



**Big House Operations Conference**  
**DRAFT Agenda**  
**8/23/2018**

7:30am – 8:30am	Breakfast
8:30am – 9:30am	<b>Employee Track:</b> Hiring, Training & Coaching top talent
9:45am – 10:45am	<b>Volunteer Track:</b> Leveraging your volunteer team to support Big House Operations
11:00am- 12:00 pm	<b>Family Track:</b> Building relationships & maintaining a home-like environment in Big Houses.
12:00pm -1:30 pm	Lunch – On your own
1:30pm-2:30 pm	<b>Leadership Track:</b> Best practices related to active listening, conflict resolution, & boundaries
2:45pm-3:45pm	<b>Family Track:</b> Family Support Program development; non-clinical programs & support
4:00pm-4:30pm	2019 planning session

**\*\*\* PLEASE NOTE THAT THE AGENDA MAY CHANGE ONCE THE INTERNATIONAL CONFERENCE AGENDA IS DEVELOPED TO AVOID DUPLICATION, WHERE FEASIBLE.**