



International Association of
Administrative Professionals®
CO-WY-MT Division

**2012
CWM**

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**ANNUAL
MEETING**

**Making The Leap
To
REMARKABLE**

to
**Road
The**

70th ANNIVERSARY
1942-2012
IAAP

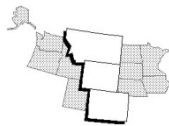
Hosted by
MOUNTAIN VIEW CHAPTER

June 1-2, 2012

**Hilton Hotel
Fort Collins, Colorado**

Major
Sponsors





Colorado-Wyoming-Montana Division 2012 Annual Meeting



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2012 CWM DIVISION ANNUAL MEETING

THURSDAY, MAY 31, 2012

REGISTRATION

6:00 PM – 8:00 PM

Hospitality – 2nd Floor

FRIDAY, JUNE 1, 2012

REGISTRATION

7:00 AM – 8:00 AM

The Legends

EXHIBITORS / WAYS & MEANS

8:00 AM – 5:00 PM

The Legends

SATURDAY, JUNE 2, 2012

REGISTRATION

7:00 AM – 8:00 AM

The Legends

FRIDAY SEMINARS

8:00 AM – 11:15 AM	Knock Your Socks Off Customer Service & Human Communications	Salon I
11:30 AM – 1:00 PM	Social Networking in the Business World (lunch included)	Salon I
11:30 AM – 1:00 PM	Just What is Ergonomics and Why We Care (lunch included)	Salon V
1:15 PM – 4:30 PM	Reduce, Prevent, and Cope with Stress	Salon V

FIRST FRIDAY GALLERY WALK

5:30 PM – 9:15 PM Shuttle bus leaves hotel at 5:30 PM and returns at 9:15 PM from Old Town Fort Collins (miss the bus – you are on your own – see parking map)

SATURDAY, JUNE 2, 2012

7:00 AM – 8:00 AM	Registration	The Legends
	Ways & Means Open	The Legends
7:30 AM – 7:45 AM	Delegates Briefing	The Legends
8:00 AM – 11:30 AM	Annual Meeting	The Legends
11:30 AM – 1:00 PM	Luncheon (Incoming President's Luncheon)	Green & Gold Room
1:00 PM – 4:00 PM	Meeting Resumes / Educational Workshop	The Legends
4:00 PM – 5:00 PM	Ways & Means	The Legends
6:00 PM – 7:00 PM	Networking Reception	The Legends
7:00 PM – 10:00 PM	Meeting Reconvenes / Banquet	The Legends
10:00 PM	Officers' Reception	TBD

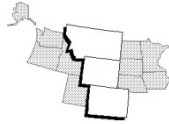
RECOMMENDED DRESS

Business Sessions:	Business / Business Casual
Banquet:	Dressy, Not Formal
Other Events:	Casual Attire

NO SMOKING POLICY

There will be no smoking during general sessions, workshops, and seated functions. Please observe and adhere to the smoking policy of the Hilton Hotel.

REGISTRATION DEADLINE: MAY 18, 2012



Colorado-Wyoming-Montana Division 2012 Annual Meeting



2012 CWM DIVISION ANNUAL MEETING

WAYS & MEANS

The CWM Division will have tables available for Division Baskets. Chapters will need to check the box on the registration form if a table is needed for Chapter Ways & Means.



SOMETHING NEW!

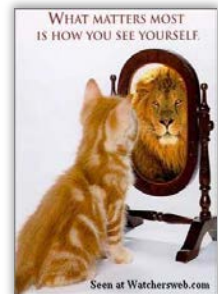
This year, the Incoming President's Luncheon is included in the business session. This is an opportunity for ALL members to be involved and take advantage of more leadership opportunities.

INCOMING PRESIDENT'S LUNCHEON – CAROL HARDIN CAP-OM

YOUR LEADERSHIP POWER OF PRESENCE RECERTIFICATION POINTS PENDING

Understanding three different phases of presence:

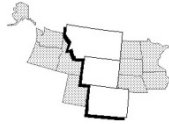
1. **Intentional:** Exercises to find the intentional and how to stop the negativity loop.
2. **Individual:** strong relationships on developing trust and how people see you and vice versa.
3. **Inspirational:** Communicating to build and motivate followship. This will give individuals inspiration to change from the brain down.



The presentation will help to inspire attendees to work on their inner self as well as how to perceive others. It will give knowledge on how to work with other people. This also helps to point out that all of us do have the "Power of Presence" and most people think presence should come with a leader's title and are often too embarrassed by the shortcoming to address it.



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Colorado-Wyoming-Montana Division 2012 Annual Meeting



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8:00 AM – 11:15 AM

3 RECERTIFICATION POINTS

IAAP MEMBER FEE: \$60 / NON-MEMBER FEE: \$65

SALON I



KNOCK YOUR SOCKS OFF CUSTOMER SERVICE AND HUMAN COMMUNICATIONS

JEP ENCK, PRESIDENT

EnckResources

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. Jep, who holds an M.S. in Human Resources from Colorado State University, has over 20 years' management and speaking experience. Throughout his career he has focused on the "human element" in building excellent teams. His energies and insights have received both local and national attention:



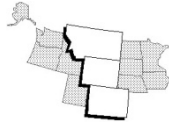
- Outstanding Community Service Award- President Ronald Reagan
- Excellence in Leadership Training- Colorado Governor Roy Romer
- Human Relations Award- Larimer County Commissioners
- Outstanding Young Men of America

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To the customer, you are the company. Customer relations is an integral part of your job – not an extension of it. How well you listen, understand, and respond to each customer, how you handle face-to-face contact, how you use the telephone, write letters, anticipate others needs, and whether you thank them for doing business with you, all contribute to your customer's evaluation of your efforts. Properly combined, these elements 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 Communication



REGISTRATION DEADLINE: MAY 18, 2012



Colorado-Wyoming-Montana Division
2012 Annual Meeting



FRIDAY EVENINGS

11:30 AM – 1:00 PM

1.5 RECERTIFICATION POINTS

IAAP MEMBER FEE: \$30 / NON-MEMBER FEE: \$35 (LUNCH INCLUDED)

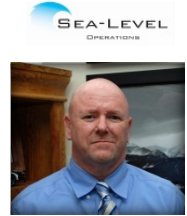
SALON I



SOCIAL NETWORKING IN THE BUSINESS WORLD

KEN SPONSLER, SENIOR EXECUTIVE COACH

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, at ConnectingPoint for 13 years as a computer engineer, and promoted in 2000 to the Vice President of Services. Ken has successfully assisted in the transition of Connecting Point from a product-oriented computer reseller to a managed service provider for over 100 networks. Throughout his working career, he has been extremely active in the management and leadership of teams to accomplish specific goals, dating back to the mid-1970s. Ken is currently working with Sea Level Operations as the Senior Executive Coach, 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

IAAP MEMBER FEE: \$30 / NON-MEMBER FEE: \$35 (LUNCH INCLUDED)

SALON V

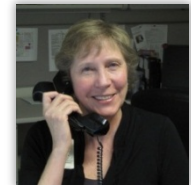


JUST WHAT IS ERGONOMICS AND WHY WE CARE

TERESA BOYNTON, MS, OTR, CEES

Ergonomics and Injury Prevention Specialist

Teresa has an M.S. in Occupational Therapy from CSU. She completed training and became "Certified Ergonomics Evaluation Specialist" through Matheson System. Teresa worked 15+ years as an OT for McKee Medical Center in an outpatient rehab clinic and in 2003 began working part-time with NCMC Risk Management on ergonomics and injury prevention for NCMC employees. Today, she is the Ergonomics & Injury Prevention Specialist and supports all 11 facilities in the Banner Western Region area.

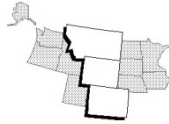


Ergonomics is commonly thought of in terms of products. But it can be equally useful in the design of services or processes. It is used in design in many complex ways and proper setup changes constantly. However, what you or the user is most concerned with is, "How can I use the product or service, will 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

Equipment will be available to try and see what just might work for you!



Colorado-Wyoming-Montana Division
2012 Annual Meeting



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1:15 PM – 4:30 PM

3 RECERTIFICATION POINTS

IAAP MEMBER FEE: \$60 / NON-MEMBER FEE: \$65

SALON V



REDUCE, PREVENT, AND COPE WITH STRESS

DARRIN ZEER



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. Darrin teaches techniques and tips on how to succeed by staying calm. Use his quick and effective methods at your computer, in the conference room or in any work environment. Save money, increase productivity, and decrease stress in your workplace. Work-related injuries cost companies billions of dollars each year. About 60% of those injuries involve repetitive strain. Take control of your situation -- and fix it -- and you will have better mental and physical health, as well as better relationships with the people around you. Relax, rejuvenate, reenergize, and learn valuable ideas that will change how you relate to stress in your life. Darrin's Stress Management techniques:

- 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



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FIRST FRIDAY GALLERY WALK IN OLD TOWN

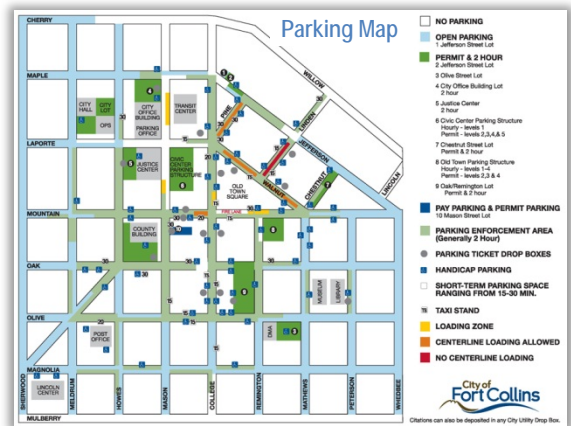
As part of the CWM Division Annual Meeting, First Friday Gallery Walk, held the first Friday of every month from 6-9 PM, will be in Old Town Fort Collins. There will be art galleries, restaurants, breweries, numerous shopping opportunities, and much more!

Old Town Art Galleries in Fort Collins remain open for this self-guided tour, refreshments are served, many are offering changing exhibits so there is something new to see every month. For additional information, check out this website:

<http://downtownfortcollins.com/events.php/detail/515/3>

HISTORIC DOWNTOWN FORT COLLINS IS HOME TO A VIBRANT AND ACTIVE ARTS COMMUNITY

Enjoyed by visitors and locals alike, the Downtown Fort Collins art scene includes world-class galleries, a thriving First Friday art walk, public art projects, ongoing children's art programs, and an active art community. Beautifully set alongside the foothills of the Rocky Mountains, Downtown Fort Collins boasts wonderful visual art galleries, a vibrant theater and music scene, quaint boutiques, a wide collection of restaurants, and lots of community festivals – enriching the community fabric and improving the quality of life for all who live, work, play and visit here.



Venture out on your own. The map to the right is a sampling of what to expect when you experience First Friday Gallery Walk. **Remember: there is something new to see every month, so June will be "something new".**

OR...



For those who want to "dine with remarkable members", reservations have been made at the Beach House Grill starting at 6:00 PM (there will still be time to experience the Gallery Walk). Check it out at www.beachhousegrill.com. Space is limited to 25. Cost of dinner is on your own. Cost of fun – PRICELESS! Checkmark your spot on the registration form and be among the

first 25 to join us at the Beach House Grill in Old Town Fort Collins.

When you check-in at the 2012 CWM Division Annual Meeting registration, you will receive the latest and greatest information on the First Friday Gallery Walk in your packet along with a booklet of coupons.

HOTEL SHUTTLE SCHEDULE – DROP OFF / PICK UP ON MOUNTAIN AVENUE

TO OLD TOWN

First: 5:15 PM
Last: 6:00 PM

TO HOTEL

First: 8:30 PM
Last: 9:15 PM



SATURDAY, JUNE 2, 2012

2 RECERTIFICATION POINTS

INCLUDED IN CWM DIVISION ANNUAL MEETING FULL REGISTRATION



ANTOINETTE "TONI" SMITH CAP-OM

2011-2012 IAAP INTERNATIONAL SECRETARY

Antoinette (Toni) Smith is a Certified Administrative Professional with emphasis in Organization Management. She is employed as an Executive Office Administrator for The Boeing Company, St. Louis Missouri where she supports a Sr. Director and management team responsible for leading mergers, acquisitions, divestitures, equity investments, joint ventures, and the support of the company's broader strategic initiatives. She holds a Train the Trainer instructor certificate from The Boeing Company and serves as a SME (Subject Matter Expert) in the area of career portfolios, business etiquette, and professional image.






Toni joined the International Association of Administrative Professionals® (IAAP®) in 1997; has served in leadership at the chapter, division, and international levels of IAAP, and currently serves as International Secretary. She is also actively involved in succession development.

Toni serves on the St. Louis Community College Advisory Board and is a new member of the Northwest Academy Advisory Committee, St. Louis Public Schools Division of Career and Technical Education. She has been a career speaker for several local colleges in the St. Louis area, and is a member of several company sponsored leadership organizations: Diversity Council, Leadership Association, Women in Leadership, and is a former advisor of the Boeing Association of Administrative Professionals.


MAKING A POLISHED LEAP TO REMARKABLE WITH YOUR CAREER PORTFOLIO

Career-minded individuals look for innovative ways to help stand out from the competition when seeking a promotion, a new job, or increased responsibilities in a current assignment. In today's competitive work environment, presenting yourself as a total polished professional package is essential. This two-part interactive program will provide participants with information on how to create a career portfolio and project a confident professional image using etiquette essentials that make an impression people don't want to forget.

Part I – Participants will gain information on how to:

-  Create and professionally package a skills portfolio using creative marketing techniques
-  Learn how to validate skills that demonstrate high performance using data driven strategies based on performance reviews, awards and recognitions
-  Gain tips for electronic friendly résumé submittals and structured interviews

Part II - Projecting a confident and positive professional image:

-  Identify key rules of business etiquette that project your professional image at its very best
 - ❖ Nonverbal communication
 - ❖ Effective speech
 - ❖ Etiquette essentials for the extended interview (lunch /dinner interview)
 - ❖ Etiquette for networking at business AND professional functions
 - ❖ Follow-up (when the interview is over)

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HILTON HOTEL – FORT COLLINS, COLORADO

425 West Prospect Road
Fort Collins, Colorado 80526
Tel: 1-970-482-2626
www.hiltonhotels.com



ROOM RATES

Room Rates	Single	Double	Triple	Quad
Standard Room	\$104	\$114	\$124	\$134
King Deluxe	\$124	\$134	\$144	\$154

Suites may be available at extra cost (check with hotel)
Check-In: 3:00 PM - Check-Out: 12:00 PM

Attendees must make their own hotel reservations.
1-800-HILTONS (Central reservations for all Hilton hotels)
Online reservations link:
http://www.hilton.com/en/hi/groups/personalized/F/FNLCOHF-NCW-20120531/index.jhtml?WT.mc_id=POG
Group reservations code is **NCW**
Cutoff date for this rate is **May 10, 2012**

FROM DENVER VIA I-25

Take 1-25 North or South to Prospect Exit. Head west on Prospect (cross railroad tracks west of College Ave), approximately one block to Hilton Hotel on the left. Self-parking (complimentary).



ACCOMMODATIONS INCLUDE

Double Bed Rooms - A mainstay in the hotel, the Double Bed Room accommodations are a popular choice for travelers to Ft. Collins. These rooms feature two Serenity Dreams full-size beds with oversized feather pillows and 250 thread count sheets. Rooms also include ergonomically-correct chairs, dark wood cabinets, and granite vanities. Guest Room Amenities may vary by room type

King Bed Rooms - Available with and without a queen size sofa bed, this guest room is a favorite among the accommodations in Fort Collins. Guests enjoy the first class appointments in this room such as the Serenity Dreams bed, ergonomically-correct chairs, dark wood cabinets, and granite vanities.

For Your Comfort

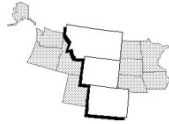
- Accessible
- Air Conditioning
- Alarm Radio
- Connecting Rooms
- Lower or Adjustable Closet Rod
- Non-Smoking
- Sofa Bed
- Thermostat (adjustable)
- TV-Pay per view
- TV-Standard Network
- Work Desk with Adjustable Lamp

For Your Convenience

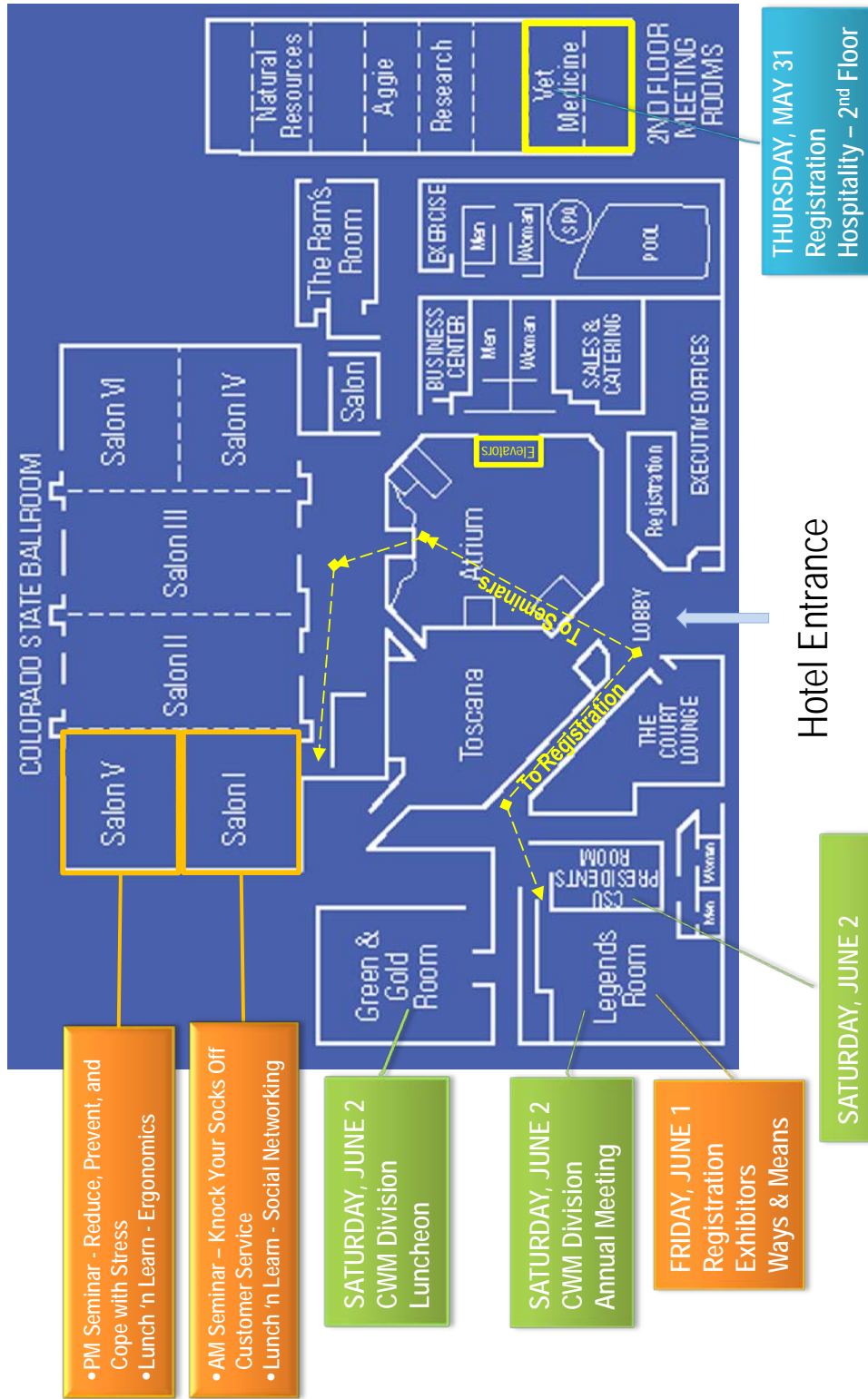
- Bathroom Amenities
- Coffee Maker
- Hairdryer
- High Speed Internet Access
- Iron/Ironing Board
- Newspaper M-F (USA Today)
- Telephone – Auto Wakeup
- Telephone – Voice Mail
- Telephone – with Dataport

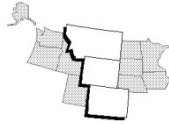
For Your Confidence

- Alarms - Audible
- Automatic Door Closer
- Electronic Locks
- Electronic Smoke Detector
- Secondary Locking Device
- Thumb Dead Bolt
- Wide Angle Door Viewer



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Colorado-Wyoming-Montana Division 2012 Annual Meeting



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Registration Form

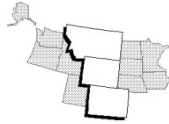
Please type or print legibly – One form per registrant – Form may be reproduced

IAAP Member <input type="checkbox"/>			Non-Member <input type="checkbox"/>		
First Name		MI	Last Name		
Check applicable: CAP <input type="checkbox"/>			CAP-OM <input type="checkbox"/>		Other <input type="checkbox"/>
First Name or Nickname on Name Badge					
Title					
Company					
Address					
City				State	Zip
Home Phone		Work Phone		Fax	
E-mail (for registration confirmation)					
Emergency Contact Name				Phone	
Chapter					
Division					
District					
First Time Attendee Yes <input type="checkbox"/> No <input type="checkbox"/>			Ways & Means Table (1 per chapter) Yes <input type="checkbox"/> No <input type="checkbox"/> (Other than Division Basket Table)		
Please fill in all that apply					
Chapter / Office			Delegate <input type="checkbox"/>		Alternate <input type="checkbox"/>
Division / Office			Delegate <input type="checkbox"/>		Alternate <input type="checkbox"/>
If Past Division President, specify year(s) served:					
International Officer					
International Trustee					
International Committee					
IAAP Headquarters Staff					
If Past International Officer / Trustee, specify highest office and/or years served:					
					Year(s) served
					Year(s) served
Special Needs					
Special Dietary Needs (specify)					
Allergies (specify)					



It is the policy of IAAP to comply with the American Disabilities Act. If special arrangements are necessary for an individual with a disability to attend this conference, please contact the Registration Chairman.

REGISTRATION DEADLINE: MAY 18, 2012



**Colorado-Wyoming-Montana Division
2012 Annual Meeting**



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SAVE

FRIDAY SEMINARS – REGISTRATION (not included in Full Registration below)

Seminars / Workshops	Member	Non-Member	Total
Recertification points approved for each session			
<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	\$30	\$35	\$
OR (check one)			
<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	\$
<input type="checkbox"/> Full day registration fee (postmarked by May 18)	\$139	\$154	\$
<input type="checkbox"/> Full day registration fee (postmarked after May 18)	\$150	\$165	\$
First Friday Gallery Walk: check if needing shuttle and/or meeting for dinner			
<input type="checkbox"/> Shuttle	Free Shuttle	Free Shuttle	
<input type="checkbox"/> Dinner at Beach House Grill – 6:00 PM (limited to first 25 people – dinner at your cost)			

SATURDAY 2012 CWM DIVISION ANNUAL MEETING – REGISTRATION

Full Registration*	Member / Non-Member	Total
Full Registration (postmarked by May 18)	\$119	\$
Saturday Banquet (choose one): <input type="checkbox"/> Chicken Marsala <input type="checkbox"/> Broiled Salmon Fillet		
<i>*Includes: Saturday Business Session, Breaks, Incoming President's Luncheon, and Banquet</i>		
For those who choose to attend only portions of the meeting	Member / Non-Member	Total
Saturday Business Session (includes breaks and materials)	\$43	\$
Saturday Luncheon	\$33	\$
Saturday Banquet (choose one) <input type="checkbox"/> Chicken Marsala <input type="checkbox"/> Broiled Salmon Fillet	\$53	\$
TOTAL REGISTRATION		
Total Enclosed		\$

Cancellations / Substitutions Policy: A fee of \$20 will be deducted for any registration cancellations received in writing or by e-mail before May 25, 2012. A substitute attendee may be accepted with written permission from the original registrant prior to May 25, 2012. **No refunds after May 25, 2012.**

MAILING INSTRUCTIONS

Make check payable to: 2012 CWM Division AM

Mail check and form to: Ellen Hetterle CAP-OM
2012 CWM Division AM Registration Chairman
ellen.hetterle@bannerhealth.com
426 12th Street
Greeley, CO 80631

Direct questions to: Teresa Summers CAP 970.221.6185 (w)
TCSummers@waterpik.com

Nancy Upchurch CAP-OM 970.346.7221 (w)
nupchurch@henselphelps.com

REGISTRATION DEADLINE: MAY 18, 2012