



REGIONALS

NOVEMBER 5-7, 2025

3 Points MRCC/MPCC
1.5 Points CMC/MMC



Kent Julian

<https://liveitforward.com/>

November 5, 2025

Belton, MO

602 Maurer Parkway

Belton, MO 64012

November 6, 2025

Republic, MO

4221 S. Wilson's Creek
Blvd.

Republic, MO

November 7, 2025

Maryland Heights

11911 Dorsett Rd.

Maryland Heights, MO

9:00 a.m. - 4:00 p.m.

REGISTER - \$135.00

<https://www.moccfoa.org/events>

Your 1% Advantage

Success isn't the result of everything going your way. On the contrary, true success is only experienced by those who can turn adversities into advantages. In other words, in order to win in life, work, or leadership, you must lead your life instead of allowing life to lead you. This session explores the keys to developing resiliency, overcoming tough challenges, and stepping into your best self.

Bust Your Signature Moves in Customer Service - Serving Customers Better (While Learning About Yourself Along the Way)

This session is a highly engaging, interactive experience that equips participants to discover their "signature moves" (personality strengths and talents) and potential "signature bloopers" (personality weaknesses). Participants also uncover the best strategies to "bust their signature moves" (play to their strengths and compensate for their weaknesses_ when interacting with other people, especially customers.

DEADLINE - OCTOBER 22, 2025

Refund Policy: 8 weeks in advance %100 refund. Less than 8 weeks but more than 30 days in advance \$30 cancellation fee. Less than 30 days No Refund.

REGISTRATION OPENS SEPTEMBER 2ND

REGIONALS

NOVEMBER 13-14, 2025



*Alia Stowers
Presents*

**3 Points MRCC/MPCC
1.5 Points CMC/MMC**



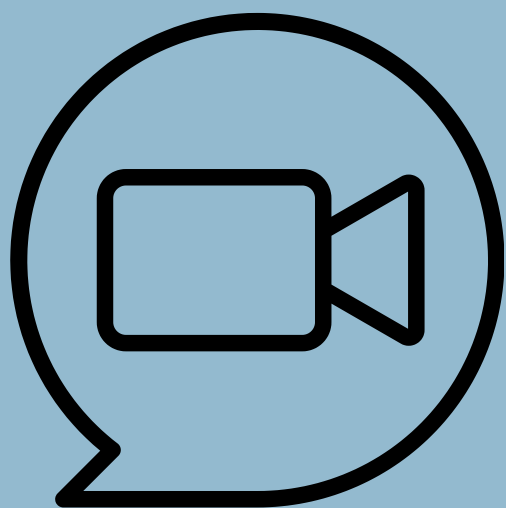
Effective Conflict Resolution

All managers know one of the most difficult day to day issues is conflict—conflict between team members as well as passive-aggressive conflict between organizational “silos.” Built for seasoned leaders, this module helps leaders understand how to approach and interpret conflict, how to communicate clearly and empathetically during conflict, when to take stern actions, and how to create an atmosphere of collaboration and peace. It involves interactive exercises and role playing.

Intergenerational Dynamics

Are you over the age of 60 and having a hard time understanding what your younger colleagues are saying? Perhaps you are new to the workforce but can't relate to your veteran coworkers' value set?

Welcome to the generation gap! This workshop will take a humorous and realistic look at what it's like to have three very different generations in the workplace. We will explore the realities of this gap and identify ways to leap it.... whether you're a Baby Boomer, Generation Xer, Millennial, or Zer. It's gonna be bussin! (Attend session for translation.)



Zoom Session! **Must have video on for participation**

Sign up November 13th or November 14th 9:00 a.m. - 4:00 p.m.

Class Registration is limited! Sign up early!

REGISTER - \$135.00

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REGISTRATION OPENS SEPTEMBER 2ND