



# LFLPN

## 60th Annual Convention

### Featuring Keynote Speaker:

# Teresa Allen

#### KEYNOTE PRESENTATION:

10:00 a.m. April 25th

#### ***Having the TIME of Your Life!***

What are you doing with the TIME in your life? If you aren't consciously planning for the time IN your life, you can't have the time OF your life! Join Teresa as she helps you delve deeper into your plan for life; your success journey. Teresa will encourage you to "STOP, LOOK, and LISTEN" and will show how this simple childhood instruction has significant application in your life today!

1:15 p.m. Join nationally recognized customer service expert Teresa Allen as she presents:

#### ***The Prescription Rx for Service***

From the provider perspective, patient service is a demanding job. From the patient's side, visiting a doctor's office or a hospital is often considered a necessary evil. To excel in patient service, nursing professionals must find a balance between meeting all the demands of this paper and liability intensive profession with the compassion that every patient desires and deserves. Specific topics of this interactive program will include:

- Maintaining a Positive Attitude Amid Healthcare Challenges
- A Patient Service Self Exam
- Communicating to Patients and Family Members through Positive Body Language and Tone of Voice
- How to "Say It Better"!
- How to Handle Varied Patient and Family Member Personalities

#### ***About our Keynote Presenter... Teresa Allen***

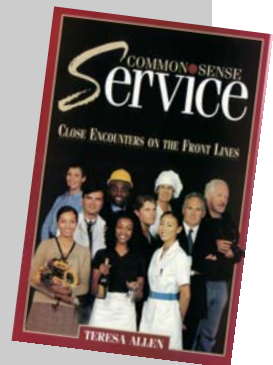


Teresa Allen has been wowing audiences for over 15 years. Teresa is author of the best-selling book, ***Common Sense Service: Close Encounters on the Front Lines***, and is co-author of ***The Service Path: Your Roadmap for Building Strong Customer Loyalty***.

Teresa is a member of the National Speakers Association and has presented her programs across the United States for over 15 years. Her zest for life and "keeping it real" makes her instantly relate to participants who have given her an amazing average rating of 4.8 out of 5.0 for over 15 years.

Teresa is a **Recipient of the 2007 Professional Trainer of the Year from the American Society for Training and Development.**

In addition to speaking and training nationally and being a recognized author, Teresa owns multiple business enterprises, has served as a television host, has appeared in several motion pictures. Always looking for fun and adventure, this native of Chicago has even served as a Queen of Mardi Gras where she now lives in Louisiana.



\*\* Special Note: Teresa's ***Common Sense Service*** book will be available after her program at a discounted price of \$5 each (normally \$10). Teresa will be happy to personally autograph your copy for you! ***The Service Path*** will also be available at a discounted price of \$10 (normally \$15). Please bring cash or check for purchases.

For further information on all the other exciting programs at our conference, please contact Margie Monroe at 318-688-7849. For further information on Teresa Allen, please consult her website: [www.AllenSpeaks.com](http://www.AllenSpeaks.com).