



**CD DVD Sunday, October 7 Sessions**

- **12NFDA-4** Controlling the Cost of Success: At-need Arrangements With Pre-Need Families  
*Paul Seyler*
- **12NFDA-6** OSHA Regulatory Compliance  
*Richard Best*
- **12NFDA-7** Successfully Converting a Direct Cremation to a Personalized Cremation Service, *Frederick Kitchen, Karl Weisenbeck, Becca Temrowski, Don Brown*
- **12NFDA-8** Profession or Trade: You Make the Call. Let's Get Real, *Jacquelyn Taylor* • **2 CD Set**
- **12NFDA-11** The Challenges of Funeral Service in Alaska, *Douglas Mckown, Scott Janssen* • **2 CD Set**
- **12NFDA-12** Distracted Driving: Your Firm and Your Community, *Mike Russell*
- **12NFDA-13** Don't Settle for Satisfied! Build Customer Loyalty, *Debra Schmidt* • **2 CD Set**
- **12NFDA-14** Embalming Best Practices for Tissue Recovery Cases, *Frank Walton*
- **12NFDA-15** Size Matters: Why Growing Your Business is Key to Your Future, and How Small Firms Can Make It Happen, *Douglas Gober* • **2 CD Set**

**Monday, October 8 Sessions**

- **12NFDA-16** Effective Management of Your Largest Expense - Employee Compensation  
*William Ford*
- **12NFDA-17** Technology for Beginners  
*Walker Posey*
- **12NFDA-18** The 3 P's of Cremation: Policies, Procedures, Performance, *Michael Nicodemus*
- **12NFDA-19** The One Experience We Hardly Ever Manage, *Paul Seyler*
- **12NFDA-21** Handling Claims, Litigation and Regulatory Investigations, *Chris Farmer*
- **12NFDA-22** How to Talk to Families About Green Funeral and Burial Options, *James Olson*
- **12NFDA-23** Ten Keys to Successful Cemetery Operations, *William Stovall*
- **12NFDA-24** Understanding and Benefiting From the Department of Labor's New 408(b)(2) Rule and Fiduciary Responsibilities, *Harold Grubbs*

**CD DVD Tuesday, October 9 Sessions**

- **12NFDA-26** Breaking the Consumer Code: New Insights Into Ways Consumers Really Think About Funerals, *James Forr* • **2 CD Set**
- **12NFDA-27** Embalming the Bariatric and Edema Cases, *Matt Smith* • **2 CD Set**
- **12NFDA-28** Everything You Need to Know About Social Media and Web 2.0, *James Spellos* • **2 CD Set**
- **12NFDA-29** Revised Hazard Communication Standard/EPA & Sustainability: FDs Can Do it All  
*Carol Green, Ed Ranier* • **2 CD Set**
- **12NFDA-30** Cemetery Perspectives From Around the World, *Jisheng Wang, Gustavo Moreno*
- **12NFDA-31** Dover Port Mortuary: The Back Story, *Jacquelyn Taylor, Vernie Fountain*
- **12NFDA-32** Military Funeral Honors Discussion  
*Mark Ward, Jack Lechner*
- **12NFDA-33** Shoestring Marketing  
*Larry Mersereau*
- **12NFDA-34** Smart Phones...Smarter Business  
*James Spellos*

**Wednesday, October 10 Sessions**

- **12NFDA-38** Creating Effective Relationships with Hospice Organizations and other End-of-life Care Providers, *Kim Medici Shelquist*
- **12NFDA-39** Embalming Risk Management, *Jzyk Ennis, Scott Gilligan*
- **12NFDA-40** Ideas Exchange Power-hour: Ignite Innovation in 60 Minutes, *Lynn Ochiltree*
- **12NFDA-41** Redefining Service in a Technology Driven World, *Mel Pennington, IV; Walker Posey*

**New - DVDs include PowerPoint presentation synced with audio recording.**

**CDs include the audio recording of the workshop.**

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