



*2018 NCPO Workshop
September 17 and 18, 2017*

**Preliminary Agenda
Monday, September 17, 2018**

Registration - 12:00-1:00 p.m.

Arizona – Introduction and Welcome

1:00 – 1:30 p.m. – *Michael Harmon, NCPO President*

John Phelps, Chief Executive Officer and Executive Director, State Bar of Arizona

The Quick and the Dead – Member Forum

1:30 – 3:00 p.m.

Each jurisdiction presents a report on recent developments or issues.

Refreshment Break - 3:00 – 3:15 p.m.

Pocket Money – What Should we be Tracking?

3:15 – 4:00 p.m. – *Michael J. Knight*

Data can help determine trends and loss prevention matters. What information should we be tracking to obtain this data?

3:10 to Yuma - Subrogation

4:00 – 5:00 p.m. – *David Bass*

Subrogation can come from various sources, how we coordinate with these other sources to ensure that we maximize benefits.

Dinner – 6:30 – 9:00 p.m. *(included in your registration)*

Z 'Tejas

Paradise Village Gateway
10625 North Tatum Boulevard
Phoenix, AZ 85028

Tuesday, September 18, 2017

Breakfast - 7:30 – 8:45 a.m.

Welcome Back

8:45 – 9:00 a.m.

Stage Coach – JustWare

9:00 – 10:00 a.m. – *Tom McCauley*

Case-management systems can help your office become more efficient and organized.

The Lone Ranger - Exclusions

10:00 – 11:00 a.m. - *Kenneth Bossong, Eileen Donahue, and Kathleen Lewis*

What claims are excluded from payment by your fund? What claims are excluded? Why? Are exclusions burdening otherwise eligible claimants?

Refreshment Break - 11:00 – 11:15 a.m.

Monte Walsh – Succession Planning

11:15 – 12:15 p.m. – *Trinity Braun-Arana, Cindy Neagle, and Jacqueline Rogers*

Jurisdictions are enacting recommended or required succession plans for their attorneys. Our colleagues will share their experiences enacting and pursuing succession planning.

Lunch (on your own)

12:15 – 1:30 p.m.

How the West Was Won – New Trustee Training

12:15 – 12:45 p.m. – *Michael Miyahira*

Tombstone – Dealing with Difficult Claimants

1:30 – 2:30 p.m. – *Blair Moses*

Claimants can be challenging, learn some tactics to deal with difficult claimants.

The Searchers - Marketing

2:30 – 3:30 p.m. – *Jillian Kinsala*

How do you market your fund? Tips and pointers every jurisdiction should use in marketing its fund.

Refreshment Break – 3:30 – 3:45 p.m.

Wild Wild West

3:45 – 4:45 p.m. – *Alecia Ruswinckel*

Some stories are just too wacky to be made up.

Wrap Up

4:45 – 5:00 p.m. – *Michael Harmon, NCPO President*