## RBA 101 **The Connecticut RBA Practitioners Network** invites you to a half-day workshop on **Results-Based Accountability<sup>TM</sup> Trying Hard** Is Not **Good Enough** How to Produce Measurable Improvements for Customers and Communities **Mark Friedman** Friday, July 18, 2014

1:00 PM to 4:30 PM Hartford, Ct

## Reservations Required: Registration for <u>RBA 101</u> Training Directions provided upon registration

This workshop is one of a series of regional trainings offered around the state. It is free and open to the public.

RBA 101 is designed for community groups, state and municipal agencies, and nonprofit organizations. The presenters are from the Charter Oak Group, which has been providing RBA support to the Connecticut legislature, state agencies, municipalities, and community groups for nine years.