



# JOIN US FOR A MORNING WITH PAULA GRACE

THURSDAY, APRIL 18TH

## DETAILS

**Check-In 8:30am**

**9am - 10:15am**

### **Culture and the Agreement**

1 CEU

There is a direct relation between the health of a firm's culture and the effectiveness and consistent use of a client agreement. Guidelines for an agreement and the cultural aspects are reviewed point by point.

**10:15am - 10:45am**

**Coffee & Light Bites provided by Kneedler Fauchère:**

**10:45am - 12pm**

### **How to Build Strong Client Relationships for Your Success and Survival**

1 CEU

Paula will review touch points that are crucial to form and maintain healthy, productive interactions. Understand why a relationship derails and what can be done to prevent this, as well as what's in your control and what's not, in this dynamic, entertaining seminar.

**12pm**

**Lunch provided by Decorative Materials**

## ADMISSION

1 CEU \$25 :: Both CEU's \$35

Questions? 303-282-3226

RSVP Required: [denverdesign.com/events](http://denverdesign.com/events)

*IDCEC number required at the time of check-in for those wishing CEU credit*

## ABOUT PAULA

Speaking to designers throughout the country, Paula Grace is a quiet leader and an expert in resolving challenges faced in the work environment. With 10 years' experience as an interior designer and a successful consulting company, Paula brings a wealth of management expertise focusing on client behavior, office culture and the issues most likely to derail your firm.