

FIRST LADY HILLARY RODHAM CLINTON
40TH ANNUAL AMERICAN WOMEN'S ACTIVITIES IN GERMANY CONFERENCE
VIDEOTAPED REMARKS
APRIL 23, 1996

It is a privilege to celebrate with you on the occasion of the 40th annual conference of the American Women's Activities in Germany.

For 50 years, American women have done so much good so far from home. You have a wonderful legacy. The seeds sown in 1946, when a group of American women met in Frankfurt to discuss post-war welfare problems, continue to grow to this day.

I know that living in Europe has provided you many wonderful adventures and memories. And it has also provided you with opportunities to help others. This combination of adventure and service is the hallmark of the AWAG [ay-wag] spirit.

When I visited our military families on two recent trips to Germany, I could not help but be impressed by the sense of community you have created for the American men, women, and children who are stationed overseas. I will never forget what some of the children whose parents are deployed in Bosnia said to me. They miss their parents, yet they are aware of the importance of what their fathers and mothers are doing. For those of you with loved ones in Bosnia, or deployed elsewhere, I thank you for your sacrifice. For those of you with spouses in Rear Detachments, I thank you, too. Your loved ones are providing a critical connection between the military and its families.

After visiting our troops in Bosnia, I was also able to witness firsthand the qualities that make our military the best in the world -- commitment, dedication and professionalism. Our military men and women are proud of their work to build peace in a troubled land, they are proud of their families' support, and they miss you -- a lot.

I know that at this conference, you will learn new strategies, create more expansive networks and gain from the experience and insights of others as you work to continue the tradition that AWAG began ~~50 years ago~~. Many service members and their families will benefit from what you learn over these few days and from the contributions you make in the months and years ahead.

Please know ~~that all~~ ^{that all} Americans are
Your country is grateful for ~~all~~ ^{what} you do. Best wishes and
Godspeed.

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A half century ago.

draft

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~~The work you do in your communities makes this global village a better place.~~ At this conference, you will learn new strategies, create more expansive networks and gain from the experience and insight of others. ~~I know you will benefit a great deal from it. I hope you have fun as well.~~

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Best wishes and Godspeed.

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THE OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE

WASHINGTON, D.C. 20301-4000

Force Management Policy

Brenda

Facsimile Cover Sheet

To: Katy Button**Office:****Phone:****Fax:** 202-456 6244**From:** Susan Roberts**Office:** Office of the Deputy Assistant Secretary of Defense
(Personnel Support, Families & Education),
4000 Defense Pentagon, Rm 3A280

Washington, DC 20301-4000

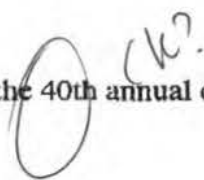
Phone: 703-697-7220/DSN 227-7220**Fax:** 703-614-9303**Date:** April 12**No. Pages with Cover:** 4**Comments:**

Katy,

Per our conversation, I made
the changes in bold. Thanks for your
help.

Susan

PROPOSED REMARKS FOR THE FIRST LADY ON THE OCCASION OF THE 40TH
AMERICAN WOMEN'S ACTIVITIES IN GERMANY (AWAG) CONFERENCE

I am pleased to speak with you on the occasion of the 40th annual conference of the American Women's Activities in Germany. 

I am very impressed that for 50 years, American women have been a powerful force for good in a land far from home. You have a wonderful legacy. AWAG began in 1946 when a group of American women met in Frankfurt to discuss welfare problems and the distribution of war relief supplies. The seeds sown 50 years ago have flourished. This is evidenced by the presence at this conference of hundreds of American women carrying on an impressive 50 year tradition of service.

The theme for this year's conference, "Golden Memories, Golden Opportunities," is so appropriate. I know that living in Europe has provided you many wonderful adventures and memories. It has also provided opportunities for you to not only see Europe but also to serve. This marvelous combination of adventure and service is the hallmark of the AWAG spirit. The saying, "bloom where you are planted" is certainly true of you.

The military in Europe has also provided me "Golden Memories and Golden Opportunities." I would like first to speak to those of you with loved ones in Bosnia. When I visited families recently in Germany, I was so struck by the sense of "community" you have. Military families' ability to pull together in difficult situations is truly remarkable. You are a model for all

communities. The children, whose parents are deployed to Bosnia, expressed it well in the presentations they gave. They miss their parents and yet are aware of the significance of what their parents are doing. For those of you with loved ones in Bosnia, **or deployed elsewhere**, I thank you for your sacrifice. For those of you who have spouses serving in Rear Detachments, I thank you, too. Your loved ones are the force's linchpin between the military and the families which is so critical during times like these.

More golden memories and opportunities were given me when I visited our remarkable troops in Bosnia. They demonstrated the qualities that make our military the best in the world - commitment, dedication, professionalism. They are proud of the work they are doing in preserving peace in a troubled land . . . and they miss you . . . a lot.

Whether you are "holding the fort" alone or with your military member, the good in what you do through AWAG makes this global village a better place. The power of one person can make a tremendous difference. You represent the power of one multiplied many times over resulting in a formidable, positive presence in your communities. Your efforts to reach out and help with program and projects to make a difference are exceptional.

At this conference, you will learn new strategies, create more expansive networks and gain from the experience and insight of others. I know you will benefit a great deal from it. I hope you have fun as well.

In closing, I want you to know that your community involvement is at the heart of the American spirit. Your contributions to your communities and to promoting German American relationships will have a long term, positive impact. You truly are America's finest goodwill ambassadors.

OFFICE OF SCHEDULING FOR THE FIRST LADY

DATE _____

ORGANIZATION/ EVENT	50 th Annual American Women's Activi
DATE	May 1-5
LOCATION	Germany
EVENT DESCRIPTION	
STATUS	ACCEPT _____ REGRET _____ PENDING _____ VIDEO _____ LETTER _____
CONTACT	011-32-65-44.3040 Haren JOULWAN . AT
NOTES	MV says yes

video

February 1, 1996

Dear Hillary:

I probably broke every protocol rule in the book by asking you to be the keynote speaker for the 50th Annual American Women's Activities Germany (AWAG) spring conference May 1-5 at Kitzingen, Germany. (But nothing ventured, nothing gained.) I will put together an information packet explaining the history of AWAG, its purpose, goals, and how all military families benefit from its activities. I will fax this information to Melanne early next week.

The ladies would be honored to welcome you. Thank you for considering this request; and more importantly, your interest in military families.

Sincerely,

Karen Joulwan
KAREN JOULWAN

(She's the wife of
the general in
Baumholder who
hosted the discussion
for HRC)

MS has her # in Germany
011 - 32 - 65 - 44 - 3040

CHATEAU GENDEBIEN
MONS BELGIUM

FAX NUMBER (non-secure) (032) 65-44-3060 DSN 423-3060
VOICE VERIFICATION (032) 65-44-7179

From: KAREN JAUWAN Office: _____

To: MELANNE VERVEER Office: _____

Subject: AWAG _____

FAX #: 202-456-6244 Voice: _____

Number of Pages (Including Cover Page): 13

Remarks Please pass this letter and enclosures to Mrs. Clinton. If she needs further information or clarification you have our fax number as well as home phone number. Thank you for your assistance.

Feb. 4, 1996

Dear Hillary,

I would like to thank you and the President for a lovely dinner Wednesday evening. To be entertained in The President's house is always a thrill and the two of you make everyone feel so welcome. Our husbands were discussing golf during cocktails and when the closet opened and the golf bag appeared, I thought they might end up on the balcony hitting balls onto the south lawn.

When I returned to Belgium, I discovered that you had already been approached by AWAG and that you knew something of the organization thru Carolyn Becraft. In case the packet sent by Shelly Beto has not arrived I took the liberty of faxing additional information to Melanne.

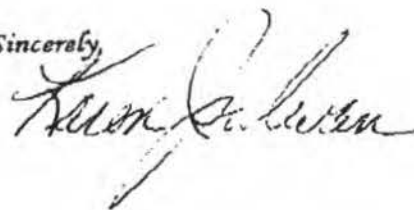
AWAG has served many purposes during the years, none in my estimation more important than the training it provides young women. While the training is aimed at preparing them to do specific jobs on women's club boards ie. President, Treasure, etc; the skills are applicable to jobs in the civilian workforce. The Civilian Personnel Offices have worked very hard with our volunteer organizations translating volunteer experience into marketable experience. I have included short summaries of some of last years conference presentations.

When we spoke Wednesday evening, I briefly mentioned the financial contribution to the military communities made by the women's clubs. To demonstrate our impact I contacted three clubs for their welfare figures for '96. Heidelberg - \$187,200, Stuttgart - \$79,000 plus 52,000 DM, Ramstein - \$225,000. Granted these represent the largest of the communities but I think you will agree these figures are impressive. The money is used for scholarships, scouting activities, special activities for the schools, books and magazines for the hospitals, one community has a clown who entertains children in the hospital, Red Cross projects, paying babysitting for the volunteers; the list goes on and on. While AWAG does not participate in the fund raising, it provides the opportunity for networking and problem solving.

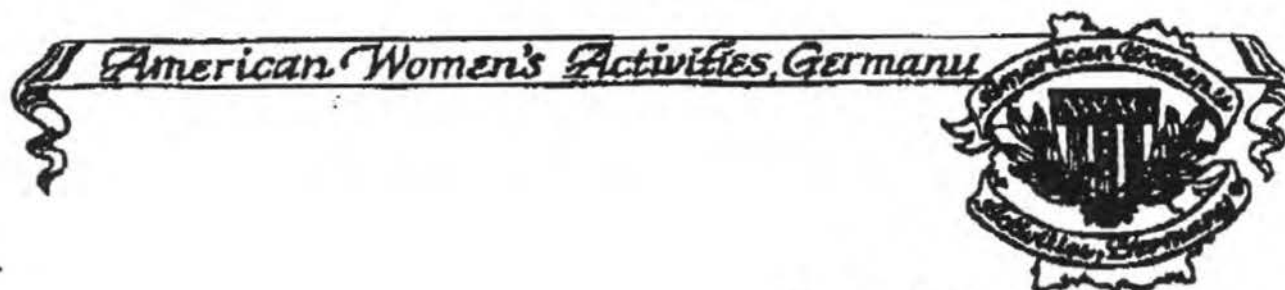
During the period '85 - '90 the spring conference routinely drew upwards of 500 participants. That number has declined as the military presence in Europe has drawn down. The level of participation this year is expected to be around 300; impressive considering the deployment.

We are planning a great conference celebrating 50 years of service to our military communities. Your interest in our military and its families means a great deal. We are honored that you are considering supporting our efforts.

Sincerely,



Ay-wag



February 3, 1996

First Lady Hillary Rodham Clinton
The White House
1600 Pennsylvania Avenue
Washington, D.C.

Dear Mrs. Clinton,

Carolyn Becraft has informed me of her discussion with you concerning your interest in the families of deployed troops and the role American Women's Activities, Germany (AWAG) has in providing assistance to those families. We in AWAG appreciate very much your interest in our organization. Ms. Becraft also mentioned the possibility that you might consider attending the 50th anniversary AWAG Conference as our distinguished guest speaker, or if your schedule does not permit, in providing a video presentation. The theme of this year's conference is "Golden Dreams, Golden Opportunities". In the event that either of these is possible, and for your information, I have enclosed a tentative list of speakers and their topics and a fact sheet on the history and purpose of AWAG.

This year's conference will be held at the Sonnen Hugel Hotel, Bad Kissingen, Germany from May 1st to May 5th, 1996. We are all very grateful for your support of our efforts and look forward to hearing from you.

Sincerely,

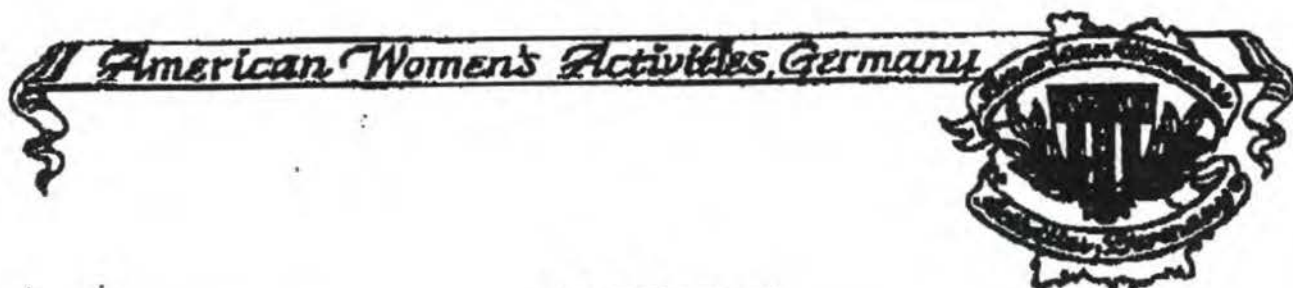
Shelley Beto

Shelley Beto
Chairwoman
American Women's Activities, Germany

2 encls
as

CF:
Ms. Carolyn Becraft
Mrs. George Joutwan
Mrs. William Crouch

*Hi Hillary, I spoke to
Karen Joutwan in
Germany today &
told her you'd be
happy to do a video.*



WHAT IS AWAG?

American Women's Activities, Germany is a nonprofit organization whose purpose is to encourage participation in volunteer clubs and organizations and to help train effective leaders for these individual groups. AWAG provides guidance in programs and projects to women's clubs, family support groups and German-American or international clubs. Each American military spouse or civilian DoD spouse belonging to a club or organization that voluntarily supports AWAG is automatically a part of AWAG and entitled to its services.

The development of AWAG may be traced to the fall of 1946, when Mrs. Anthony Biddell, wife of the Commanding General of the US Army of Occupation, hosted a tea for a group of military wives in Frankfurt to discuss welfare problems and the distribution of supplies that were pouring in to a devastated Germany. This was the forerunner of the first organized welfare conference, which was held at the Chiemsee Rest Center in May 1948.

The next meeting, in September of 1948, was held in Nuernberg. It was guided by a newly-created advisory board representing seven geographical sections of Germany. With increased economic well-being, available funds were allocated to the specific needs of orphanages, hospitals, and homes for the aged.

From 1950 to 1956, the original concept spread, ultimately including Austria, France, Belgium, England, Turkey, Morocco and Italy. This finally led to an organization too large to accomplish the local mission for which it was started. It was determined that local problems remained unresolved and that interests and needs had changed. The decision was made to return to the original concept of coping with local club problems, and the first conference was held in April 1957, under the new name American Women's Activities, Germany.

AWAG is administered by a Board of Governors representing all branches of the service, all areas of Germany, and, through its Area Representatives, all member clubs and organizations. Germany has been divided into eight geographical areas: Rhein Eifel, Kaiserslautern, Rhein Neckar, Hessen, Oberpfalz, Rheinland Pfalz, Stuttgart and Wuerzburg. Area Representatives wear two hats on the AWAG Board. Besides being responsible for specific board functions, each rep is the liaison between each club in her area and between the clubs and AWAG. AWAG has no permanent headquarters -- it is located where-ever the current Chairwoman lives. The Board also consists of a Vice-Chairwoman, Secretary, Treasurer, Parliamentarian, Corporate Liaison Chair, Publicity Chair and the Editor of AWAG's shopping guide, Never a Dull Moment. It meets three times a year; once in the fall to review the constitution and by-laws, delegate responsibilities and begin planning for the annual AWAG conference, next in the winter at the conference site, and finally during the actual conference.

Each year the Board coordinates a working conference for women's organizations in Germany. This conference, attended by approximately 300 delegates and 75 speakers, Board members and conference assistants is traditionally held in May and marks the end of the AWAG year. It allows key volunteers from the various organizations to discuss mutual problems in seminar groupings and receive guidance on club activities. Discussion groups are led by individuals who are well qualified in a particular area; i.e., constitutions, presidency, stress management, group dynamics, welfare distribution, etc. In addition, people in leadership positions in the various organizations that affect the lives of military families are invited to share their knowledge to the group. While the majority of the delegates are from clubs and organizations within Germany, representatives from England, Italy and Turkey also attend.

Throughout the years, AWAG's influence has been felt by member clubs. Its commitment to quality training which volunteer leaders then take back to their various military community organizations is increasingly important in these turbulent times. AWAG provides a forum for the mutual exchange of problem-solving skills, understanding of common interests and an avenue for the promotion of constructive relations between Americans and their host nations.



Shelley Beto
Chairwoman

George C. Marshall Center
Unit 24502 Box 139
APO AB 09053

713-B Am Hergottschoten
82467 Garmisch-P.
08421-3932(M)

Everything You Want to Know About Corporate Sponsorship

Judy Dyson

Instruction provides candid insight into the elements required to maximize the mixture of influential resources and corporate industry benefits in enhancing the quality of life on military installations. What can you do? How can you do it? How has reorganization of military in Europe changed corporate industry support philosophy?

Running a Successful Bazaar

Alyce Stewart

Tips for running a successful bazaar using past experience as a bazaar chair for 2 years in Augsburg and serving on many committees in other bazaars. She will answer your questions to the best of her ability and share her knowledge on the intricacies of bazaar planning.

Who is Robert Anyway?? (A Guide to a Successful Parliamentarian)

Shelly Beto

In our session we will discuss ways to develop goals and strategies that will help make you as parliamentarian an integral part of a successful and productive board year.

Introduction to Effective Leadership (AFTB Course 2.01.2)

Wilhemina McKinney, Master Trainer / Instructor

This course provides instruction on leadership traits from the perspective of the group and the leader. Covers situations that normally arise. Factors of Leadership and Principles of Leadership will be discussed as these are the essentials for effective leadership.

USAREUR Regulation 608-2

Edith Horton

Edith has more than ten years of experience in training Family Support Group (FSG) leaders and conducting large scale workshops and seminars. She has conducted many briefings in army communities throughout Europe on FSG topics. She has served as the Army Community Service Outreach Program Coordinator for a year and a half in Berlin and for the past eight months in Kitzingen. She has been an Army wife for the past 14 Years.

An Overview of the Army Career and Alumni Program (ACAP) In Europe What We've Been, Where We are Going

Paula T. Davis

ACAP was implemented at the beginning of the drawdown. Now that the drawdown is complete, what are the plans for ACAP within the European theater? In addition to an overview of the program, USAREUR specific accomplishments and plans will be addressed.

Are You Leading or Impeding?

Charlotte Maffia

Are you the experienced leader who has all situations in your work or volunteer environment under control? Then you are to be congratulated and do not need to attend this session. But, if you are experiencing difficulty in motivating others or you need information on how to make things run more smoothly as a manager or staff member, then this session is for you! Come and discover if you are leading or impeding the progress in your workplace.

The Art of Public Speaking

Jan Brady

Speaking before a group or audience is one of the most common phobias among adult professionals. Why? What causes this instantaneous "choking up" when one is asked to give a presentation, introduction, briefing, award? This seminar will examine the fears of public speaking, and how to banish them forever; tips, tricks and easy remedies to "the public speaking monster" await the attendee.

Brainstorming: Coffees, Teas and FSG's

Ann Streagle and Marilyn House

This session will offer program ideas that can be implemented with any size group. The presenters will show how "brainstorming" together can expand ideas, create new themes, and be more fun than working alone. Some ice-breakers and decorating tips will be shared. Please join us.

Private Organizations in USAREUR

MAJ Robert Teetsel

This presentation will present an overview on the operation of private organizations in USAREUR. He will discuss the Army's oversight of private organizations, the logistics support that it can provide to private organizations and he will review some of the common problems that come up concerning private organization operations in USAREUR.

PTA, Leading the Way

Michael Curley

Mr. Curley will present the rich history of the National PTA. Education and legislative issues that the National PTA currently endorses will be addressed. Mr. Curley will speak to the resolutions and areas of concern that ECAPTS has been concerned with the past few years. Programs, kits and materials available from the National PTA will be displayed.

Public Affairs

LTC Guy Shields

Brief discussion on public affairs in military operations with a transition into how it affects or can be used by the family members.

Red Cross Volunteering

Shirley A. Hines

Here's your chance to learn how the American Red Cross has adjusted to a downsized military. You will learn about the new Hub system and the changes in Red Cross Afterhours Emergency Communications System in Germany. You will also hear about some of the programs Red Cross Stations are using to attract volunteers.

Survivors' Benefits - A Legal Perspective

MAJ Robert Teetsel

This seminar will present an overview of the potential benefits available to survivors of soldiers who die on active duty. It will focus on the Army survivorship system; however most benefits apply to all services. In general, the presentation will cover the survivor benefit plan, social security, VA and other forms of compensation which are available to surviving family members.

Thrift Shops

Christi Ham

Whether you are an avid bargain shopper, or have the responsibility of assuring that shoppers have ample bargains to choose from, Christi Ham would like to share some tips and techniques with you on THRIFT SHOPS! As a thrift shop advisor she brings you some great ideas from a first-rate shop, which you can apply in YOUR store or recommend in YOUR community, as well as successful strategies for finding those great buys if you're just a thrift shop junky!

Time Management

Margaret Meek

Time Management is an illusive concept to those who are always wishing to accomplish more tasks. "Working smarter, not harder" allows individuals to accomplish based on priorities. Thus, tasks becomes more rewarding and easier.

This session will discuss the role of goal and priority setting, delegation and organization in task accomplishment. Please join us and share the concepts which work for you or your time management role models.

USAREUR MWR: Endstate

COL John Fulmer

Overview of USAREUR expectations for Quality of Life and Community and Family Support Programs in a stabilized theater.

Legal Issues: Air Force Private Organizations

Major Eric Rissling

An introduction to the applicable regulations and a review of the concerns involved in private organizations (fund raising, financial oversight, taxes, membership issues, use of funds, liability and insurance).

Marketing/Advertising

Margaret Meek

The marketing or advertising of any event can be a great dilemma. Or it can be a great deal of fun. Learn how to unlock creative powers as you (or your organization) work to develop a series of marketing tools which capture the attention of your intended audience. We will discuss advertising and marketing basics and creativity skills. Those in attendance will be asked to participate in some idea development exercises. Get "A NEW VIEW" on marketing.

Volunteer Recognition & Recruiting

Charlotte Maffia

In this seminar, you will learn different recruitment techniques that will assist you in getting the right volunteers for the right job. You will also learn different innovative ways to recognize your volunteers. Recruitment and recognition goes hand in hand, they can either make or break your volunteer program.

Wellness: Motivate Yourself for Healthy Lifestyle Changes

Laura Mitvalsky

This is the chance to do what you may have been promising yourself for years; to finally take a break and dedicate these few days to your health, relaxation and rejuvenation. Have I caught your attention?

This class will get you started on that promise. I will assist in moving towards optimal well-being. We will begin to work together to create a personal vision for success personally and professionally. How may you ask? You will learn to create that motivation from within! Let's begin to develop a more conscious and loving relationship with our bodies. Learn how to direct your mind in creating a healthy and vital body. Wellness is being patient with yourself. Self-growth is so fulfilling. There is no greater investment!

Women: HIV & AIDS

Linda Gates

By the year 2000, 30 to 40 million people worldwide will be HIV infected. What should you be doing to stop the spread of infection and protect our children? Find out the latest information. Why has the rate of infection in women increased 17% over the past year? Do you know anyone HIV infected, who has AIDS, or has already died? You will in the years to come. You can play an active role just by knowing the facts.

Women and Money

Fred Ruggeri

A concise, up-to-date presentation on the benefits of investing. A brief generic description as to what's available and where and how each investment works.

Challenges of Starting Again

Katherine Prendergast

Join this fun and informative workshop to learn how to ease your child or adolescent's adjustment to living in a foreign country. We will focus on understanding transition from a child's view, eight helpful projects to say goodbye and hello, fine-tuning friendship skills and adjusting successfully to a new school. This is an opportunity to learn highly effective coping strategies from a combination of educational material, illustrative case histories and from the experiences of other parents.

CHAMPUS

Commander Art Miller

This session will provide and update on all CHAMPUS changes over the past year, as well as provide some insight into the future of CHAMPUS and TRICARE Europe.

Club Treasurers

Katy Kleymeyer

You will learn how to prepare a monthly financial report and annual/by-annual operating budget, disperse vouchers and how to prepare your financial records for an audit. As the Treasurer of your organization, you are in a key position. You are responsible for keeping accurate financial records, meeting the requirements of the regulation for private organizations and providing information to help the board make and meet its financial goals for the year. Being the Treasurer, you need to be informed and organized and to meet the requirements of AR 210-1 and the constitution and By-Laws of your organization.

Advisors

Joan Baumann

Do you have the personality to be an advisor? Do you know what is expected of an advisor? We'll study these issues and do some role playing, hopefully enabling you to feel comfortable as an advisor or as an organization member who can benefit from the help of an advisor.

Effective Boards

Frederick R. Harris

Did you ever wonder why boards are not effective? In this session, you will learn how to conduct effective boards and get things done without the usual turmoil. Discover the organizational effectiveness of boards. Learn how to clarify goals/missions, improve teamwork, improve communications, accomplish long range planning, reduce conflict, clarify misunderstandings, identify problems and how to connect organizational objectives with individual objectives.

Family Financial Planning - What Every Woman Should Know

Ronlque Jordan and Laura Harber

When it comes to financial planning, women need to think single. Why? Because chances are at some point in our lives we will be responsible for the finances, either through deployment, divorce or widowhood. Learning the components of a sound financial plan will take the uncertainty out of your financial future. This class will discuss these components. It will cover topics from goal setting to investment fundamentals. Learn how solid financial planning today will help you acquire what you want tomorrow. Join us and learn the many benefits of family financial planning.

Family Support: What's Happening Now?

Dee Cash

The USAREUR regulation on the Family Support System has been out for nearly a year. Things are beginning to change because of it. This is the good news! Attend this session to see what the regulation's implementation has changed in the deployable units and learn how to make this work for you. Find out just how much is necessary to have adequate "Family Support". Share your ideas with us as we try to make things easier for military family members in Europe today.

German-American Clubs

Melissa Mitchell

German-American Clubs can be one of the best ways of meeting new people and learning more about your host country. The class will address the importance of learning to accept and celebrate the differences and similarities in our two cultures. Discussion topics will include the finer points of establishing and growing a successful German-American relationship. From Lederhosen to blue jeans and from Apple Strudel to apple pie this session will deal with some of the humorous and a few of the more serious issues of a joint German/American women's club.

Combined Clubs: The Challenge of Change

Beth Posta

There are innumerable ways to separate people: by age, religion, sex, color, interest, status, education, rank...the list could go on and on. But separation is not natural, it is not inevitable, it is usually not for the best. This presentation is a challenge to each of you to accept the value of change and to be instrumental in providing combined opportunities for military spouses around the world. Following a presentation dealing with the concept of combined clubs and the "nuts & bolts" of creating a combined club, a group discussion will be encouraged to allow all participants to share the wisdom of their experiences. Together we can make the future brighter for our clubs.

Communication: Listening

Melissa Mitchell

We all believe that we communicate our ideas and opinions, but do we effectively communicate them as well as we hear and understand the needs and desires of those around us? This session will teach proven techniques to strengthen your abilities to be heard and understood as well as to better understand those around you. Learn to state your needs in an assertive not non-aggressive manner.

Conflict in Organizations - When did I loose control of the meeting?

Jan Brady

This seminar explores the nature of conflict as an organizations; and interpersonal occurrence. Is conflict inherently "bad"? Should it be avoided at all costs? Can it be beneficial in an organization, at a meeting, when decision-making is the goal? Three types of conflict will be discussed: personal, interpersonal and organizational. You may be surprised at the results experts have discovered about conflict and its positive role in organizations. Come listen, learn and share your views and experiences concerning this dynamic topic.

Somehow, the meeting you are running is NOT going along as hoped, or planned. When did you lose control? You will learn elements that, when utilized, will result in orderly, effective meetings. Physical, psychological and planning factors will be explored. We will spend time discussing control, especially starting and ending ON TIME and staying with the issue on the floor!