

NENA's 11th Annual National Training Conference

September 22-24, 2021
Location: Virtual via Zoom

Conference Program

<u>Legend</u>	
Marketing	
Operations	
Work Incentive Counseling	
Professional Development	
Service Delivery	
Eastern Time	Pre-Conference Schedule - August 18th - September 9th, 2021
	EN Ticket Basics: Everything You Need to Know! (August 18th, August 25th, September 1st & September 8th)
	Work Incentives for SSDI and SSI Recipients (August 19th, August 26th, September 2nd & September 9th)
Eastern Time	Orientation Schedule - Wednesday, September 15, 2021
9:00 - 9:30	Conference Orientation 1
10:00 - 10:30	Conference Orientation 2
11:00 - 11:30	Conference Orientation 3
Eastern Time	Day 1 Schedule - Wednesday, September 22, 2021
11:00 - 11:30	Conference Kickoff & Welcome!
11:45 - 1:00	Resumes that get your Job Seeker Hired
11:45 - 1:00	Expanding Services & Increasing Reimbursement for SSI Beneficiaries
1:00 - 2:00	Breakfast/Lunch/Networking/BINGO
2:00 - 3:15	Client Engagement and Retention: Supporting Ticketholders from Intake to Graduation
2:00 - 3:15	Making the Connection: Relationship Building with Ticketholders
3:45 - 5:00	Developing Emotional Intelligence: What You Can Do to Up Your Game!
3:45 - 5:00	Building Trust Virtually
5:30 - 6:30	Networking Event: Meet and Greet with the NENA Board!
Eastern Time	Day 2 Schedule - Thursday, September 23, 2021
11:00 - 12:15	Awesome Interview Skills
11:00 - 12:15	A Closer Lens on Requesting Work Incentives with SSA
12:30 - 1:30	Plenary: SSA
1:30 - 2:00	Breakfast/Lunch/Networking
2:00 - 3:15	Recognizing Potential Discrimination - What Should You Do? (Ethics)
2:00 - 3:15	The Death of Boring and Unproductive Meetings
3:45 - 5:00	Your Dream, Your Team: A Resource for Creating Career Pathways
3:45 - 5:00	The Marketing Program - An update on how it is working for ENs
5:30 - 7:00	Networking Event: Summer Shake Up!
Eastern Time	Day 3 Schedule - Friday, September 24, 2021
11:00 - 12:15	Supporting SSDI/SSI Beneficiaries Transitioning to Self-Sustaining Employment
11:00 - 12:15	Tasks, Tips, and Tools for Getting Paid!
12:30 - 1:30	Plenary: TPM
1:30 - 2:00	BREAK
2:00 - 3:15	Plenary Session: Ask Your Questions!
3:30 - 4:00	Closing Session