satisfied families and short term satisfied families are examined. The goal is to set the scene for exchange of information that will result in a satisfying arrangement conference and an equally satisfied family. Based on the core Lifetimes concepts of RELATE, EXPLORE, ADVISE, and ASSURE give participants a great overview of Aurora's signature Lifetimes program. The application of this training results in a meaningful, personal funeral experience.

### A BALANCED CREMATION ARRANGEMENT - 1 Hour

A Balanced Cremation Arrangement looks at cremation attitudes and opportunities from both the arranger and family perspectives. This presentation offers techniques for getting beyond direct cremation or no service families. Satisfaction is examined to clearly understand the difference between short term satisfied families and long term satisfied families. Arrangers learn how important it is to keep a strong balance of cremation knowledge and effective communication skills.

### FOUR GENERATIONS IN THE FUNERAL HOME - 1 Hour

Four Generations in the Funeral Home is a consultative approach to working side by side with employees from all generations. It is designed for funeral service professionals of all capabilities who want to increase their understanding of events and experiences that shaped the core values of Traditionalists, Baby Boomers, Gen Xers and Millennials. As a group, the strengths of each generation and what they bring to the funeral service profession are identified to better our understanding. Eleven points of conflict among the generations working in the funeral home are examined and as well as how individuals can effectively resolve those conflicts. In addition to that, each participant will learn ways to engage each employee in order to motivate each person to volunteer their greatest contribution to the success of the funeral home.

6201 South 58th St., Suite B  
Lincoln, NE 68516

402.423.8900 phone  
402.420.0031 fax

[www.nefda.org](http://www.nefda.org)

# 2011 Fall CE Registration

## EARLY REGISTRATION

Early registration deadline is November 15, 2011. Anyone registering after that date or on site will be charged the full fees listed below.

To register more than one person, please photocopy this form. Please type or print clearly.

Name \_\_\_\_\_ Badge Name \_\_\_\_\_  
 Company \_\_\_\_\_  
 Address \_\_\_\_\_  
 City/State/Zip \_\_\_\_\_  
 Phone (w) \_\_\_\_\_ Fax \_\_\_\_\_  
 E-mail \_\_\_\_\_

Registration opens at 8:30 a.m. CST (7:30 a.m. Mountain Time). Please indicate the location you will be attending. **(Limited seating at some sites, so register early to ensure a spot!)**

- Lincoln\*** - Bryan LGH West, 2300 South 16th St.
- Kearney** - Good Samaritan Hospital, 10 East 31st St. (park on North side of building)
- Norfolk** - Faith Regional Services, 2700 W. Norfolk Ave.
- Scottsbluff** - Regional West Medical Center, 4201 Avenue B

\*Speaker Location: The speaker will be in Lincoln and will broadcast content via distance learning technology to Kearney, Norfolk and Scottsbluff.

### Registration Fees for Fall CE (November 22)

|                                   | Postmarked by<br>11/15/11 | Postmarked after<br>11/15/11 |                 |
|-----------------------------------|---------------------------|------------------------------|-----------------|
| <b>NeFDA Members</b>              |                           |                              |                 |
| Full Program (7 hrs CE)           | \$80                      | \$100                        | \$ _____        |
| Morning Session only (3 hrs CE)   | \$50                      | \$65                         | \$ _____        |
| Afternoon Session only (4 hrs CE) | \$50                      | \$65                         | \$ _____        |
| <b>Non-Members</b>                |                           |                              |                 |
| Full Program (7 hrs CE)           | \$160                     | \$200                        | \$ _____        |
| Morning Session only (3 hrs CE)   | \$100                     | \$130                        | \$ _____        |
| Afternoon Session only (4 hrs CE) | \$100                     | \$130                        | \$ _____        |
| <b>REGISTRATION TOTAL</b>         |                           |                              | <b>\$ _____</b> |

Billing or invoice services are not provided. Payment must arrive prior to the event.  
 On-site registration will be accepted via cash, check or credit card.

**Payment Method:**  Visa  Mastercard  Check (Payable to NeFDA)

Name as it appears on credit card \_\_\_\_\_

Account # \_\_\_\_\_ Exp. Date \_\_\_\_\_

Signature \_\_\_\_\_

## PARTIAL REGISTRATION

There is an option for partial registration. If making this selection, please indicate which session you will be attending, as well as the location.

## GENERAL INFORMATION

There is a registration fee of \$80 for members who pre-register for the full workshop before November 15. Note there is an option for partial registration. If making this selection, please indicate which session you will be attending. Attendees can earn up to 7 CE hours at this workshop.

## SCHEDULE & LUNCH

The morning session will run from 9:00-12:00 (CST) and the afternoon session will run from 1:00-5:00 (CST).

Each location will break for an hour lunch. You may eat in the cafeteria on site or leave for lunch, keeping in mind you only have one hour.

## ATTIRE

Business casual attire is recommended. Please bring a jacket as room temperature may vary.

## CANCELLATION POLICY

Registrants cancelling on or before November 8 will receive a full refund. Anyone cancelling after November 8 will receive a refund less a \$20 administrative fee.

## MAIL REGISTRATION TO:

NeFDA  
 6201 South 58th St., Suite B  
 Lincoln, NE 68516  
 or fax to: (402) 420-0031  
 if paying by credit card

