

Hitting the Right Notes in Retirement

Please join us for the 37th Annual NPEA Conference

October 14–18, 2017, DoubleTree by Hilton Hotel Nashville Downtown, Nashville, Tennessee

Saturday, October 14

- 5–6:30 pm **Systems Roll Call: Latest News from NPEA Member Systems**
- 6:30–8 pm Opening Reception

Sunday, October 15

- 8 am–noon Vendor Exhibits
- 9 am–noon **InFRE Pre-Conference Workshop: Fundamentals of Investing, CRC 2**
Presented by the staff of the Colorado Public Employees Retirement Association: Kirsten Strausbaugh, CRC, Director of Field Education; Dianne Patrick, CRC, Learning Specialist; Aaron Sherman, CRC, Field Education Representative
- Lunch (on your own)
- 6–9 pm Dinner (provided)

Monday, October 16

- 8 am–4 pm Vendor Exhibits
- 7:30–8:30 am Breakfast (provided)
- 8:30–8:45 am **President's Welcome**
Patrick Lane, Director of Member Services, Oklahoma Public Employees Retirement System
- 8:45–10:15 am **Keynote: You Only Live Once: The Roadmap to Financial Wellness and Purposeful Life**
Jason Vitug, Author and Founder of financial education start-up and lifestyle brand Phroogal
- 10:30–11:30 am **Media and Legislative Communications**
Russ Rhea, Vice President of Media Services, Hahn Public
- 11:30–12:30 pm **Technology Trends Changing Organizations and Society**
Jason Hiner, Global Editor in Chief, TechRepublic
- 12:30–1:30 pm Lunch (provided)
- 1:30–5 pm **Concurrent Breakout Sessions with Facilitators**

- **Member Counseling Roundtable**
NPEA Member Systems

- **Media Training**
Russ Rhea, Vice President of Media Services, Hahn Public

- **Using Social Media**
Jeff Pabst, CRC, Senior Communications Specialist, Missouri Local Government Employees Retirement System
- **Expanding Customer Service through Live Chat**
Lynn Paatalo, Director of Member Services, Minnesota Teachers Retirement Association
- Dinner (on your own)

Tuesday, October 17

- 8 am–4 pm **Vendor Exhibits**
- 7:30–8:15 am Breakfast (provided)
- 8:30–8:45 am **Annual Business Meeting**
- 8:45–9:45 am **National Pension Case Law Update**
Robert Klausner, Esq., Klausner, Kaufman, Jensen & Levinson, P.A.
- 10–11:15 am **The Storyteller's Secret: How Narrative Intelligence Can Transform Your Organization**
Jason Ashlock, Founding Partner, Frontier Press
- 11:30–12:30 pm **Pensionomics 2017**
Diane Oakley, Executive Director, National Institute on Retirement Security
- 12:30–1:30 pm Lunch (provided)
- 1:30–2:30 pm **Actions Speak Louder than Words: Negotiating Successfully through Understanding Nonverbal Communication**
Jan Hargrave, CEO, Hargrave Associates
- 2:45–3:45 pm **Washington Update**
Thomas Lussier, President, The Lussier Group
- 4–5 pm **NPEA Member Showcase: Customized Generational Communication**
Bobbie O'Neil, Manager of Education, Ohio Public Employees Retirement System
- 7–9 pm Dinner (provided)

Wednesday, October 18

Departure day

Registration available online at npea.com

- **Conference fees**
Attendee regular fee \$725
Guest fee \$295
Vendor \$1,800
Vendor additional staff \$725
- **Hotel reservations**
Room rate \$225
Upon completion of your conference registration at www.npea.com/conference-registration, you will be linked to the hotel registration page. To receive the conference rate of \$225/night, you must make a reservation by September 11, 2017.
- **Transportation**
Fly into Nashville International Airport (BNA). The hotel is a 15-minute drive from the airport. Airport shuttle and taxis are available with an average cost of \$16-\$25; see www.flynashville.com for details.

Who should attend

- Retirement counselors and benefit analysts
- Trainers and program developers
- Member services managers
- Member education staff
- Communications staff
- Contact Center staff
- Retirement counselors requiring CRC continuing education credits
- System directors and executives looking to create, improve or expand member education initiatives

