

# TENTATIVE AGENDA TO INCLUDE TOPICS ON:

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## Customer Service

- Creating a Service Excellence Culture
- Cultural Competency / Sensitivity Training
- WIC: The Appalachian Experience
- The Face of Hunger

## Nutrition

- Motivational Interviewing
- Importance of Family Meals
- Counseling on Opioid Use
- Counseling Gestational Diabetic Participants
- Working Around Allergies

## Breastfeeding

- Lactation Support in Underserved Areas
- How to get through Breastfeeding Fatigue
- Supplementation: When and How to
- How Hospitals Foster Breastfeeding Support Groups

## Leadership

- Recruiting Rockstars: Looking Past the Resume
- Building High Functioning Teams
- NWA Marketing Campaign
- Caseloads: a National Perspective