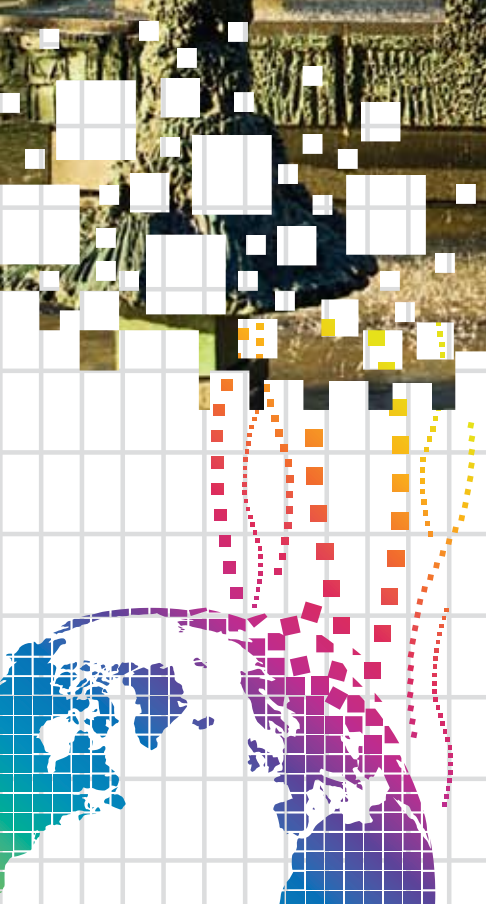




# EFAM

**MONTREAL** 2011



International  
Education Forum  
& Annual Meeting

## Montréal 2011—Be There!

À la prochaine!

IAAP takes you to beautiful Montréal for the International Education Forum and Annual Meeting. You'll see top rated speakers, inspiring educational programs and network with other members in the artfully decorated convention center, Le Palais des congrès.

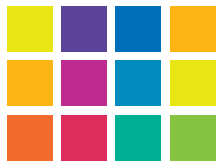
Join us for an EFAM kick-off at the Evening of Welcome on Sunday. Montréal is one of the most vibrant cities to visit in Canada and we'll bring the city indoors to you. Dance the night away with your favorite D.J. You might even see a moose out on the dance floor. Then, ignite your summer on Tuesday with our two energizing keynote speakers: Clinton Kelly of TLC's *What Not to Wear* and the inspiring Sam Glenn. You won't want to miss the Office Expo, a perennial favorite, or the dozens of top-rated speakers leading workshops throughout the conference.

It's another fantastic EFAM line-up in a stellar city. Registration is limited so register today.

Come to EFAM early and explore the culture.

Montréal is made up of two parts: the Old City and the modern Montréal. The Old City is a maze of narrow streets, restored buildings and old houses while the modern Montréal is home to skyscrapers, theaters, museums, nearly 7,600 restaurants and a glittering nightlife.

Public transit is not only affordable, it's also a great way to get around the city. Quick, safe and clean, the metro connects downtown to major tourist attractions, as well as to numerous bus stops and train stations.



Located in Montréal's downtown core, Le Palais des congrès is a safe and bustling venue. A hub of activity straddling the city's business center, international district, Old Montréal and Chinatown, it is near Montréal's main attractions, and also near the EFAM hotels, all connected by indoor passageways.



**Old Port**



**Marché Bonsecours**



**Basilique Notre-Dame**



**Le Palais des congrès**

# AGENDA

## Friday, July 22

4 p.m.-7 p.m. On-site Registration/Membership Office,  
Pre-Registration Desk, Credentials Desk

## Saturday, July 23

7 a.m.-7 p.m. On-site Registration/Membership Office,  
Pre-Registration Desk

7 a.m.-Noon Credentials Desk  
1 p.m.-7 p.m.

8:30 a.m.-11:45 a.m. **Pre-EFAM Workshops**

1:15 p.m.-4:30 p.m. **Pre-EFAM Workshops**

5 p.m.-5:45 p.m. First Timers Orientation

6 p.m.-6:45 p.m. Member-at-Large Meeting

## Sunday, July 24

7 a.m.-7 p.m. On-site Registration/Membership Office,  
Pre-Registration Desk

7 a.m.-8:30 a.m. Credentials Desk  
1:30 p.m.-7 p.m.

8 a.m.-8:30 a.m. Delegates Briefing

9 a.m.-Noon Business Session

1 p.m.-6 p.m. **Office Expo**

1:30 p.m.-2:30 p.m. District Caucuses

1:30 p.m.-5 p.m. Affiliate Caucus/Focus Group

3:30 p.m.-4:30 p.m. Candidate Forum (delegates and alternates)

4:30 p.m.-5 p.m. Candidate Forum (all attendees)

8 p.m.-10 p.m. **Evening of Welcome: An Evening in Montréal**

You won't want to miss this year's Evening of Welcome, an annual favorite at EFAM. Montréal is one of the most vibrant cities to visit in Canada and we'll bring the city indoors for you. Dance the night away with your favorite D.J. You might even see a moose out on the dance floor. Grab a friend and have fun with the many photo opportunities available. Plan to attend this enchanting evening. Light snacks will be served. Cash bars will be available. Seating is limited.



## Monday, July 25

7 a.m.-6 p.m. On-site Registration/Membership Office

7 a.m.-8 a.m. Pre-Registration Desk

8 a.m.-9 a.m. Voting Polls  
10 a.m.-10:45 a.m.  
11:15 a.m.-11:45 a.m.

8 a.m.-11:30 a.m. Bylaws Committee Office Hours

8:30 a.m.-1 p.m. **Office Expo**

8:30 a.m.-12:30 p.m. Product Showcases

12:30 p.m.-2 p.m.



### Leadership Luncheon: Lead, Follow Or Get Out Of The Canoe Bob Abrames

Voyageur Bob will be your leader for an emotional and entertaining journey about who leads and who follows. He'll turn your "after lunch" speech into a career-building expedition as he tells the story about nine men and women who had to lead, follow and paddle a 750 pound birch-bark canoe.

2:15 p.m.-2:45 p.m. Delegates Briefing

3 p.m.-6 p.m. Business Session

3 p.m.-5 p.m. **Tech Workshop**

## Tuesday, July 26

7 a.m.-5 p.m. On-site Registration/Membership Office

8:30 a.m.-10 a.m.



### Keynote Speaker: Top 10 Style Mistakes Office Professionals Make In The Office And How To Avoid Them Clinton Kelly

The image you project in the office is important, from how you dress, to the quality of work you produce. Clinton Kelly, fashion icon, will tell you why it's important not to skimp on quality. Improve your look, your image and your career by spending your budget on classic, quality items that will last.

HAMMERMILL.

10:30 a.m.-11:30 a.m. **Workshops**

1 p.m.-4:30 p.m. **Workshops**

5 p.m.-6 p.m.



### Keynote Speaker: A Kick In The Attitude: Recharge Your Team, Work And Life Sam Glenn

Learn how to energize your team, work and life and how to get people positively charged for taking action and achieving positive results.

OFFICETEAM®

## Wednesday, July 27

7:30 a.m.-1 p.m. On-site Registration/Membership Office

8 a.m.-11:30 a.m. **Workshops**

1 p.m.-3 p.m. **Workshops**

3:30 p.m.-4:30 p.m. **Workshops**

5:30 p.m.-6:30 p.m. Networking Reception

6:30 p.m.-9:30 p.m. Banquet

9:30 p.m.-11 p.m. International Board and RTF Trustees Reception

## Thursday, July 28

8:30 a.m.-11:45 a.m. **Post-EFAM Workshops**

# DON'T MISS...

Bob goes full-out in all he does. No half measures for this guy. In business he's a sales and service expert with 35 years experience, supported with research and education. On stage he's an entertaining speaker educating audiences around the world. In life, he's a survival expert who pushes the boundaries of physical endurance and mental fortitude!



**Monday, July 25**  
**Leadership Luncheon**  
**12:30-2:00**  
**Lead, Follow Or Get Out Of The Canoe**  
**Sponsor: Avery Dennison**  
**Bob Abrames**

Leadership, leadership, leadership! If you think you've heard it all and can't stand one more "expert," someone comes along to fascinate, captivate and educate. Don't miss Bob Abrames. He takes an over-worked topic and turns it into an adventure. Voyageur Bob will be your leader for an emotional and entertaining journey about who leads and who follows. He'll turn your "after lunch" speech into a career-building expedition.

Bob tells his fascinating real life story about nine men and women who had to lead, follow and paddle a 750 pound birch-bark canoe and a ton of supplies more than 3,000 km across the wilds of Canada. They paddled and portaged 12 hours a day and lived without any modern amenities. How did they cope? How did they interact? Who led? Who followed? Who cared!

Don't miss this canoe!

Clinton Kelly is one of Americans top fashion consultants and media personalities. He is best known for his role as a co-host on the makeover reality program *What Not to Wear* and as the spokesperson and fashion consultant for multiple women's lines at Macy's department stores across the country. Clinton honed his fashion expertise during his tenure as a fashion magazine editor for several noted publications. More recently, the veteran stylist has added to his impressive portfolio with the debut of Denim & Co., his exclusive QVC clothing line with sales soaring to \$1.5M within a month of its release.

**Tuesday, July 26**  
**Meet Clinton Kelly In**  
**A Small Group Setting!**  
**7:00 a.m.**  
**Sponsor: Hammermill Paper**

There will be 100 lucky EFAM registrants who receive invitations to a private breakfast and up-close-and-personal gathering on Tuesday, July 26, with keynote speaker Clinton Kelly, from the TV show *What Not To Wear*. Everyone who registers by the early bird deadline will have their name entered into a special drawing and will be notified on-site if they are one of the lucky 100 selected.



Get the most out of your EFAM experience! Join the fun early to experience the beautiful city of Montréal before we get down to the business and education portions of EFAM. The culture and history of this city will captivate you. The tours will show you sneak peeks into the lives and traditions of the people of Montréal. Choose from several tours highlighting the beautiful sights, shopping, the culinary arts, the Botanical Garden, the Olympic Tower, and the summit of Mount Royal showcasing a panoramic view of Montréal.

## Trips & Tours



### **A Little French Goes A Long Way:**

Hello.....*Bonjour*  
Goodbye .....*Au revoir*  
Please .....*S'il vous plait*  
Thank you.....*Merci*  
See you soon! .....*À la prochaine!*

# ACCOMMODATIONS

Save \$150 on your EFAM registration by staying in the EFAM room block (see below). Make sure the hotel knows all the people staying in your room. The confirmation number will be needed to receive the discount. Those Full Event Registrants staying in the EFAM hotel block will also receive a special VIP card filled with discounts you can use during your stay.



Hilton Montréal Bonaventure  
\$199 CAD/night, single/double occupancy

Hyatt Regency Montréal  
\$199 CAD/night, single/double occupancy  
\$219 CAD/night, triple occupancy  
\$239 CAD/night, quad occupancy

Delta Centre Ville  
\$189 CAD/night, single/double occupancy  
\$209 CAD/night, triple occupancy  
\$229 CAD/night, quad occupancy

Reserve your room online at [resweb.passkey.com/go/iaap2011](http://resweb.passkey.com/go/iaap2011)

Room reservations for the 2011 EFAM in Montréal are through the housing bureau. Contact information for the housing bureau is below.

E-mail: [reservation@tourisme-Montreal.org](mailto:reservation@tourisme-Montreal.org) Phone: 888-722-2220 (toll free North America) 514-844-0848 Fax: 514-844-6771

Mail: Tourisme Montréal, c/o Housing Bureau, 1555 rue Peel, bureau 600, Montréal, Qc H3A 3L8

Hotel room rates do not include applicable taxes of 16%, subject to change.

CAD = Canadian Dollars



**Montréal Biosphère**

## Saturday, July 23

8:30-11:45

### #100 Word for Power Users **MO BA MT** 3R Gini Courter

For Word 2007 and 2010 you'll learn SmartArt, QuickParts, Equation Editor, Document Inspector, QuickStyles, along with reformatting tips, adding background features, blogging directly from Word and more! If you want, bring your laptop with Office 2007 or 2010 and follow along.

### #101 Admin From Task Master To Innovator **BY BA TB** 3R Dan DeSalvo

Discover how to access more of your "idea power" to generate smart, effective solutions and communicate your vision in a way that gains buy-in and commitment. Learn how to gather and evaluate information to identify hurdles, see opportunities, confront hot issues and overcome constraints.

### #102 Secrets To Supporting Multiple Bosses **BA MR** 3R Debra Fox

It's a challenge to meet multiple (and often conflicting) deadlines and fulfill the expectations of your managers. Increase your chance of success when you learn to say "no" assertively and tactfully head off potential problems by anticipating them, and learn how to create a unique relationship with each boss.

## Have Some Extra Time? International Dragon Boat Race Festival July 22 to 24

*This international event attracts over 50,000 spectators by presenting 200 racing teams, live entertainment and various cultural activities.*



1:15-4:30

### #150 Power Charts, Graphics, Presentations **EP MO BA MT** 3R Gini Courter

If you've wondered how to create compelling presentations to showcase organizational data, this is the session for you. With Excel, PowerPoint and Office SmartArt Graphics, you'll learn to embed, animate, convert, format, compress, edit and make the presentation portable. If you want, bring your laptop with Office 2007 or 2010 and follow along.

### #151 Relationship Building: Your Sphere Of Influence **BY MR TB** 3R Dan DeSalvo

Learn how to find common ground and create reciprocity without twisting arms, running to the boss or committing some of the cardinal sins of persuasion and influence. The focus will be on building both face-to-face and virtual relationships.

### #152 Make The Most Of Your Invisible Promotion **BY MC** 3R Debra Fox

It's all mind over matter! It's not more work, it's an "invisible promotion." Shift your point of view to leverage new projects and added responsibilities as opportunities to highlight unused talent, to become more visible and ultimately, to become even more valuable to your organization.

To make it easier to spot the info you need, we've tagged the sessions with icons to represent the topics they cover (see key below).

R Counts for recertification points.

<b>BA</b>	Building Administrative/Management Skills	<b>MO</b>	Microsoft Office and Products Power Users
<b>BY</b>	Beyond Admins	<b>MR</b>	Managing Relationships
<b>C</b>	Team Collaboration	<b>MT</b>	Mastering Technology
<b>EP</b>	Creating Effective Presentations	<b>NW</b>	Admins in the New Workplace
<b>GG</b>	Admins Go Global	<b>SM</b>	Harnessing the Social Media
<b>LE</b>	Leadership Excellence	<b>TB</b>	Work Team Building
<b>MC</b>	Managing Your Career	<b>W</b>	Using the Web

## Monday, July 25

12:30-2:00

### Leadership Luncheon #300 Lead, Follow Or Get Out Of The Canoe **LE** 1R

Bob Abrames  
Sponsor: Avery Dennison



Leadership, leadership, leadership! If you think you've heard it all and can't stand one more "expert," someone comes along to fascinate, captivate and educate. Don't miss Bob Abrames. He takes an over-worked topic and turns it into an adventure. Voyageur Bob will be your leader for an emotional and entertaining journey about who leads and who follows. He'll turn your "after lunch" speech into a career-building expedition.

Bob tells his fascinating real life story about nine men and women who had to lead, follow and paddle a 750 pound birch-bark canoe and a ton of supplies more than 3,000 kilometers across the wilds of Canada. They paddled and portaged 12 hours a day and lived without any modern amenities. How did they cope? How did they interact? Who led? Who followed? Who cared!

Don't miss this canoe!

Bob goes full-out in all he does. No half measures for this guy. In business he's a sales and service expert with 35 years experience, backed up with research and education. On stage he's an entertaining speaker educating audiences around the world. In life, he's a survival expert who pushes the boundaries of physical endurance and mental fortitude!

3:00-5:00

### #301 Outlook Tips & Tricks **MO BA MT** 2R Gini Courter

Learn how to manage your calendar, e-mail and tasks (basically, your work life) using Microsoft Outlook. Integrate shortcuts and tricks for Outlook into your work routine and review the best practices for quickly and efficiently handling mail, scheduling appointments and managing your ad hoc work using tasks and the To Do bar.

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## Tuesday, July 26

### 8:30-10:00

**Morning Keynote Speaker**  
**Making A Great First Impression**

**Clinton Kelly**

**Sponsor: Hammermill Paper**



Clinton Kelly, author of *Oh No She Didn't*, and *Freakin' Fabulous*, and co-host of *What Not To Wear*, will discuss steps for building a healthy self-esteem, how to avoid being "stylistically challenged," and provide tips for making a terrific first impression. With his charismatic, clever, edgy, and spot-on flair, he'll leave you with a whole new appreciation for the fabulous "you" just waiting to be discovered.

Clinton Kelly is one of America's top fashion consultants and media personalities. He is best known for his role as a co-host on the makeover reality program *What Not To Wear* and as the spokesperson and fashion consultant

for multiple women's lines at Macy's department stores across the country. Kelly honed his fashion expertise during his tenure as a fashion magazine editor for several noted publications. More recently, the veteran stylist has added to his impressive portfolio with the debut of *Denim & Co.*, his exclusive QVC clothing line with sales soaring to \$1.5M within a month of its release.

### 10:30-11:30

**#400 Cool New Software (And Websites) 2011** **W MT**

**Gini Courter**

This workshop is an EFAM favorite with new content every year. Learn about free or cheap utilities, applications and websites (and the occasional piece of hardware) that fill the gaps in the large applications suites. Take a tour of several hot new products that won't bust your budget and might make you the manager's hero.

**#401 Destination New Delhi** **BA**

**Rebecca Pace**

Have you ever wondered what it may take to establish a new office location for your company? Hear how one office professional, charged with every imaginable task—from leasing office equipment to hiring and training the local staff—took on the project in India. Laugh along with Rebecca Pace as she recounts her side-splitting trials and tribulations as she learns about herself and a new culture.

**#402 Make An iPad Work For You** **C MT**

**Annette Marquis**

The Apple iPad has started a new wave of tablet computers, but what can you really do with an iPad? Is it a replacement for a laptop? This session focuses on what an iPad is capable of and what it is not.

**#403 Avery Software Solutions** **EP BA**

**Avery Dennison Representative**

**Sponsor: Avery Dennison**

Increase your productivity and preview some of the latest innovative products from Avery. Learn how to design and format labels, dividers and card products; perform mail merges, format and add graphics; do photo editing and curve your text. Everyone receives a free copy of the Avery software featured during the session and an Avery sample pack.

**#404 Power Phrases For Admins** **BY BA MR**

**Meryl Runion**

Author of the new book *Power Phrases For Office Professionals*, Meryl will talk you through all the tight spots where you might wonder, "How on earth do I respond to that?" Don't wait until you are home in bed losing sleep over what you *should* have said. Instead, attend this session and learn the perfect Power Phrases that will get you recognition, respect and results every time!

**#405 What's A Degree Got To Do With It?** **BY W MC**

**June Sarbacher, CPS, Business Technology, Administrative Professional Online Program Director**

**Sponsor: Madison Area Technical College, Madison, Wisc.**

Have you ever thought about pursuing a college degree? Take the next step that will provide you with instant credibility and confidence within your professional and personal life.

**#406 Website Writing & Usability Tips** **W BA MT**

**Kyle Crafton, VP of Digital Business, McMurry and Publisher of The Office Professional**

**Sponsor: The Office Professional**

Learn the basic guidelines for web usability and how to lead a web strategy session to come up with an optimal layout, and copywriting, for your organization's website. Pick up the latest essential skill set to add to an exceptional admin's workplace repertoire or apply the concepts to your chapter website and watch your numbers skyrocket!

### FUN FACT:

Founded in 1909 by J. Ambrose O'Brien, a sportsman from Ottawa, the Montréal Canadiens are the oldest continuously operating professional ice hockey team in the world. They have won 24 Stanley Cups, more than any other team in the league.



**#407 Executive Travel: Don't Break The Bank For First Class** **BA GG**

**Mason Horvath Representative**

**Sponsor: Mason Horvath**

Booking travel for executives can be hard. We want to show you how to get your executives into first class without breaking the bank. We will teach tips and tricks to travel coordinators to ensure their executives are traveling in comfort. We will also get into rules and regulations regarding international travel. We understand the ins and outs of business travel, now let us teach you our secrets.

1:00-4:30

**#450 Get The Most Out Of Office 2010** **MO BA MT**

3R

**Gini Courter**

Another year, another new version of Microsoft Office! Gini will show you the new features built into the latest version of Office. Don't miss this opportunity to see all that Office 2010 can do for you and your organization.

**#451 See Ourselves As Others See Us** **BY MR**

3R

**Rebecca Pace**

Use the Johari Window, 360-degree feedback and other assessment tools to gauge how you come across to others. Find out where you project strength, competence, credibility and professional savvy and where you fall short of expectations. You can uncover areas where you have hidden potential and cultivate them to enrich your current position.

**#452 Put On Great Webinars** **EP W BA MT**

3R

**Annette Marquis**

Webinars make it possible to hold meetings, offer training and share ideas all from the comfort of your desk. This session covers webinars from A-Z, including evaluating webinar services, preparing webinar materials, delivering webinar content and evaluating how it went.

5:00-6:00

**Evening Keynote Session**

**A Kick In The Attitude: Recharge Your Work And Life** **BA MR TB**

1R

**Sam Glenn**

**Sponsor: OfficeTeam**



Hear Sam Glenn, The Attitude Guy™, share how he turned his life around. He'll give tips on how to energize your work and life, and how to get people positively charged for taking action and achieving positive results. Sam's experience, advice and research are guaranteed to improve morale, create happier and healthier work environments, decrease stress and empower you to reach all the goals you set for yourself.

Buy a copy of Sam's new book, *A Kick In The Attitude An Energizing Approach To Recharge Your Team, Work, And Life* at the special EFAM discount of \$20 and get a personal autograph from The Attitude Guy himself.

**Wednesday, July 27**

8:00-11:30

**#500 SharePoint For Power Users** **C MO BA MT**

3R

**Gini Courter**

Whether your organization is already using SharePoint or simply talking about using SharePoint, whether you're just a user or in charge of administering one or more SharePoint sites, this session is for you. Using Windows SharePoint Services you'll learn how to create and provision a SharePoint site for a team from scratch.

**Please be environmentally conscious.  
Print only what is absolutely essential.**



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<b>MC</b> Managing Your Career	<b>W</b> Using the Web

**#501 Changing Places, Changing Faces: Admins In The Global Workplace**

**BY TB GG**

3R

**Merelle Rodrigo**

With a diversified workplace and customer base, we have to learn to interact well with members of different cultures. Using videos like *Bend it Like Beckham* and *My Big Fat Greek Wedding*, Merelle focuses on the personalities of different cultural groups and pays particular attention to the behaviors demonstrated by people in the areas of conflict resolution and diffusion of hostility, praise vs. criticism and more.

**#502 Move To The Cloud With Google** **W BA MT**

3R

**Annette Marquis**

As some companies are switching from Microsoft Office to Google Apps, it's important to understand what Google offers and how it compares with Microsoft Office. In this session, we'll explore Google Apps and its key components: Gmail, Google Calendar, Google Docs, Google Sites and the Google Apps Marketplace.

1:00-3:00

**#550 Get Organized With OneNote** **MO BA TB MT**

2R

**Gini Courter**

OneNote is the note taking, agenda creating, meeting management system that is part of Microsoft Office. In this session, you'll learn to use OneNote effectively to manage meetings, team information and ad hoc data. Download the free 60-day trial from the Microsoft site.

**#551 "Let Me See Your Body Talk!"** **BY BA MR**

2R

**Merelle Rodrigo**

Enhance your ability to influence and persuade people, improve your self-image and your self-esteem, and project professionalism and confidence through nonverbal behavior. Enhance your assertiveness, intelligence, appearance, professionalism and confidence by learning what your body is saying before you even utter a word. Presenter is the author of *Let Me See Your Body Talk!*

**#552 Build An Effective Social Network** **SM BA MT**

2R

**Annette Marquis**

In this session, discover how to use social networking tools, such as Facebook and Twitter, to build a social network that will aid your career, bring in business and keep you connected to important trends.

KEY



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### #553 Open Sessions For Members

Have you ever wanted to be on stage sharing your insights and techniques with a rapt admin audience? Well, now is your time! On-site, you can share your 20-minute high-impact session with attendees (only one presentation per person, please). Bring your own laptop and handouts for 75; we'll provide the equipment. Attendees will select the best fit sessions for them. It's a new opportunity every half hour! No ticket required!

### #554 Raise Your Profile In The Workplace **BY MC**

**Marion Grobb Finkelstein**

If you're overlooked in the workplace, learn to let your light shine and get noticed in ways that will make your organization proud and get you the recognition you deserve. You'll leave with nine strategies to fast-track your career.

2R

### #555 Your Work Style In Color: A Colorful Approach to Working Relationships **BY BA MR**

**BY BA MR**

**OfficeTeam and Insights**

**Sponsor: OfficeTeam**

During this interactive session, you'll learn more about your preferred work style, how to collaborate with other work style types, and tips and role plays for overcoming common conflicts in the workplace. Prior to EFAM, attendees will receive a brief survey to assess their work style and they will need to bring the results to the workshop.

2R

### #556 Social Media For Admins **W SM BA MT**

**Julie Perrine, CPS/CAP, MBTI Certified**

See a demo of each social network. Each will be 30 minutes in length. Times for each will be posted outside the session room. No ticket required!

**IAAP Web Community:** Learn how to take full advantage of this great membership goldmine.

**Facebook:** Learn how to strategically choose your friends and build your social community to establish yourself as a thought leader.

**Twitter:** Tweet effectively for career development, locating resources and networking.

**Blogs:** Admins can utilize the power of blogging to build their careers.

### #557 Developing Administrative Organizations **BY GG**

**IBM Global Administration Team**

**Sponsor: IBM**

As more companies buy and sell globally, the transformation IBM has experienced will become prevalent throughout the administrative professional community in other organizations as well. This interactive workshop will provide short takes on IBM's transformation and its effect on their admins, along with small group discussions of 21st century best practices and future plans.

**3:30-4:30**

### #560 iPhone vs. Android Apps **C MT**

**Gini Courter and Annette Marquis**

Apps have changed the world of technology from phones to computers. In this session, we'll demonstrate the best apps from the top two app stores, the Apple App Store and the Android Market.

1R

### #561 Reduce Your Stress With Music And Humor **BY**

**Merelle Rodrigo**

Your successful performance at work is jeopardized by stress. Improve your psychological and physical hardiness so that your attendance, participation and performance at work are always at maximum output. Experience the positive impact of music and laughter during this energetic and lively presentation.

### #562 Are You LinkedIn®? **SM BA MT**

**Lynn Baldwin, Business Technology Instructor**

**Sponsor: Madison Area Technical College, Madison, Wisc.**

Come learn how to use LinkedIn to its potential in your professional career. See ways that this business-orientated social networking tool can be a resource for you and those you support.

1R

### #563 Open Sessions For Members

Have you ever wanted to be on stage sharing your insights and techniques with a rapt admin audience? Well, now is your time! On-site, you can share your 20-minute high-impact session with attendees (only one presentation per person, please). Bring your own laptop and handouts for 75; we'll provide the equipment. Attendees will select the best fit sessions for them. It's a new opportunity every half hour! No ticket required!

### #564 Presentations That Pop! **EP BA**

**Marion Grobb Finkelstein**

Whether you prepare presentations for yourself or for others, learn the ABCs to presentation success. Discover the secrets professional speakers use to connect with their audiences and present complex data in easy-to-understand format. **Bonus:** these skills can also be used in your personal life and volunteer activities!

1R



**Have Some Extra Time?**

**L'International des Feux Loto-Québec  
July 23 & 27**

*International pyrotechnic art competition  
featuring 10 high calibre pyromusical  
displays lasting 30 minutes each.*

To make it easier to spot the info you need, we've tagged the sessions with icons to represent the topics they cover (see key below).

R Counts for recertification points.

<b>BA</b> Building Administrative/Management Skills	<b>MO</b> Microsoft Office and Products Power Users
<b>BY</b> Beyond Admins	<b>MR</b> Managing Relationships
<b>C</b> Team Collaboration	<b>MT</b> Mastering Technology
<b>EP</b> Creating Effective Presentations	<b>NW</b> Admins in the New Workplace
<b>GG</b> Admins Go Global	<b>SM</b> Harnessing the Social Media
<b>LE</b> Leadership Excellence	<b>TB</b> Work Team Building
<b>MC</b> Managing Your Career	<b>W</b> Using the Web

## #565 Get Organized! With Avery **BA**

**Avery Dennison Representative**

**Sponsor: Avery Dennison**

Find a few extra minutes in your day, reduce stress and achieve greater productivity by organizing your workspace, your documents and your projects using Avery products. See how the newest Avery products can provide easy business solutions for your busy life. Each attendee will receive a free copy of the Avery software featured during the session and an Avery sample pack.

## #566 Free Web-Based Resources For Your Toolbox **EP BA MT**

**Julie Perrine, CPS/CAP, MBTI Certified**

Find free, web-based applications available to help you work more efficiently and stay connected at home, at the office and within your IAAP chapter. Explore free online resources for file sharing and collaboration, social bookmarking, photo sharing, teleconferences, video conferencing and more.

### **FUN FACT:**

Montréal has an "Underground City"—a climate-controlled maze of 2,000 shops that cover 18 miles.



8:30-11:45

## #600 Creating Highly Effective Virtual Teams **W BA MR MT**

3R

**Claire Sookman, Virtual Team Builders**

Admins are now working virtually with colleagues at other facilities, coordinating joint projects, assisting traveling execs and planning meetings for groups that transcend time and space. A successful virtual team focuses on the people rather than technology.

Learn how to build relationships from a distance and run more effective virtual meetings by exploring the differences (and similarities) between face-to-face and virtual teams, identifying what makes a team successful, looking at how to build trust and team cohesion no matter where your team is located, discovering techniques for managing virtual team meetings, and how to effectively use language to increase engagement. This class is highly interactive and experiential, with role plays and group exercises. It is also relevant for IAAP members who lead chapter, division and district teams from afar.

**1R** As the driving force behind the training/consulting firm of Virtual Team Builders, distinguished as Canada's pioneer in virtual team building, Claire Sookman brings to the table over a decade's worth of corporate training experience, specializing in virtual team building and communication strategies.

Some of her clients include: AT&T, Bayer, Siemens, Bell Canada, and GlaxoSmith-Kline. Claire is also a published author in many magazines and on Virtual Teams. Claire's technical expertise in training is complimented by the Canadian Association for Professional Speakers and a long-standing association with Toastmasters International.

## #601 Building A Remarkable Leadership Culture **BA LE**

1.5R

**Merelle Rodrigo**

Learn the skills to become a remarkable leader by exploring the qualities essential for leadership success. Today's leaders have to motivate, encourage and inspire. Topics include: sustaining enthusiasm (the formulation of new ideas); the string theory of leadership (motivating with pull rather than push); creating the "host" mentality; maintaining forward-moving momentum; reframing hits and misses—falling vs. failing; the costume of success and many more interesting and vital components to successful leadership. Only open to chapter/division leaders and is available for one representative per division and one representative per chapter.

Merelle Rodrigo is a known motivator bringing her unique and inspirational messages to audiences across North America. She's been in the field of public speaking and adult education since 1990. She is a University of Toronto graduate with a specialist's degree in criminology, and a double major in psychology and sociology—so she knows people. She has done extensive work with businesses and professional groups on nonverbal communication, stress management, diversity in the workplace and cross-cultural communication skills. Audiences appreciate her unique blend of energy, humor and content-rich principles.

# À la prochaine!

Thursday, July 28



Early bird registration deadline is May 23, 2011.

- Register **online**

OR please print or type registration form.

- Only one registration per form.

## Registration is limited—register early!

### Workshop Tickets

Individual workshop tickets will be collected at the door. Anyone not presenting a ticket will be asked to wait outside until all ticket holders have taken a seat.

### Recertification Points

To receive recertification points, CPS and/or CAP holders will need to complete the form included in the registration packet you will receive on-site. One recertification point per full contact hour of instruction will be provided for approved sessions as indicated by the R following each eligible workshop title. Recertification form is submitted when you recertify.

### IAAP Book Nook

The Book Nook sells materials by speakers or topics that supplement the workshops.

### Hospitality Room

Visit the Hospitality Room to renew old acquaintances, make new friends or find a shopping, dining or sightseeing companion. The Hospitality Room is “information central” for both first time attendees and education forum veterans.

### Banquet Seating

Get a table assignment for the Banquet at the seating booth in the registration area. Seating is assigned on a first-come, first-served basis. Those wishing to sit together should have one person collect tickets from the group once they have registered and bring tickets to the seating booth for seat assignment.

### What to Wear

*Business Sessions:* Business Attire

*Evening of Welcome:* Casual

*Educational Workshops:* Business Attire or Business Casual

*Banquet:* Business attire, cocktail or after-five wear



Connect to others going to EFAM in the IAAP Web Community. Once you've registered you'll be able to join the EFAM 2011 eGroup. Go to the **web community** then to eGroups to subscribe.

### Corporate Discount

A company may receive a \$250 discount off the total registration price with five or more Full Event Registrants from the same company. To qualify, registrations must be received at one time accompanied by **IAAP's Event Corporate Discount Form** and one payment for all registrants. (An example of one payment is a check with total payment for all registrants minus \$250.)

Corporate discount is subject to approval, one discount per company, offer not available with online registration, no refunds available for canceled registrants who received the corporate discount, available for Full Member and Full Non-member registrants only, chapters and any other “group” do not qualify as a company.

### Conference Cancellation Policy

Cancellations and refund requests received in writing by the early bird deadline will qualify for refund less a \$100 fee per registration. Refunds are not available for registrants who received the corporate discount. For nonmembers who received one year of membership with registration, an additional \$100 is nonrefundable per registration.

### Emergency Cancellations

If a registrant has a death in his/her immediate family a refund less a \$100 fee may be requested before the start of the event. IAAP reserves the right to request documentation.

### How to Cancel

To cancel your registration, e-mail: [membership@iaap-hq.org](mailto:membership@iaap-hq.org), with “Event Cancellation” in the subject line, or mail notification to: IAAP, PO Box 20404, Kansas City, MO 64195-0404. Include your full name, member number (if an IAAP member), event title, and city of residence. All cancellations must be made in writing; no requests will be accepted over the phone.

### Cancellation Notes

IAAP reserves the right to process refunds after the conference concludes. Registrants who fail to cancel and do not attend are responsible for the full registration fee.

### Event Payment

IAAP accepts check, money order or credit card payment (Visa, Master Card, American Express or Discover) in U.S. Dollars. Headquarters cannot process event registration without full payment and complete registration form. Form of payment cannot be changed once submitted to IAAP.

### ADA

IAAP complies with the Americans with Disabilities Act. If special arrangements are necessary for an individual with a disability to attend this program, contact [hchatlos@iaap-hq.org](mailto:hchatlos@iaap-hq.org). Notice of special needs must be received one month prior to event start date.

### Smoke and Scent-Free Environment

To ensure the comfort of everyone attending the meeting, please do not wear scented products. All smoking is prohibited. Thank you for understanding.

# REGISTRATION FORM

# IAAP 2011 EFAM

Complete one form per registrant. Registration will not be processed without full payment in U.S. dollars.

IAAP Member/ID Number \_\_\_\_\_  Nonmember  
 Member of an IAAP Affiliate Association \_\_\_\_\_

Send all mail to:  Home  Office  
 Send all e-mail to:  Home  Office

Check here if you do **not** wish to receive nonassociation mail.

\_\_\_\_\_  
 Last Name First Name M.I.  
 \_\_\_\_\_  
 Job Title  
 \_\_\_\_\_  
 Company Name  
 \_\_\_\_\_  
 Work Address/PO Box  
 \_\_\_\_\_  
 City State/Prov Zip/PC  
 \_\_\_\_\_  
 Business Phone Country if not U.S.  
 \_\_\_\_\_  
 Home Phone Fax  
 \_\_\_\_\_

\_\_\_\_\_  
 Home Address  
 \_\_\_\_\_  
 City State/Prov Zip/PC  
 \_\_\_\_\_  
 Country if not U.S.  
 \_\_\_\_\_  
 Home E-mail  
 \_\_\_\_\_  
 Gender Birth Date (mm/dd/yy)  
 \_\_\_\_\_  
 Business E-mail  
 \_\_\_\_\_

Please do not share my contact information with Office Expo exhibitors, meeting sponsors or include on attendee list.

I prefer vegetarian meals. Note: special orders may take longer to serve.

## A. Full Meeting Package

Includes Business Sessions, Tuesday Keynotes, Evening of Welcome, Monday/Tuesday/Wednesday Educational Workshops, Office Expo and Banquet (per person rate)

### Room Block Registration Discount: Save \$150 USD

This year you can **save \$150 USD** on your registration fee by staying within the official IAAP housing block (see list at right). By staying within the official IAAP housing block you are helping IAAP keep overall registration fees lower than they otherwise would be. Our partnering hotels have extended their lowest possible room rates over the official conference dates. Take advantage of the convenience, attendee camaraderie and of course, savings, by staying within the block.

+Office Expo open to IAAP single event members and full meeting registration attendees only.

◆IAAP Student Chapter Advisor registrations must be accompanied by two student registrations to receive this rate.

◆Includes one year nonrefundable membership to IAAP. If you reside outside the U.S., Canada, Puerto Rico or Virgin Islands add \$20 to become an International Member-at-Large.

To decline this membership, please check here:

	Early Bird Registration Received May 23, 2011 and earlier	Regular Rate Registration Received May 24-June 27, 2011	Last Minute Rate Registration Received June 28, 2011 and after
	Staying Outside IAAP Room Block	Staying Outside IAAP Room Block	Staying Outside IAAP Room Block
Member	\$675	\$725	\$775
Student/Advisor◆	\$335	\$385	\$410
Nonmember❖	\$775	\$825	\$875

Check here to deduct \$150 USD from registration rate for staying within the IAAP housing block. Indicate hotel with confirmation number below.

Hilton Montreal Bonaventure Confirmation Number \_\_\_\_\_

Delta Centre Ville Confirmation Number \_\_\_\_\_

Hyatt Regency Montreal Confirmation Number \_\_\_\_\_

My registration rate from chart above \_\_\_\_\_ minus \$150 USD is \_\_\_\_\_ (Total Section A)  
 (copy total to Section A on last page)

**Make sure the hotel knows all the people in your room to get your discount.**

## Corporate Discount

### Corporate Discount

A company may receive a \$250 discount off the total registration price with five or more Full Event Registrants from the same company. To qualify, registrations must be received at one time accompanied by IAAP's Event Corporate Discount Form and one payment for all registrants. (An example of one payment is a check with total payment for all registrants minus \$250.)

Corporate discount is subject to approval, one discount per company, offer not available with online registration, no refunds available for canceled registrants who received the corporate discount, available for Full Member and Full Nonmember registrants only, chapters and any other "group" do not qualify as a company.

## Credentials Form

Credentials form available online after April 15 in the IAAP Web Community, <http://community.iaap-hq.org>. Deadline for submitting credentials: July 4, 2011.

## Banquet Table Reservations

Once again you will have the opportunity to reserve a table for the Banquet in Montreal. The money from the reserved tables will benefit a Montreal charity. We will let you know complete details when they are available.

REGISTRANT NAME \_\_\_\_\_

ID NUMBER \_\_\_\_\_

**B. Optional IAAP Events not included in Full Meeting Package****Saturday**

- AM Educational Workshop    Session # \_\_\_\_\_    \$90 \_\_\_\_\_
- PM Educational Workshop    Session # \_\_\_\_\_    \$90 \_\_\_\_\_
- First Timers Orientation    \_\_\_\_\_    N/C

**Monday**

- Leadership Luncheon    \$45 \_\_\_\_\_
- Tech Workshop    N/C

**Thursday Concurrent Sessions**

- Educational Workshop    \$90 \_\_\_\_\_
- IAAP Leadership Workshop\* Representing Chapter/ Division # \_\_\_\_\_ N/C

\*Available for one representative per division and one representative per chapter.

(copy total to following page) Total Section B    \$ \_\_\_\_\_

**Optional IAAP Events Hosted by IAAP Sponsors**

Full Meeting Registrants are eligible to register for one of the following events. Limited space is available and will fill quickly so please rank your first choice 1 through 4. Please don't sign up if you are a voting delegate. Check your registration confirmation to see which/if any sponsored event you are registered to attend (100 max for each).

**Monday**

- \_\_\_\_ Rank Number 7-8 a.m.    Focus Group Breakfast    N/C
- \_\_\_\_ Rank Number 8:30-9:30 a.m.    Product Showcase #1    N/C
- \_\_\_\_ Rank Number 10-11 a.m.    Product Showcase #2    N/C
- \_\_\_\_ Rank Number 11:30 a.m.-12:30 p.m.    Product Showcase #3    N/C

All Full Meeting Registrations received by the early bird deadline will be entered into a drawing for a complimentary breakfast with Clinton Kelly. Names will be drawn at random after early bird deadline and you will be notified **on-site** with a ticket in your registration packet. Sponsored by Hammermill Paper (100 max).

**Tuesday**    7-8 a.m.    N/C

**C. Guest or Single Event Registration****Saturday**

- AM Educational Workshop (#100-103)    Session # \_\_\_\_\_    \$90 x quantity \_\_\_\_\_    \$ \_\_\_\_\_
- PM Educational Workshop (#150-153)    Session # \_\_\_\_\_    \$90 x quantity \_\_\_\_\_    \$ \_\_\_\_\_
- First Timers Orientation    \_\_\_\_\_    \_\_\_\_\_    N/C

**Sunday**

- Business Session    \$55 x quantity \_\_\_\_\_    \$ \_\_\_\_\_
- Evening of Welcome    \$45 x quantity \_\_\_\_\_    \$ \_\_\_\_\_

**Monday**

- Leadership Luncheon    \$45 x quantity \_\_\_\_\_    \$ \_\_\_\_\_
- Business Session    \$55 x quantity \_\_\_\_\_    \$ \_\_\_\_\_
- Tech Workshop (#301)    \$75 x quantity \_\_\_\_\_    \$ \_\_\_\_\_

**Tuesday**

- Tuesday Morning Keynote    \$60 x quantity \_\_\_\_\_    \$ \_\_\_\_\_
- 1 Hour Educational Workshop (#400-407), indicate workshop choices on following page    \$65 x number of sessions \_\_\_\_\_    \$ \_\_\_\_\_
- 3 Hour Educational Workshop (#450-452), indicate workshop choices on following page    \$90 x number of sessions \_\_\_\_\_    \$ \_\_\_\_\_
- Tuesday Evening Keynote    \$60 x quantity \_\_\_\_\_    \$ \_\_\_\_\_

**Wednesday**

- 3 Hour Educational Workshop (#500-502), indicate workshop choices on following page    \$90 x number of sessions \_\_\_\_\_    \$ \_\_\_\_\_
- 2 Hour Educational Workshop (#550-557), indicate workshop choices on following page    \$75 x number of sessions \_\_\_\_\_    \$ \_\_\_\_\_
- 1 Hour Educational Workshop (#560-566), indicate workshop choices on following page    \$65 x number of sessions \_\_\_\_\_    \$ \_\_\_\_\_
- Banquet    \$65 x quantity \_\_\_\_\_    \$ \_\_\_\_\_

**Thursday**

- Educational Workshop (#600)    \$90 x quantity \_\_\_\_\_    \$ \_\_\_\_\_

(copy total to following page) Total Section C    \$ \_\_\_\_\_

**D. Keynoter Books**

Preorder your copies of books by our keynoters at special EFAM prices. You will have a ticket in your registration packet to exchange at the Book Nook for the books you have ordered.

**Clinton Kelly**

- Oh No She Didn't* \$23 x quantity \_\_\_\_\_ \$ \_\_\_\_\_
- Freakin' Fabulous* \$23 x quantity \_\_\_\_\_ \$ \_\_\_\_\_

**Sam Glenn**

- A Kick in the Attitude* \$20 x quantity \_\_\_\_\_ \$ \_\_\_\_\_

Note: Book prices include tax.

(copy total to area below) Total Section D \$ \_\_\_\_\_  
(copy total to area below)

**Workshop Choices**

**No onsite changes for workshops—please review carefully!**

**Monday, July 25, Educational Workshop**

(included in Full Meeting package—concurrent with business session, not available for delegates or alternates)

3–5 p.m. (workshop #301)

Check box if interested in attending this tech workshop

**Tuesday, July 26, Educational Workshops**

(included in Full Meeting package)

10:30–11:30 a.m. (workshops #400–407)

1<sup>st</sup> Choice \_\_\_\_\_ 2<sup>nd</sup> Choice \_\_\_\_\_ 3<sup>rd</sup> Choice \_\_\_\_\_

**Tuesday, July 26, Educational Workshops**

(included in Full Meeting package)

1–4:30 p.m. (workshops #450–452)

1<sup>st</sup> Choice \_\_\_\_\_ 2<sup>nd</sup> Choice \_\_\_\_\_ 3<sup>rd</sup> Choice \_\_\_\_\_

**Wednesday, July 27, Educational Workshops**

(included in Full Meeting package)

8–11:15 a.m. (workshops #500–502)

1<sup>st</sup> Choice \_\_\_\_\_ 2<sup>nd</sup> Choice \_\_\_\_\_ 3<sup>rd</sup> Choice \_\_\_\_\_

**Wednesday, July 27, Educational Workshops**

(included in Full Meeting package)

1–3 p.m. (workshops #550–557)

1<sup>st</sup> Choice \_\_\_\_\_ 2<sup>nd</sup> Choice \_\_\_\_\_ 3<sup>rd</sup> Choice \_\_\_\_\_

**Wednesday, July 27, Educational Workshops**

(included in Full Meeting package)

3:30–4:30 p.m. (workshops #560–566)

1<sup>st</sup> Choice \_\_\_\_\_ 2<sup>nd</sup> Choice \_\_\_\_\_ 3<sup>rd</sup> Choice \_\_\_\_\_

**Meeting Subtotals**

My full meeting package rate from section A \$ \_\_\_\_\_  
 My optional events total from section B \$ \_\_\_\_\_  
 My guest or single event total from section C \$ \_\_\_\_\_  
 My keynoter books total from section D \$ \_\_\_\_\_  
 Grand Total \$ \_\_\_\_\_  
 (this amount goes at right for total enclosed in U.S. dollars)

Online registration will provide an immediate confirmation via e-mail. If you register via mail or fax, you should receive a confirmation within three weeks of Headquarters receiving your form. Please notify us if you do not.

**Payment Information**

Total Enclosed in U.S. dollars \_\_\_\_\_  
 (should match Grand Total from left)  
 Check or Money Order Number \_\_\_\_\_  
 Credit Card:  Visa  MasterCard  Discover  American Express  
 Card Number \_\_\_\_\_  
 Expiration Date \_\_\_\_\_  
 Authorization Signature (required for processing)  
 \_\_\_\_\_  
 Name as it appears on card \_\_\_\_\_

**Contact IAAP**

Fax to: 816-891-9118  
 Mail to: PO Box 20404, Kansas, City, MO 64195-0404

Contact us with questions: 816-891-6600  
 EFAM2011@iaap-hq.org