



The National Association of Senior Move Managers

certifies
that

Christine Smart

has participated in the educational activity titled

2014 NASMM Annual Conference & Expo

at

**San Diego Hilton Resort & Spa
San Diego, CA**

on

February 22-25, 2014

and has earned **11.5** hours of credit

The National Association of Senior Move Managers designates this educational activity for a maximum of **19.75** hours of credit. Participants should only claim credit commensurate with the extent of their participation in the activity.

A handwritten signature in black ink, reading 'Carolyn Stieger', is positioned above the printed name and title.

Carolyn Stieger
President, NASMM Board of Directors 2014

National Association of Senior Move Managers
P.O. Box 209, Hinsdale, IL, 60522
P: 877.606.2766 • F: 630.230.3594 • www.nasmm.org

Sessions Listing

<i>Session Code</i>	<i>Session Title</i>	<i>Credits/Hours</i>
GS1	Growing Your Business: How to Stand Out, Get Better Results from Marketing & Sell More Products & Services	1
10B	Back by Popular Demand: Do's Don't & Do-Overs (Season II)	1.5
11C	Reality Check: Relocation Stress Syndrome (RSS) in Your Clients	1
GS2	Growing Your Business: How to Stand Out, Get Better Results from Marketing & Sell More Products & Services	1
GS3	The Platinum Rule: Relationship Strategies for Building Customer and Employee Loyalty	1
4D	Collaborative Selling: How to Gain a Competitive Edge	1.5
5E	The NASMM A+ Accreditation Experience: Lessons Learned in Year One	1.25
15G	SMM Compassion Fatigue, Burnout & More: Healing with Mindful Meditation	1.25
24H	Effectively Communicating with Families in Times of Transition	1
GS4	Ask The Senior Move Manager!	1
<i>Total Credits/Hours Earned</i>		<i>11.5</i>