



**IHFA Leadership Conference**  
**March 27 - 28, 2012**  
**Columbia, Missouri**

**Tuesday, March 27**

12:00 p.m.	Check-in and registration	
1:00 p.m.	Welcome	Bobby Medlen
1:10 p.m.	Pledge of Allegiance & Prayer Introduction of Conference Goals	Bob Crumley
1:20 p.m.	Opening Address - Values	Bill Boddie
1:50 p.m.	Southern Star Story	Bryan Haas
2:30 p.m.	Break	
2:45 p.m.	Tools of the Trade	Bob Crumley
3:00 p.m.	One Size Doesn't Fit all	Ann Lupton / Larry Williamson
4:00 p.m.	Break	
4:10 p.m.	General Manager Interviews	Bryan Haas
5:00 p.m.	Wrap Up	Bob Crumley
5:30 p.m.	Social	Greg Lambert (Telescreen)
6:15 p.m.	Dinner - FISH	Patsy Daniel / Larry Williamson Ann Lupton / Bryan Haas Bob Crumley

**Wednesday, March 28**

7:00 a.m.	Breakfast	
8:00 a.m.	Welcome Back Pledge of Allegiance & Prayer	Bob Crumley Hardee's Heroes
8:10 a.m.	One Size Doesn't Fit All (Recap)	Ann Lupton / Larry Williamson
9:00 a.m.	Serious About Service	Michael Cato
9:45 a.m.	Break	
10:00 a.m.	Resource Utilization	Robyn Rusignuolo (Modern Business Associates)
10:45 a.m.	Coaching	Larry Williamson
11:15 a.m.	Empowerment / Accountability / Higher Expectations	Bryan Haas
11:45 a.m.	Conclusion Feedback (Survey)	Bob Crumley