Join Child Care Aware of New Hampshire powered by Southern New Hampshire Services for the 7th Annual Fall Leadership Summit. This four (4) hour virtual training will address enrollment, Appreciative Inquiry, recruiting, hiring, training and retaining great staff. In supporting today's employees, we need to include both traditional and nontraditional modes of leadership. The old command-and-control styles are being replaced by coach-and-collaborate systems. Involving our team in solving challenges has many benefits including employee ownership, professional growth and job satisfaction.

Through Appreciative Inquiry (AI) we will seek to learn how to engage staff in self-determined change. Using the belief that the mind goes in the direction of the question, this presentation examines why and how to use positive inquiries. The five principles of AI are used to create affirmative environments. Adjusting how we ignite change from deficit-based to strength-based investigations leads us to building on vitality. The presentation looks at why modifying, "What's wrong?" to "What would be helpful?" brings about new possibilities. And finally with that strong team providing quality care, we can create a customer service model that can make your child care program the best in its field. Quality care coupled with customer service methods can lead child care providers to satisfying families' need for outstanding care.

**Trainer Bio:** Scott Noyes from Empowering Programs has been professionally working, playing, writing and talking about children for thirty years. He teaches a graduate level course in "Challenging Behaviors," and an undergraduate course in "Positive Discipline." Scott's first book *Positive Discipline - That Works!* is in its fourth publishing. His second book, *Intentional Language* was released in the fall of 2003. His newest read, *This Child is Driving Us Crazy - What Should We Do?* helps adults develop an effective behavior plan for children with feisty behaviors.