

# 2020 Webinar Series

Unlimited participation  
for one low fee!\*



*You are allowed an unlimited number  
of participants at your location for  
the same low price!*

**February 27**

**BUILDING CREDIBILITY WITH YOUR INFECTION  
PREVENTIONIST**

**Presented by: Carol McLay, DrPH, MPH, RN, CIC, FAPIC**

Having your customer's infection preventionist in your court is always a good thing. We'll cover what information you should be sharing with them regularly, typical questions they may ask, and why they may ask them and how to answer confidently.

**June 18**

**MASTERING WORKFLOW IN YOUR PLANT**

**Presented by: Michael Dodge**

Do textiles flow smoothly through your plant without hiccups? If not, you won't want to miss this webinar to hear tips about how to make adjustments for streamlining efficiency.

**July 23**

**PUTTING BENCHMARK DATA TO WORK**

**Presented by: Chip Malboeuf**

The results are in and you see how your operational data compares to other similar laundries. What should you do with this insightful information? Learn where to take action and how to build support for operational changes and investments based on the data that backs it up.

**August 20**

**HOW TO STOP FIXING THE SAME ISSUES**

**Presented by: David Bernstein**

If you've fixed the same problem so many times that it seems like a routine procedure, this session is for you. A bit of analyzing, re-evaluation, and change management are the arts that will help you stop the insanity.

**October 15**

**HOW TO GO FROM BEING "THE SOURCE" TO "THE RESOURCE"**

**Presented by: Robin Holmes**

Don't just be the "source" for ordering products and supplies, be the "resource" your customer depends on when they need to improve or resolve a situation.

All webinars are at 2 pm ET / 1 pm CT / 12 pm MT / 11 am PT

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