

Licking County **WORKFORCE SUMMIT**

***Creating a Competitive
Economic & Workforce
Advantage for Our Community***

***In Combination With
Licking County School Administrator's
Kick-Off***

August 7, 2013

8:00am – 1:30pm

(registration starts at 7:30am)

**Longaberger Golf Club
One Long Drive
Nashport, Ohio 43830**

Event Sponsors:

*BCAC – Business Community Advisory Council
First Federal Savings of Newark
Licking County Chamber of Commerce
Licking County Educational Service Center
Licking County Safety Council
Opportunity Links /Licking County DJFS*

***Continental breakfast & lunch will be
provided***

***Licking County Educational
Service Center***

Registration Required

Please return completed form to **Jan Rice**
at jrice@laca.org

Keynote Speaker: Anne Obarski, Executive Director of Merchandise Concepts



Anne M. Obarski, The "EYE" on Performance, has been the Executive Director of Merchandise Concepts for 25 years, now located in Dublin, Ohio. Anne is a professional international speaker and author, who works closely with organizations which want to become CONTAGIOUS... on purpose!

Graduate of Kent State University, past sportswear buyer for the May Co. Department Stores (now under the Macy's name), college instructor for 15 years and retail consultant and speaker for 24 years – all have helped Anne to bring real life experiences and advice to the thousands of audience members who have heard her passionately speak over the past two decades.

Anne is the author of "Applied Retail Mathematics" and "Surprising Secrets of Mystery Shoppers." She is a contributing author to the books: "Real World Customer Service Strategies that Really Work, Conversations on Customer Service and Sales" featuring Brian Tracy and "Confessions of Shameless Self Promoters" by Debbie Allen. Anne's most recent book, "Make Your Business Contagious," was released in November, 2008.

Her monthly retail articles have been published and translated worldwide and she is having a great time with her new blog, contagiousbusinesses.blogspot.com, focusing on "contagious businesses" and what makes them that way, as well as trying her social networking skills out on Facebook and Twitter!

Breakout Sessions (Choice of 3 sessions)

- **Undercover Boss (offered twice)**
Presenter: Anne Obarski – Executive Director, Merchandise Concepts
- **Can I Smoke Crack on My Break? Understanding Substance Abuse (HRCI credit approval)**
Presenter: Scott Warrick – JD, MLHR, CEQC, SPHR, Scott Warrick Consulting, Training & Employment Law Services
- **Terminating Employees Without Getting Sued**
Presenter: Jonathan J. Downes – JD, Zahsin & Rich Co.
- **21st Century Prevention: A Youth-led Approach to Effectively Engaging Students in Eliminating Substance Use, Abuse and Violence**
Presenter: Robert Persinger – Youth Leadership Council of Licking County
- **Managing the Cross-over Between ADA, FMLA, and Workers Comp**
Presenter: Jonathan J. Downes – JD, Zahsin & Rich Co.
- **Team Building: Trust and Conflict Resolution – Building an Effective Team (HRCI credit approval)**
Presenter: Scott Warrick – JD, MLHR, CEQC, SPHR, Scott Warrick Consulting, Training & Employment Law Services
- **Schools and Technology Panel**
Panel: Dave Hile, Licking Valley and Jeff Brown, Granville

Luncheon Speaker

- **Moving Beyond Lockdown**
Presenter: Deputy Gus Moore – Deputy, Licking Co. Sheriff's Department

Anne Obarski –intro 2013

Anne M. Obarski is a professional international retail speaker and author who works closely with organizations who want to become **CONTAGIOUS**...on purpose! She is the founder of **Merchandise Concepts** since 1984, a retail speaking and coaching service located in Columbus, Ohio.

Past sportswear buyer for a million dollar department for the May Co. Department Stores, now under the Macy's name, *college business instructor for 15 years, (5 with Stark State and 10 with the Art Institute Pittsburgh)*, and being a retail consultant and speaker have all helped Anne to bring real life experiences and advice to the thousands of audience members that have heard her passionately speak globally over two decades.

She is a professional member of the National Speakers Association as well as the Global Speakers Federation.

Anne is the author and co-author of 5 books on customer service and newest book, "**Make Your Customer Service CONTAGIOUS**" just released in July and will be signing her book later this morning.

Put away your tissues or any medicine you even *think* you might need as Anne is about to share why and how we can become **CONTAGIOUS, ON PURPOSE!**

Help me welcome,

***Closet Choco-holic* -----ANNE OBARSKI**