



LEVERAGING ORGANIZATIONAL HEALTH TO ADVANCE YOUR MISSION

ST. PETE BEACH, FLORIDA, DECEMBER 1-2, 2016

How important is organizational health? Patrick Lencioni puts it this way: *“Once organizational health is properly understood and placed into the right context, it will surpass all other disciplines in business as the greatest opportunity for improvement and competitive advantage. Really.”*

That’s quite a statement from a New York Times best-selling author! Why would a business writer say that *organizational health “trumps everything else in business”*? In short, organizational smarts (executing strategy, marketing, finance, technology) are necessary, but not sufficient. However, organizational health (minimal politics, low confusion, high morale, low turnover, high productivity) is *the multiplier* of organizational smarts.

Organizations are like families. When the system is healthy, not only do the individual members function effectively, but they multiply their effectiveness *because* of those around them. The inverse is also true. When the system is unhealthy, the functioning of all members is impaired. Like a dysfunctional family, an unhealthy organization – with employees who do not trust each other, who are unable to have healthy conflict, who cannot reach clear decisions, and who do not respectfully hold one another accountable – cannot achieve great results!

Although focus on results is important in all business contexts, it is even more critical for providers of children’s mental health services, where the results are changed lives and generations. Organizational health, congruent with clinical efforts of trauma-informed care and current best practices in leadership development, accomplishes two very important goals: *outcomes* for children and families, and *environments* that promote recruitment and retention and honor our most valuable asset in executing our mission – our employees. Creating a healthy workplace is an essential foundation for delivering trauma-informed care.

Please plan to join the National Association for Children's Behavioral Health for a dynamic two-day immersion in organizational health concepts and tools to increase your team's effectiveness. NACBH is known for energetic and cutting-edge discussions, facilitated by the leading experts. This meeting will provide a terrific opportunity for your agency's executives and key managers to engage with both NACBH's mission-driven thought leaders and Pam Bilbrey and Brad Haynes, Principal Consultants for Patrick Lencioni's consulting firm, The Table Group.

Pam Bilbrey's clients span a broad spectrum of industries including healthcare, financial services, pharmaceuticals, manufacturing and the public sector. She has authored three books, trained more than 20,000 executives across North America and Europe, and has been featured on PBS and National Public Radio. With over 25 years in executive leadership in healthcare, Pam is intimately familiar with the rapidly changing and highly regulated healthcare environment. She holds an MBA and a Masters in Psychology.

Brad Haynes consults with CEOs and executive teams to quickly and effectively apply concepts captured in Lencioni's eleven best-selling books. As a clinical psychologist and someone who has worked in residential and outpatient settings, Brad brings a unique perspective and skill set to successfully navigate difficult interpersonal issues that may prevent team cohesion and organizational clarity. He holds an M.A. in Theology and a Psy.D. in Clinical Psychology.

Lencioni begins his book, The Advantage, with these words, "*The single greatest advantage any company can achieve is organizational health.*" If that is the case, you will not want to miss the opportunity to engage in the *right discussion* with the *right people* in the *right place*. There is no more conducive environment than the Don CeSar Beach Resort in St. Pete Beach, and we hope to see you there in December! The room block fills quickly.

THE PROGRAM COMMITTEE:

John Damon, Mississippi Children's Home Services, Jackson, MS
Tricia Delano, Jackson-Feild Behavioral Health Services, Jarratt, VA
Denis McCarville, AK Child & Family, Anchorage, AK
David Napier, Youth Home, Inc., Little Rock, AR
Dick Wolleat, Northwood Children's Services, Duluth, MN

***Many thanks to CARF International, COA and the Joint Commission
for their ongoing and generous support of NACBH meetings.***

HOTEL INFORMATION

The Don CeSar Beach Resort

3400 Gulf Boulevard, St. Pete Beach, Florida 33706

\$12/day resort fee includes wireless internet in guest rooms, 24-hour access to fitness center, complimentary yoga and aerobics classes daily and other amenities.

\$23/day valet parking (main hotel), \$5/day self-parking (both properties)

Option to the main hotel, at the same room rate: The Beach House Suites

Sister property ½ mile away. One-bedroom suites, with king or queen size bed in the bedroom and sleeper sofa in the living room, full kitchen, dining room, washer/dryer, balcony, view of the Gulf. Full resort privileges at the main hotel. Free shuttle on demand to the main hotel.

(800) 282-1116 Reservations

Ask for the NACBH room block: \$189 single/double
3rd and 4th adults sharing the same room: additional \$25/night each

Reservations for the main hotel can also be made online at
<https://resweb.passkey.com/go/NACBH2016>.

Reservations that include special requests, such as bed size, availability of upgraded rooms for additional cost, etc., should be made by phone.

Reservations for the Beach House Suites must be made by phone.

*** Any issues with Reservations – please email register@nacbh.org for assistance ***

Rate effective: November 29 – December 2, 2016
and, subject to hotel availability, November 26 – 28 and December 3 – 5

Hotel reservations cut-off: Tuesday, November 8, 6:00 p.m. (Eastern)

Don't wait – the block fills quickly!

A charge equal to one room night will be made for cancellations received less than 72 hours prior to scheduled arrival, and for departures before the date confirmed at check-in.

Check-in: 4:00 p.m. Check-out: 11:00 a.m.

PRELIMINARY PROGRAM

Thursday, December 1

- 8:15 a.m. **Registration and Continental Breakfast**
South Terrace, Fifth Level Conference Center
- 8:45 a.m. – 9:15 a.m. **Welcome and Introductions**
- 9:15 a.m. – 10:45 a.m. **Organizational Health and Team Effectiveness**
- Smart & Healthy
 - 4 Disciplines
 - Organizational Health Survey
 - 5 Team Behaviors
 - Best Team exercise
 - Video – High Performing Teams
- 10:45 a.m. – 11:00 a.m. **Break**
- 11:00 a.m. – 12:30 p.m. **Five Team Behaviors and the Role of the Leader**
- Building Trust
 - Personal histories tool
 - Temperament exercise
 - Mastering Conflict
 - Conflict continuum
 - Conflict tools
 - Achieving Commitment
 - Airline story
 - Embracing Accountability
 - Why is this the most difficult of the five behaviors for a team?
 - What can leaders do?
 - Focusing on Results
 - What are the barriers to focusing on collective results?
 - What can leaders do?
- 12:30 p.m. – 2:15 p.m. **Lunch**
- 2:15 p.m. – 3:45 p.m. **Facilitated Break-Out Sessions**
- The Ideal Team Player
 - Effective Meetings

3:45 p.m. – 4:00 p.m. **Break**

4:00 p.m. – 5:15 p.m. **Facilitated Panel Discussion**

5:15 p.m. – 5:30 p.m. **Day One Wrap-Up**

6:00 p.m. – 8:00 p.m. **Reception**
North Terrace, Fifth Level Conference Center

Friday, December 2

8:15 a.m. **Continental Breakfast**
South Terrace, Fifth Level Conference Center

8:45 a.m. – 9:00 a.m. **Welcome Back**

9:00 a.m. – 10:30 a.m. **Facilitated Break-Out Sessions**
Repeated from Day One so everyone can participate in both:

- The Ideal Team Player
- Effective Meetings

10:30 – 10:50 a.m. **Break**
Check-out time is 11:00 a.m.

10:50 a.m. – 12:15 p.m. **The Six Critical Questions**

12:15 p.m. – 1:45 p.m. **Lunch**

1:45 p.m. – 3:15 p.m. **Next Steps to Transforming Your Organization**
Questions Answered

3:15 p.m. **Adjourn**

*In deference to those who requested a fragrance-free environment,
we ask that you avoid wearing perfumes, colognes and other scented products.*

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NATIONAL ASSOCIATION FOR CHILDREN'S BEHAVIORAL HEALTH

December 1 – 2, 2016

REGISTRATION FEES

Early Bird – Payment Postmarked before October 15

\$695	1 st registrant from member agency	\$895	1 st registrant from non-member agency
\$595	2 nd registrant from member agency	\$795	2 nd registrant from non-member agency
\$395	each additional from member agency	\$395	each additional from non-member agency

Payment Postmarked October 15 through November 30

\$795	1 st registrant from member agency	\$995	1 st registrant from non-member agency
\$695	2 nd registrant from member agency	\$895	2 nd registrant from non-member agency
\$395	each additional from member agency	\$395	each additional from non-member agency

Payment Postmarked After November 30

\$895	1 st registrant from member agency	\$1095	1 st registrant from non-member agency
\$795	2 nd registrant from member agency	\$995	2 nd registrant from non-member agency
\$395	each additional from member agency	\$395	each additional from non-member agency

The NACBH member registration rate for this meeting is also available to members of:

Alaska Behavioral Health Association
Indiana Association of Resources and Child Advocacy
Association for Behavioral Healthcare, Massachusetts
Minnesota Council of Child Caring Agencies
Missouri Coalition of Children's Agencies

CANCELLATION POLICY

A 50% cancellation fee will be imposed for all cancellations received between November 3 and 17.
After November 17, it will not be possible to make any refunds.

SPECIAL REQUIREMENTS

For each registrant, please identify any special dietary or accessibility requirements.

REGISTRATION

Name of agency _____

Address _____

Confirmation and invoice should be emailed to: _____

1st registrant's name _____

Title _____

Phone, email _____

Special Requirements _____

2nd registrant's name _____

Title _____

Phone, email _____

Special Requirements _____

3rd registrant's name _____

Title _____

Phone, email _____

Special Requirements _____

4th registrant's name _____

Title _____

Phone, email _____

Special Requirements _____

5th registrant's name _____

Title _____

Phone, email _____

Special Requirements _____

Please send completed form to register@nacbh.org or NACBH, 1025 Connecticut Avenue, NW, Suite 1012, Washington, DC 20036. The registration will be confirmed by email.