

**2011 AABB Audioconferences**  
**Dates as shown, 2-3:30 PM, Hoxworth Central Classroom**  
*(call Pam English at 558-1275 for more info)*

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|-------------------|---|
| <b>January 26</b> | <b>Do Unto Others: Internal and External Customer Service</b>                               |
| <b>February 8</b> | <b>The Culturally Diverse Workplace: How to Integrate, Mentor and Retain Your Employees</b> |
| <b>February 9</b> | <b>FDA Inspections (Cell Therapy focused audioconference)</b>                               |
| <b>March 16</b>   | <b>Cord Blood, Bone marrow and HPC, Apheresis: A Comparison</b>                             |
| <b>May 11</b>     | <b>Effectively Welcoming New Employees</b>  |
| <b>June 7</b>     | <b>The Best Manager is a Clown</b>  |
| <b>June 8</b>     | <b>FFP vs. Thawed Plasma: Why Use a Thawed Plasma Inventory</b>                             |
| <b>July 20</b>    | <b>If Training is the Solution, What's the Problem?</b>                                     |
| <b>Aug 2</b>      | <b>Mentoring: How Does Your Garden Grow?</b>  |
| <b>Sept 14</b>    | <b>Using Behavioral Interviewing to Reduce Turnover</b>                                     |
| <b>Sept 28</b>    | <b>When the Unexpected Antibodies Cause ABO Discrepancies</b>                               |
| <b>Nov 16</b>     | <b>Islet Cell and Other Somatic Cell Therapies</b>  |