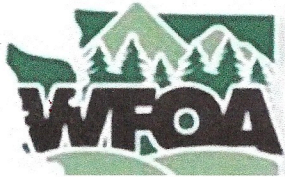


**2010 Annual Conference**  
**Washington Finance Officers Association**  
**Vancouver, Washington**  
**September 14 - 17**



Ensure that Your Entity is Adequately

• Auditing • Reporting • Financing • Planning & Performance Informed

---

WFOA is pleased to provide you with Opening /General Session Speakers each morning. In addition, we have also included equally talented national and statewide speakers who are scheduled to provide educational opportunities at our conference.

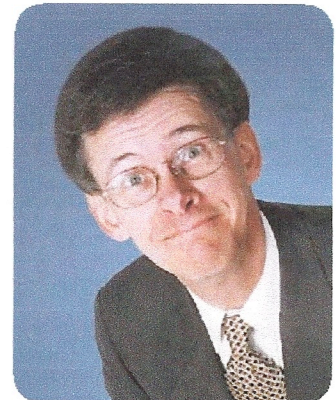
---

## Opening Speaker

### Communication Bleeps and Blunders in Business

You said one thing; your client or coworker heard something else. Nobody was wrong, but now confusion runs rampant and you have to deal with it. Laugh at funny, true examples from the business world that show how we all miscommunicate with customers and coworkers...and how we can improve.

*As an executive with Ogilvy & Mather, then the world's largest advertising agency, Todd learned the inner workings of communication. Additional positions with an insurance administrator, direct marketing company and major retailer confirmed what he had suspected all along—we all mess up communicating every day! Todd's books include "Does Anal Retentive Have a Hyphen?" and "Pardon Me, But That's a Really Stupid Sign!" His newspaper column, "Communication Bleeps and Blunders in Business," appears in the United States and Canada, and he stars on several CD and DVD programs.*



**Todd Hunt**  
**Business Humorist**  
**& Author**