

## SCHEDULE:

### Wednesday, April 29th

- 8:30 am - 9:50 am ND DOT CEO/KPT Meeting
- 10:00 am - 11:30 am Liaison Group Meetings: *DOT Technical, DWR, DEQ, Energy & Environmental, and Aviation*
- 11:45 am - 1:10 pm Lunch & Presentation: **Engineering Talent Economics: Benefits that drive retention and firm value.**
- 1:15 pm - 2:45 pm Liaison Group Meetings:  
*Govt. Affairs, Engineering Services, Education & Workforce, and Procurement*
- 3:00 pm - 5:00 pm ACEC North Dakota Annual Meeting
- 5:00 pm - 5:30 pm Social
- 5:30 pm - 7:30 pm Banquet & Awards Program

*More session details on  
the following page!*

### Thursday, April 30th

- 8:30 am - 9:00 am Breakfast Buffet
- 9:00 am - 11:30 am **Client relations: Critical skills to gain and retain business with *Angela Lammers, CAE***  
**Part I: The vital importance of client relationships**  
**Part II: Business development is for everyone**

## REGISTER: *(Online registration and credit card payment is available at [www.acecnd.org](http://www.acecnd.org))*

- \_\_\_\_\_ \$175 Wednesday ONLY (includes lunch and social/banquet)
- \_\_\_\_\_ \$225 Wednesday & Thursday (includes all meals and all sessions)
- \_\_\_\_\_ \$ 50 Per person for spouse/guest/others to attend banquet (Insert name below!)
- \_\_\_\_\_ \$ 0 Professional Development Series Participant (Free but you still need to register!)

Name: \_\_\_\_\_ Title/Credentials: \_\_\_\_\_ Firm: \_\_\_\_\_

*Please submit one registration form per attendee. Not transferrable.*

I plan to attend the following events:

### Wednesday, April 29th

\_\_\_\_\_ AM Liaison Group Meetings \_\_\_\_\_  
*Chose One: DOT Tech, DWR, DEQ, E&E, Aviation*

\_\_\_\_\_ Lunch & Presentation with *Lydia Zabrycki*

\_\_\_\_\_ PM Liaison Group Meetings \_\_\_\_\_  
*Chose One: AGC, Engineering Services, Govt. Affairs, Education & Workforce, Procurement*

\_\_\_\_\_ Annual Meeting

\_\_\_\_\_ Social/Banquet & Awards Presentation

\_\_\_\_\_ I plan to bring a guest to the banquet at the rate of \$50 per person: \_\_\_\_\_ (name)

### Thursday, April 30th

\_\_\_\_\_ Breakfast

\_\_\_\_\_ Client Relations Sessions  
with *Angela Lammers, CAE*

Please either register online at [www.acecnd.org](http://www.acecnd.org) or include your check with this form and mail to

**ACEC of North Dakota • PO Box 7370 • Bismarck, ND 58507**

**DEADLINE:** In order to confirm your attendance and accurately plan food and space needs, you must pre-register by **April 24th.**



## ***ANGELA LAMMERS, CAE, CETERA SERVICES, LLC***

At this year's ACEC of North Dakota Conference, Angela Lammers, CAE, will present a compelling two-part workshop on the vital importance of client relationships and the charge that business development is for everyone. Angela is well regarded for her consistency in delivering engaging and impactful presentations, and her session will equip ACEC leaders and employees at all levels with valuable takeaways and tactics that can be immediately applied. Through her experience advancing communication and management for small businesses, a large privately held company, and a global, publicly traded corporation, Angela will provide practical advice that allows attendees to move beyond transactional conversations, develop meaningful relationships with clients, and learn how to anticipate and preempt potential communication challenges.

Strong client relations skills are critical to gaining new business and retaining existing business. Angela will share specific examples that demonstrate how to:

- Artfully pose questions that get clients talking
- Develop a "listening ear" for new work and future projects
- Skillfully ask for referrals and additional business
- Consistently seek feedback from clients to hone networking skills
- Expand conversations beyond small talk
- Prepare effectively for networking events

The return-on-investment (ROI) on effective client relationships is proven, and each member of a company's team can become an exceptional relationship builder by gaining the deep trust to learn about clients' unsolved problems and meet the challenge to solve them.

**Angela Lammers** is a business owner who demonstrates her professional acumen through her work and leadership in communication and management. Angela founded Cetera Services LLC in 2015 and serves as the firm's managing partner. She regularly presents keynotes, delivers workshops, and facilitates management and strategic planning retreats, leveraging her robust management, operations and marketing expertise across a wide range of industries and audiences. Angela spent more than 15 years as an executive for a publicly traded, global corporation and later served an industry-leading, privately held company with worldwide reach. She obtained a Masters in Organizational Communication from North Dakota State University and a Bachelors in Communication from Minnesota State University Moorhead. Angela earned and maintains her Certified Association Executive (CAE) credential from the American Society of Association Executives (ASAE). Angela serves on the board of directors of the Sioux Falls Area Community Foundation and the advisory board of the South Dakota State University (SDSU) School of Communication and Journalism. Angela is a graduate of, and served as the multi-year facilitator for, the chamber's 40-year-old Leadership Sioux Falls program. She is a member of Rotary International and the American Society of Association Executives.



## ***LYDIA ZABRYCKI, ACEC RETIREMENT TRUST***

**Engineering Talent Economics: Benefits That Drive Retention and Firm Value**—What the new generation of engineering professionals seek in employment offers and employee benefits.

In today's competitive engineering industry, benefits are no longer just an HR function—they're a business strategy that can be leveraged as a strategic business tool to retain talent, control costs, and differentiate engineering firms in a competitive market. This session will cover what employees really want, how benefits impact retention and costs, and how smart firms are using employee-focused programs to gain a competitive edge.

**Lydia Zabrycki** specializes in empowering leaders across all levels of an organization—CEOs, CFOs, COOs, HR managers, directors, and employees—by delivering a world-class, industry-leading 401(k) program that goes beyond expectations. With a proven track record of reducing fees, improving service quality, offering better investment options, and enhancing employee engagement, through the ACEC Retirement Trust. Lydia helps businesses maximize the value of their retirement plans in ways they can't achieve alone. Lydia has been in the engineering industry for approximately 20 years. She was a Principal Owner in an engineering firm, and she served as a Chapter President for ACEC CA and a Trustee for the ACEC Retirement Trust.