

**North Carolina Employment and Training Association Annual Conference  
Holiday Inn SunSpree Resort  
Wrightsville Beach, North Carolina  
March 14-16, 2001**

**Tentative Agenda**

**WEDNESDAY, MARCH 14, 2001**

10:00 a.m. – 5:00 p.m.	Registration	3:00 p.m. – 4:30 p.m.	<b>Concurrent Workshops</b>
10:00 a.m. – 5:00 p.m.	Exhibit Area Open		*Motivating our Staff to Higher Levels
12:00 noon - 12:30 p.m.	New Member Orientation		*NC STARS and ITA's
12:45 p.m. - 2:45 p.m.	<b>LUNCHEON and OPENING SESSION</b>		*Welfare-To-Work Best Practices
	<i>Speaker: Earl Suttle, President</i>		*DOL Apprenticeship
	<i>Three E Corporation, Roswell, Georgia</i>		*Older Workers Programs
	<i>"Developing the Leader Within Ourselves"</i>	4:30 p.m.– 5:00 p.m.	Regional Caucuses
		5:00 p.m – 7:00 p.m.	<b>Reception</b>

**THURSDAY, MARCH 15, 2001**

8:30 a.m. – 5:00 a.m.	Registration	1:00 p.m. – 2:30 p.m.	<b>Concurrent Workshops</b>
8:30 a.m.– 10:00 a.m.	<b>GENERAL SESSION</b>		*Customer Satisfaction
	<i>"Washington Update"</i>		*Youth Councils, Programs and Changes
	<i>Speaker: Bob Knight, President</i>		*IRS Tax Credit
	<i>National Association of Workforce Boards</i>		*Create Time for Life
10:00 a.m. – 10:15 a.m.	<b>Break</b>		*Domestic Violence
10:15 a.m. - 11:45 a.m.	<b>Concurrent Workshops</b>	2:30 p.m. – 2:45 p.m.	<b>Break</b>
	*MOU's – The Next Step	2:45 p.m.– 4:15 p.m.	<b>Concurrent Workshops</b>
	*WIA Performance Measures – When Does a Person Count?		*Manufacturing Certification Program
	*Labor Market Information for One-Stop Staff		*Stretch your Dollars
	*Supportive Services for Clients to Become Self-Sufficient		*Dislocated Workers/Rapid Response and Beyond
	*Leadership Styles in the Workplace		*Working Successfully with Hispanic Customers
11:45 a.m.– 1:00 p.m.	Lunch (on your own)		*Monitoring for One-Stop Delivery System
		7:00 p.m. – 9:00 p.m.	DINNER (Casual dress)
		9:00 p.m.– 12:00 Midnight	DANCE

**FRIDAY, MARCH 16, 2001**

8:30 a.m.– 9:30 a.m. **BREAKFAST BUFFET**  
9:30 a.m.– 11:30 a.m. **CLOSING SESSION**

\* Former Workforce Development Participants

\* *Speaker: Thomas L. Hodgin*  
*Wilmington Quality Association*  
*Wilmington, NC*  
*"Improving Customer Retention and Creating Delighted Customers"*

**Please make checks payable to NCETA. Registration fee must accompany this form. Receipts to be provided at the conference. Mail check and registration form to:**

**Linda Parker, Treasurer**  
**Regional Partnership LA**  
**P. O. Box 1883**  
**Asheboro, NC 27204-1883**  
**Tele: (336) 629-5141**

**Direct registration questions to Linda Parker. For specific agenda details, contact Sylvia Jones at (252) 492-2061 ext. 297 or e-mail [joness@admin.vgcc.cc.nc.us](mailto:joness@admin.vgcc.cc.nc.us)**

**If you have any special needs related to conference participation, please indicate below.**