

KEYNOTE SPEAKERS

MONDAY, 3:00 P.M. – 5:30 P.M.

OPENING GENERAL SESSION AND FRPA ANNUAL BUSINESS MEETING

“Communication Bleeps and Blunders in Business”

One of the biggest challenges in recreation and parks today is communication. You said one thing; your coworker heard another. Neither was wrong, but now the customer’s mad and someone has to handle it. Business humorist Todd Hunt shares funny, true stories of how we all mess up communicating and how to fix it and become more successful. Discover “where your listener is coming from” and how to tailor your communication style accordingly. Review the eight problem words that could cost you business. Never think about voice mail the same again. It’s okay to laugh and learn at the same time!

Former “Tonight Show” comedy writer, two-time Emmy Award winner and opening act for Jerry Seinfeld...Todd Hunt is none of these.

But he IS a Recovering Anal Retentive Professional (RARP) who finally learned to lighten up! Now he tells funny, true stories about sales, customer service, leadership, and change...inspiring recreation and park professionals to communicate better with customers and employees to become more successful.



TODD HUNT,
Business Humorist

TUESDAY, 8:30 A.M. – 10:00 A.M.

FUEL YOUR LIFE, WORK, AND TEAM WITH POSITIVE ENERGY

Sponsored by Rep Services, Experts at Play and Outdoor Spaces

Based on his new best-selling book, *The Energy Bus*, Jon Gordon presents a powerful roadmap to overcome common life and work obstacles and bring out the best in yourself and your team. Everyone faces challenges and every person, organization, company, and team will have to overcome negativity and adversity to define themselves and create their success. No one goes through life untested and the answer to these tests is positive energy—the kind of positive energy consisting of vision, trust, optimism, enthusiasm, purpose, and spirit that defines great leaders and their teams. Drawing upon his experience and work with thousands of leaders, sales professionals, teams, non-profit organizations, schools, and athletes, Jon shares inspirational stories, actionable strategies, the latest research in positive psychology and emotional intelligence, and 10 rules to fuel your life, work, and team with positive energy. Whether you feel that your gas tank is empty, maybe just stuck with a flat tire, lost direction, or you’re ready to drive you and your team with more purpose and positive energy, Jon will inspire you to create more success and enjoy the ride of your life! Benefits include: Solutions to refocus and re-energize yourself as a leader; Strategies to get your team (work team, sports team, church team, family team) on the bus and moving in the right direction; The scientific benefits of positive thinking and its impact on your health, success, and happiness; Strategies to overcome fatigue, stress, and negativity; Renewed enthusiasm, spirit, and purpose; A simple way to deal with Energy Vampires at work and home; Physical strategies to enhance energy and performance.



REP SERVICES, INC.
Experts at Play & Outdoor Spaces



JON GORDON,
The Jon Gordon Companies

THURSDAY, 8:30 A.M. – 10:00 A.M.

CLOSING GENERAL SESSION: NO ONE CAN STOP YOU BUT YOU!

Your organization is a reflection of your people. Walter’s signature program, “No One Can Stop You, But You,” is a powerful presentation that will connect each individual in the audience. This program is packed with powerful insights on how to build healthy confidence, become a peak performer, dominate in your current role, eliminate all excuses and point the finger where it needs to be...at yourself. Walter shares his fundamentals of success, which he parallels to his professional basketball career. Basketball has fundamentals and the business world does, too. When you leave, you will know that NO ONE CAN STOP YOU BUT YOU as an individual and as an organization.

Today, Walter is a highly sought after professional speaker, motivator, life coach, humorist, son, husband, and father of three beautiful children. Walter takes the life lessons he has learned about teamwork, leadership and maintaining that winning edge, and incorporates these lessons into the professional philosophies that reach everyone. Walter influences, inspires, and empowers—both personally and professionally—the thousands of men and women he addresses each year throughout the United States and abroad.



WALTER BOND,
Walter Bond Seminars