

About IAAP

The International Association of Administrative Professionals (IAAP) is a not-for-profit professional association for office professionals with approximately 22,000 members and affiliates and over 500 chapters worldwide. Our mission is to enhance the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.

The association founded in 1942 as the National Secretaries Association to provide a professional network and educational resources for secretarial staff. The association's name was changed in 1998 to the International Association of Administrative Professionals to encompass the large number of varied administrative job titles and recognize the advancing role of administrative support staff in business and government.

IAAP Core Values

Integrity: We demonstrate this cornerstone of our profession through honesty, accountability and high ethical standards.

Respect: We create respect within our profession and association through listening, understanding and acknowledging member feedback.

Adaptability: We ensure the success of our association by embracing positive change and by nurturing diversity, creativity and visionary thinking.

Communication: We cultivate and maintain excellence by remaining approachable at all levels, communicating openly and building strong relationships.

Commitment: We are steadfast in our goals to develop learning opportunities for career-minded administrative professionals and to strengthen efficiency and effectiveness.

For more information, contact:
Teresa Summers CAP, Chapter President
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IAAP Mission Statement

“Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.”



*In conjunction with the
2012 Colorado-Wyoming-Montana
Division Annual Meeting*



presents

The Road to



**Timely & Relevant
“Opportunities”**

Friday, June 1, 2012

8:00 AM – 4:30 PM

Our Sponsors



Hilton Hotel
425 W. Prospect Road
Fort Collins, Colorado

8:00 AM – 11:15 AM 3 Recertification Points

Knock Your Socks Off Customer Services and Human Communication

Jep Enck, Enck Resources

IAAP Member Fee: \$60.00 Non-Member Fee: \$65.00

Jep Enck is known for his dynamic, engaging style. Jep is one of today's most popular speakers. His presentations are remembered for their content-a rare blend of carefully-chosen theory, useful facts, illustrative stories and practical how-to's. (One newspaper described him as a cross between a Harvard business professor and a stand-up comic!) Listeners are always entertained yet walk away with a remarkable new wealth of information and skills.

To the customer, you are the company. Customer relations is an integral part of your job – not an extension of it. Properly combined, the following elements all add up to "Knock Your Socks Off Customer Service and Human Communications":

- Reliable: Ability to provide what was promised
- Responsive: Willingness to help customers promptly
- Reassuring: Knowledge and courtesy and ability to convey trust, competence, and confidence
- Empathetic: The degree of caring and individual attention shown to customers
- Tangibles: Physical facilities, equipment, yours and others' appearances, services offered
- Principles of Human Communications

11:30 AM – 1:00 PM 1.5 Recertification Points

Social Networking in the Business World

Ken Sponsler, Sea Level Operations

IAAP Member Fee: \$30.00 Non-Member Fee: \$35.00 (lunch included)

Ken has been involved with computers and their applications since 1970, utilizing and working on a mainframe while in high school. He worked with the US Government in many roles, including computer security and programming; as Vice President of Services at ConnectingPoint, and is currently working with Sea Level Operations mentoring and training service executives on the IT industry.

Attendees will learn about social networking and the use of it in business, the benefits and importance of having a web presence, the relevance and impact of social networking websites, how the internet has changed, how can you stay safe in cyberspace, and using the "Cloud" as an Enterprise Social Networking Platform.

11:30 AM – 1:00 PM 1.5 Recertification Points

Just What is Ergonomics and Why We Care

Teresa Boynton, MS, OTR, CEES, Banner Health

IAAP Member Fee: \$30.00 Non-Member Fee: \$35.00 (lunch included)

Teresa has an M.S. in Occupational Therapy from CSU. She completed training and became "Certified Ergonomics Evaluation Specialist" through Matheson System. Teresa is the Ergonomics & Injury Prevention Specialist and supports all 11 facilities in the Banner Western Region area.

Ergonomics is commonly thought of in terms of products. But it can be equally useful in the design of services or processes. How can I use the product or service, will it meet my needs, and will I like using it? Ergonomics helps define each of these. Topics attendees will learn about include:

- What is ergonomics?
- Myth versus Fact: what does the research say about computer workstations
- Vision and Posture: the eyes are the boss
- Decreasing the Risks: identifying problems early, using the right equipment, developing good work habits

1:15 PM – 4:30 PM 3 Recertification Points

Reduce, Prevent, and Cope With Stress

Darrin Zeer, The Yoga Guy

IAAP Member Fee: \$60.00 Non-Member Fee: \$65.00

Darrin Zeer is the best-selling author of ten stress management books. He travels North America coaching people how to relax, relieve stress, and enjoy their work more through stress management. Darrin is an entertaining and dynamic speaker whose programs enhance and empower all kinds of conference and company events

Stress management starts with identifying the sources of stress in your life. This isn't as easy as it sounds. Your true sources of stress aren't always obvious, and it's all too easy to overlook your own stress-inducing thoughts, feelings, and behaviors. Learn valuable ideas that will change how you relate to stress in your life. Darrin's stress management techniques include:

- Relieve mental tension
- Increase efficiency
- Promote well-being and team building in the workplace
- Decrease corporate health care expenses
- Help employees work more and better
- Take control of your environment
- Manage your time better
- Look at the big picture
- Adjust your attitude

Seminar / Workshop	Member	Non Member	Total
<input type="checkbox"/> Knock Your Socks Off Customer Service and Human Communications – 8:00 AM – 11:15 AM	\$60	\$65	\$ ____
<input type="checkbox"/> Social Networking in the Business World – Lunch 'n Learn (includes lunch) – 11:30 AM – 1:00 PM OR (check one)	\$30	\$35	\$ ____
<input type="checkbox"/> Just What is Ergonomics and Why We Care – Lunch 'n Learn (includes lunch) – 11:30 AM – 1:00 PM			
<input type="checkbox"/> Reduce, Prevent, and Cope with Stress – 1:15 PM – 4:30 PM	\$60	\$65	\$ ____
Full day registration fee postmarked by May 18	\$139	\$154	\$ ____
Full day registration fee postmarked after May 18	\$150	\$165	\$ ____
TOTAL ENCLOSED		\$ ____	

SAVE



Please type or print clearly

Name and Chapter /Division / MAL Affiliation, if any

Address

City, State, Zip

E-Mail Address (confirmation only)

Work Phone Home / Cell Phone

IAAP Member ID

REGISTRATION DEADLINE: May 18, 2012



Make checks payable to: **2012 CWM Division AM**
Send form and check to: Ellen Hetterle CAP-OM
Registration Chairman
426 12th Street
Greeley, CO 80631

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