

Jason Young

Jason Young has been called a "rare breed" when it comes to developing leaders and customer service initiatives. As a former senior-level manager at Southwest Airlines, Jason learned the value of a successful workplace culture. During his 10-years with the airline consistently rated No. 1 in customer service and employee satisfaction, he was a key driver in creating and developing the company's innovative training programs for its successful leadership and customer service culture that have become renowned in the business world today.



Driven by the need to extend his unique insight in leadership development to others outside Southwest, Jason separated from the pack in 1998, when he left the airline to launch his own consulting practice to focus on corporate training and development services specializing in leadership, customer service and team building. Today, as president of LeadSmart, Inc., Jason shares his vision in developing successful corporate cultures and workplace environments with forward-thinking companies, including Starbucks, Radio Shack, Coca Cola and Tyson Foods, to name just a few. He has even returned to his old turf - Southwest Airlines - to extend his knowledge as a corporate training consultant in the leadership development area once again.

Capturing the innovative strategies and tactics he developed working with many Fortune 500 companies, Jason offers insights and practical information that can be implemented immediately in any organization. His keynote presentations and training programs are in demand for audiences of all types - from senior level executives to front line employees. Jason's messages reach to the core of every audience member with his unique style and engaging presentation skills. Participants are treated to a compelling experience that will change the way they view themselves, their customers and the company for which they work.

In **"Culturetopia -The Ultimate High Performance Workplace,"** Jason Young offers a dramatically different approach to creating and sustaining a high performance workplace. His solution for companies is to create an organizational culture where employees can do their best work and one that will produce the desired performance outcomes in productivity, profitability, employee retention and customer satisfaction. The key is intentionally identifying and developing the essential factors that impact performance for any organization: leadership principles, management practices, team alignment and employee behavior. These are the elements that truly define organizational culture and that have the greatest impact on result. The result here is an inspirational encounter that resonates long after his presentation is over.

"Jason Young is high energy, knows his subject and presents it in a way that leaves you feeling great! He breaks down challenging subjects into easy to understand components and applies common sense to tough topics. You are sure to be pleased with the end result!"

**-Mike Bessier
Starbucks Coffee**

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**NCAHU 23rd Annual Symposium
Benton Convention Center • Winston-Salem, NC
APRIL 16-18, 2012**

We the People

2012 REGISTRATION FORM

STEP 1 INDIVIDUAL INFORMATION

Name _____

Designation _____

Nickname for Badge _____

NPN# (www.nipr.com) _____

Company Name _____

Address _____

City _____

State _____ ZIP _____

Phone (____) _____

FAX (____) _____

Email _____

Agent/Broker

Company Rep

Other

STEP 2 COSTS

MEMBERS

EARLY BIRD-By March 16-\$195

Includes Ethics on Monday

Thereafter/On-site-\$295

NCAHU-Local Chapter Name _____

NCAIFA

"Big I"

NON-MEMBERS

EARLY BIRD-By March 16-\$295

Includes Ethics on Monday

Thereafter/On-site-\$395

(Non-Members: If you attach a completed membership application and full dues payment, you may register as a Member. Go to www.ncahu.org for the membership application.)

ETHICS:

Registration for Ethics ONLY on Monday-\$75

I plan to attend the Ethics seminar.

(included in two day registration)

ONE-DAY REGISTRATION

Tuesday-\$195

Wednesday-\$195

PARKING

One-Day Parking Ticket-\$9

Two-Day Parking Ticket-\$18

STEP 3 PAYMENT OPTIONS

No refunds after March 22, 2012.

Check for \$_____ made payable to NCAHU is enclosed.

Charge my registration fee to:

MasterCard

VISA

AMEX

Total Due: _____

Account Number _____

Expiration Date _____

Credit Card Billing Address _____

Signature _____

Mail registration form with payment to:

NCAHU, PO Box 38905

Greensboro, NC 27438-8905.

Forms may be faxed to 336-605-9103, but must contain credit card information and authorization. If you need assistance, call Carol Matznick at 336-605-9108.

STEP 4 EMERGENCY NOTIFICATION

In case of on-site emergency, NCAHU should notify:

Name _____

Day Phone _____

Evening Phone _____

Suggested dress is business casual.

Your Symposium materials will be available for you to pick up at the Registration Desk.

HIGHLIGHTS OF THE CONFERENCE

MONDAY, APRIL 16, 2012

1:00 PM—6:00 PM Exhibitor Move-in

2:00 PM—5:00 PM Ethics – Marriott Hotel (Hearn A)

3:00 PM—5:00 PM Registration Open – Benton Convention Center

TUESDAY, APRIL 17, 2012

7:00 AM—4:00 PM Registration Open

7:00 AM—7:45 AM Continental Breakfast (Exhibit Hall)

7:45 AM—8:30 AM Opening Ceremonies & Welcome

8:30 AM—8:45 AM **Mel Schlesinger – NAHU President**

8:45 AM—9:45 AM **Making a Difference as a Benefit Professional –The Proper Use of Insurance Products**
Mel Schlesinger

9:45 AM—10:45 AM **ERISA Reporting, How This is Going to Affect Your Clients**
Mark Holloway, JD - The Lockton Group

10:45 AM—11:30 AM Break (Exhibit Hall)

11:30 AM—11:45 AM 2010 Frederick W. Joyner Award Presentation
by Chris Harrison

11:45 AM—12:45 PM **The Elections**
John Davis

12:45 PM—1:45 PM Lunch (Exhibit Hall)

1:50 PM—2:50 PM **Exchanges, Bills, and Navigators**
Louis Belo, NCDOTI &
Congressman Tom Murry

2:50 PM—3:50 PM **Culturetopia: Creating the Ultimate High-Performance Organization**
Jason Young

3:50 PM—4:25 PM Break (Exhibit Hall)

4:30 PM—5:30 PM **Culturetopia: Creating the Ultimate High-Performance Organization**
Jason Young

9:30 PM— Under Forty Council Social – "6th and Vine"

WEDNESDAY, APRIL 18, 2012

7:00 AM—9:00 AM Registration Open

7:00 AM—8:00 AM Continental Breakfast (Exhibit Hall)

8:00 AM—8:20 AM Opening Ceremonies & Welcome

8:20 AM—9:20 AM **HSA, HRA, FSA**
Karli Dunkelberger, Optima Health

9:20 AM—9:45 AM **NCDOI Commissioner Wayne Goodwin**

9:45 AM—10:30 AM Break (Exhibit Hall)

10:30 AM—11:30 AM **Constitutionality of PPACA, and Other Reporting Changes for Employers**

11:30 AM—12:30 PM **Wellness**

12:30 PM—1:30 PM Lunch (Exhibit Hall)

1:30 PM—1:45 PM NCPAC Raffle Drawing
NCAHU Grand Prize Give-a-way

1:45 PM—2:45 PM **Building Your Agency/Practice into the Future**
Chris Harrison, President, Ebenconcepts

2:45 PM—4:45 PM **Healthcare Reform and NAHU Q&A**
Janet Trautwein, NAHU Executive VP
& Chief Executive Officer-NAHU

4:45 PM—5:00 PM Closing Remarks

HOTEL INFORMATION

Make your reservation directly with the hotel of your choice before March 18, 2012. After this date, rooms will be available on a first-come, first-served basis.

Marriott in the Twin City Quarter
425 North Cherry Street • Winston-Salem • 336-725-3500
Single/Double \$135 per night (plus tax)
To make reservations online: <http://www.marriott.com/hotels/travel/intmc?groupCode=heahea&app=resvlink&fromDate=4/16/12&toDate=4/18/12>

Embassy Suites—Twin City Quarter
460 North Cherry Street • Winston-Salem • 336-724-2300
Single/Double \$155 per night (plus tax)
To make reservations online: http://www.embassysuites.hilton.com/en/es/groups/personalized/INTESES-AHU-20120408/index.jhtml?WT.mc_id=POG