

## 2018 Mid-Year Training

### **Learning Something New: *It's Music to Your Ears***



- 8:45 **Welcomes and Introductions** (With a Special Video Surprise)
- 9:00 – 10:00 **I Think I Think Too Much...I Think**
- Small Group Discussions on Grammy Award Winning Topics
- Learn how to harmonize with anyone in your office
  - Learn how to be sweet music to any customer
- 10:00 – 10:15 **Break**
- 10:15 – 11:00 **Small and Large Group Discussions Continued**
- 11:00 – 12:00 **Chart Topping Panel Discussions**
- Staying In-Tune with Case Processing
  - Get in the Groove with Statistics
  - Hitting the High Notes with Policies & Procedures
- 12:00 – 1:00 **Working Lunch** (lunch provided)
- Open Mic Q&A – Karaoke optional
  - Topics limited only by your imagination.
- 1:00 – 2:15 **I Will Survive**
- e-Filing Practices and Procedures
- Topping the Charts with Tips & Tricks
  - A Chorus Line of Mandatory Concerns
  - Rhythm & Groove With Best Practices
- 2:15 – 2:30 **Break**

2:30 – 3:30

**Ch-ch-ch-ch-Changes**

Tyler Technologies and Odyssey – Welcome & Introduction

3:30

**Wrap up** / Closing