

# GSHRM'S 24<sup>TH</sup> ANNUAL EDUCATION DAY

March 5, 2010

THE MANY  
VOICES OF  
HEALTHCARE  
RISK MANAGEMENT



## Featured Speaker

Jan Hargrave



Jan Hargrave, is an expert in the field of nonverbal communication and author of *Let Me See Your Body Talk*, *Freeway of Love*, *Judge the Jury* and *Strictly Business Body Language*. A frequent talk-show guest and popular speaker, Jan Hargrave is a distinguished educator. Jan received her Bachelor's degree, Master's degree and Specialist degree in Business/Psychology from the University of Louisiana at Lafayette. She is presently CEO of Jan Hargrave & Associates, a Houston-based consulting firm, and served as an Adjunct Professor at the University of Houston for eight years. She has been a recent talk show guest of The Montel Williams Show, Fox News, The Maury Povich Show, and The Learning Channel.

## GSHRM Education Day Topic

### **The Silent Voice: Hidden Messages in Healthcare**

Jan will teach you how to be more effective in your role as a healthcare risk manager, negotiator, lawyer, broker, or clinical provider by showing you how to be able to communicate your ideas more powerfully and by recognizing the importance of non-verbal communication.

Clear, practical and fun, Jan Hargrave's presentation offers a wealth of detailed information concerning the "hidden messages" of the people around you as well as your own nonverbal communication. Discover how to make a positive impression on others, communicate ideas more powerfully, recognize cultural nonverbal diversity and global customs and persuade others to adopt your viewpoints.

Please join us March 5<sup>th</sup> to hear Jan and other powerful speakers at GSHRM Education Day at the Houstonian Resort and Spa in Houston Texas. Register on line at [www.gshrm.org](http://www.gshrm.org).