



# 2012 Canada Divisions' Conference

June 7 - 9, 2012  
Delta Kitchener

IAAP CDC 2012  
International Association of Administrative Professionals®



Welcome

## Lina M. Veglia

### International Director, Canada District



It is indeed a pleasure to welcome you to the 2012 Canada Divisions' Conference - *Leaders in Innovation* being held at the Delta Kitchener, June 7 - 9.

Conference Coordinators Susan Chandy and Carol Donaghy and their CDC Chairs have been working tirelessly to make sure that it will be one of the best conferences ever. It is our hope that your attendance at CDC 2012 will enable your career to advance as a leader through innovation.

Attendees will be pleased with the line-up of educational seminars starting with our **Opening Keynote Speaker Merelle Rodrigo** (*Great Teams Produce Outstanding Work*). Our Professional Development Day Seminars include **Liz Radzick** (*Making the Leap with Remarkable Presentations*), **Margaret Barrie** (*The Multi-Generational Workforce*) and **Sofie Andreou** (*Understanding the Importance of Social Media*). On Saturday, our International Treasurer **Wendy Melby, CAP-OM** will present our members with a **Leadership Workshop**. The conference will provide our certified members with 7.5 certification points.

A unique program of social and networking events has been designed to ensure that all those who attend the conference will have an opportunity to meet members across Canada, exchange experiences and build friendships that will continue long after our closing ceremony.

I look forward to meeting as many of you as I can throughout this remarkable Conference!

## IAAP Grand River Chapter

I am thrilled to issue this invitation to all of you to attend the 2012 Canada Divisions' Conference hosted by the Grand River Chapter. Since chartering in 2003, Grand River members have enjoyed the gracious hospitality of many of our fellow chapters at past CDCs. We are very excited to be given the opportunity to extend a warm welcome to CDC 2012 in our lovely Waterloo Region.

The members of the Grand River chapter, I am proud to say, have risen to the challenge, "*making the leap to remarkable*" to create a truly innovative experience. CDC 2012 promises to provide impressive opportunities to attendees not only to enhance their careers through the exceptional educational seminars and networking events but to develop new skills to bring back to the workplace.

Join us June 7-9, 2012 at the Delta Hotel, Kitchener and become "*Leaders in Innovation*".

Linda Noble, CAP-OM  
President, Grand River Chapter



Keep in the loop on all the exciting news and information:  
IAAP - Grand River Chapter CDC 2012



CDC2012GRC@GMAIL.COM



# Evening of Welcome

THURSDAY, JUNE 7, 2012

## 1970's - do you remember?

- Benetton or Jordache - what to wear?
- You remember having to get off the couch to change the TV channel
- You tuned in regularly to the adventures of the Bionic Man and Wonder Woman, and/or the Incredible Hulk
- You thought David Cassidy was "dreamy", lusted after "Ted, your ship's photographer" on the Love Boat or Chachi
- You purchased music on an 8-track tape
- You went to watch movies like Annie Hall, The Godfather, Clockwork Orange and American Graffiti
- The North American music scene was dominated by Jackson 5, Blondie, Heart, AC/DC and of course the greatest band....ABBA!

Go back in time to where it all began! Show off your '70's style at Foxy Innovatasia at the 'Evening of Welcome' and be witness to the reunion of the CDC 2012 version of ABBA!!!



# INNOVATION STARTS **HERE!**

### Quick Tips:

1. We are a scent free conference!
2. Like us on Facebook
3. Dress code: Business Attire
4. Arrive Wednesday, June 6 for Pre-Conference Networking Event

<b>Wednesday, June 6, 2012</b>	<b>Pre-Conference Networking</b>
4:00 p.m. - 7:00 p.m.	Registration Open Canada District Director's Meeting (Division Officers & Host Committee)
8:00 p.m. - 10:00 p.m.	Wine & Cheese Reception (Complimentary)
<b>Thursday, June 7, 2012</b>	<b>Day of Welcome</b>
7:30 a.m. - 4:30 p.m.	Trips & Tours
9:00 a.m. - 4:30 p.m.	Registration Open
5:30 p.m. - 6:00 p.m.	First Time Attendees' Orientation
6:00 p.m. - 6:30 p.m.	Registration/Credentials Check-in
6:30 p.m. - 8:30 p.m.	<b>CANADA DIVISIONS' CONFERENCE OPENING CEREMONIES</b> Keynote Speaker: Merelle Rodrigo, ( <i>Great Teams Produce Outstanding Work</i> )**
	Presentations - Western, Ontario and Eastern Canada Divisions
9:00 p.m. - 11:00 p.m.	Evening of Welcome Reception
<b>Friday, June 8, 2012</b>	<b>Day of Learning</b>
7:00 a.m. - 8:15 a.m.	Registration Open Continental Breakfast
	<b>PROFESSIONAL DEVELOPMENT SEMINARS</b>
8:30 a.m. - 10:30 a.m.	Liz Radzick ( <i>Making the Leap With Remarkable Presentations</i> )**
11:00 a.m. - 12:00 Noon	Margaret Barrie ( <i>The Multi-Generational Workforce</i> )**
12:00 Noon - 2:00 p.m.	LUNCH & OFFICE EXPO
	<b>Professional Development Seminars Continued:</b>
2:00 p.m. - 4:30 p.m.	Sofie Andreou ( <i>Understanding the Importance of Social Media</i> )**
6:00 p.m. - 10:00 p.m.	Oktoberfest in June Event
<b>Saturday, June 9, 2012</b>	<b>Day of Business</b>
7:00 a.m. - 8:00 a.m.	Continental Breakfast
8:00 a.m. - 11:30 a.m.	Division Annual General Meetings - Eastern Canada Division - Ontario Division - Western Canada Division
12:00 Noon - 1:00 p.m.	LUNCH (not included)
1:00 p.m. - 5:00 p.m.	<b>CANADA DIVISIONS' CONFERENCE CONTINUES:</b> Registration /Credentials Check in 2014 CDC Bid Welcome from 2013 CDC Host Committee International Update Wendy Melby, CAP-OM, International Treasurer: ( <i>Leadership Workshop</i> )**
	Swearing in of 2012-2013 Officers
6:30 p.m. - 7:00 p.m.	Cash Bar Reception
7:00 p.m. - 11:00 p.m.	Closing Ceremonies & Banquet
<b>Sunday, June 10, 2012</b>	Wrap up
8:30 a.m. - 10:00 a.m.	Post Conference Debriefing - Division Officers & Conference Coordinators

\* Agenda is subject to change

\*\* Eligible for Recertification Points

## from **GRAPE...to GREAT!**



**Just in time** for the blossoms! Tour with us to the world famous Niagara Falls for a photo opportunity and for a trip along the Niagara Parkway Wine Route. ([www.tourismniagara.com](http://www.tourismniagara.com)) Taste the sweetness at 20 Bees Winery followed by a sumptuous lunch featuring local cuisine at the Rockway Winery & Golf Course. Revitalize your taste buds with a tasting at Kittling Ridge prior to returning back to the hotel.

**Thursday, June 7, 2012: 7:30am - 4:30pm**

## a **UNIQUE** **SHOPPING** experience in **MENNONITE COUNTRY**

Experience the history of Mennonite Country. A local guide will join you as you make your way through historic Mennonite Country. Visit a working Mennonite farm and purchase the world renowned maple syrup! Explore Canada's largest farmer's market or walk across the street to more modern shopping at the St. Jacobs Outlets. ([www.stjacobs.com](http://www.stjacobs.com)) Stroll the quaint village of St. Jacobs and learn about the early settlers who laid the foundation of our area at the Mennonite Interpretive Centre. A final stop at Picard's Peanuts ([www.picardspeanuts.ca](http://www.picardspeanuts.ca)) and then back to the hotel!

**Thursday, June 7, 2012: 7:30am - 4:00pm**



## **Ziggy Zaggy Ziggy Zaggy Hoi! Hoi! Hoi!** **Oktoberfest!**

**Wilkommen** to Oktoberfest done with the flair of the Grand River Chapter (home of the greatest North American Oktoberfest Festival)! Spend your Friday night dancing the evening away with Onkel Hans while dining on mouth watering Bavarian food in an authentic Bavarian setting! (casual attire)

**Friday, June 8, 2012: 6:00pm - 10:00pm**



## Opening Keynote Speaker

### Merelle Rodrigo

#### GREAT TEAMS PRODUCE OUTSTANDING WORK

Increasingly the responsibilities of Administrative Professionals have expanded to such a great extent that no longer is the role solely comprised of reporting to one single person. Today, it is not uncommon for Administrative Professionals to have reporting relationships with many people, some of which are lateral as opposed to vertical. Skilled Administrative Professionals will often find themselves in the role of managing projects, managing people and working in a structured group environment in order to accomplish tasks. Understanding team dynamics, the optimal ways in which teams function, and the best methods to increase team engagement and efficiency is therefore an important key to enhancing positive outcomes.



In her presentation on Organizational Team Dynamics, Merelle will discuss ways to:

- Create a cohesive and productive team structure;
- Manage and resolve conflicts at work using ten strategies for everyone on the team;
- Divide or Conquer: How great teams turn conflict into strength;
- Motivate and inspire members of the team who have lost their enthusiasm and engagement;
- Stop Workplace Drama: Train your team to have no excuses, no complaints, and no regrets;
- Discourage gossip and other forms of toxic behaviour that detract from team accomplishments.

#### BIOGRAPHY FOR MERELLE RODRIGO

Merelle Rodrigo is a leading North American speaker on improving personal, team and organizational performance. A popular keynote speaker, management workshop/retreat leader, and consultant, Merelle uses her talents to energize, motivate and inspire people.

Upon completing her formal education at the University of Toronto where she earned a Specialist Degree in Criminology and a Double Major in Psychology and Sociology, Merelle launched her career. She has worked in Probation and Parole, specializing in the treatment and rehabilitation of narcotics offenders, Financial Services, where she attained the status of Million Dollar Round Table and Adult Training at George Brown and Conestoga College. In 1990 Merelle opened her own Public Speaking business and launched her career in Professional Speaking. Her love of teaching earned her several awards for Instructor of the Year and her dynamic and engaging presentation style has been the key to her success as a public speaker.

Merelle currently travels across North America as President of JMR Training and Development. Her presentations are extremely humorous and poignant. Merelle takes her knowledge of life, people and interesting occurrences and brings them to life in her presentations.

8:30am-10:30am

11:00am-12:00pm

2:00pm-4:30pm

## Making the Leap With Remarkable Presentations

**Liz Radzick**  
President,  
Manifest Consulting



Making the leap with remarkable presentations is a fun and highly interactive workshop designed to help participants:

1. Overcome their anxiety when presenting, running meetings, or making phone/in-person presentations.
2. Design engaging presentations that are tailored to their audience.

You don't have to be a graphics wizard to make sure your slides aren't cluttered, confusing, or dull. This workshop will use examples of presentation "makeovers" to illustrate how simple changes can help you and your presentations make the leap to remarkable.

As President of Manifest Consulting, Liz Radzick is an expert in coaching high-achieving executives, managers, entrepreneurs and salespeople to influence and to persuade their audiences.

For over 15 years she has delivered innovative, engaging workshops and communication skills, coaching to thousands of individuals in Canada, the U.S. and Italy.

With a unique background in classical music, dance and comedy improv, Liz's approach is both creative and bottom-line. Among her accomplishments she has:

- Coached the Japanese President of the Research & Development Division of Honda in the US
- Designed and led workshops for a communication program at Honda for over 1000 management associates across the Sales, R & D and Production facilities in Canada and the U.S.
- Worked with world leaders of Sheraton, Westin, and St. Regis Hotel chains on their multimedia presentations to over 2100 people at their World Sales Conference in Phoenix
- Advised and coached management executives in medical equipment sales whose presentations involve pitching for deals in the 20-100 million dollar range
- Coached 2 entrepreneurs on their successful pitches for capital on CBC's Dragons' Den

## Multi-Generational Workforce



**Margaret Barrie**  
Professional Development Speaker

Diversity in the workforce is more present now than ever. Expectations in workplaces are the same as they have always been, the difference is how we meet those expectations. Understanding the individual methods to meet those goals, that, is the hard part. Strategy, it is all about strategy, we need to plan, be open to change and keep your eye on the ball.

There are numerous definitions for success. If you can define your idea of success, figuring out the path to get there is the easy part. Working with young and/or older colleagues can be the most exciting part of that walk of success you will ever encounter. The different generations in today's workplace are really fun and rewarding. Applying your management skills has never been so challenging and gives you an opportunity to shape the future success of not only the people on your team but the intended image of your business.

Margaret is an international speaker with over 25 years of experience. She speaks on a wide range of subjects to corporations, associations and community organizations. Her background includes customized presentations and keynotes on corporate communications, leadership, facilitation, mentoring, communication and team building. Margaret delivers training on how to manage and build strong multi-generational workplace teams.

She delivers inspiring, entertaining, and memorable messages that help individuals build their self-esteem and become the leaders they want to be; creating powerful images of confidence, poise and professionalism.

*"I have walked and I have run, but most of all, I've had fun"*

## Understanding the Importance of Social Media



**Sofie Andreou**  
Professional Speaker

In today's business world, social media is a very important tool for companies to advertise and get their messages across to their customers or consumers. Sofie will provide an overview of what social media is and how we can best use it in our workplace.

Sofie will provide the audience with step by step instructions on how to effectively manage social media and how to design a powerful social media strategy. The audience will be exposed to new social media roles and policies.

The audience will be provided with tips on social media etiquette and how to grow and engage their targeted followers. Sofie will provide the tools on how to listen online and what to do about what you hear?

Sofie holds an Honors Computer Science degree from the University of Windsor Ontario, and her Masters of Engineering, specializing in Information Systems from the University of Toronto.

For 15 years Sofie held senior roles with Sales, Engineering and Client Support teams at Bell Canada. Sofie then became a senior member of Ericsson North America's Professional Services team, securing North American Partnership. Next, she was recruited as the Chief Operating Officer at a new high tech public company. Sofie helped the company grow from 8 to over 30 employees and was part of the executive team who helped this company find their public legs and new markets. Sofie has completed 11 half marathons in the last four years. She hopes to complete her first full marathon in the fall of 2012.

Sofie is the author of "Leveraging the Power of the Internet". She has created and delivers the popular and very sought after business seminars series and workbooks on this very topic. Sofie lectures at Trent University on this topic to over 100 students annually.



**WESTERN DIVISION**  
8:00am - 11:30am



**ONTARIO DIVISION**  
8:00am - 11:30am



**EASTERN DIVISION**  
8:00am - 11:30am

## *A Grand Affair*



*6:30pm  
June 9<sup>th</sup>  
Reception  
& Banquet*

*Formal Attire*

## Transportation

### Additional Things to Note in Your Travels:

- There is transportation available to and from both Region of Waterloo International Airport and Pearson International Airport. Individual arrangements can be made through Airways Transit. Airways Transit can be contacted at [www.airwaystransit.com](http://www.airwaystransit.com).
- For further options on ground transportation from the Pearson International Airport (YYZ) visit: <http://www.torontopearson.com/en/toandfrom/ground>. (Please note: there are no 'special' discounts for CDC 2012 through Airways Transit.)
- If you are flying into the Region of Waterloo International Airport, shuttle service may be available through the Delta Hotel Kitchener-Waterloo. However, it is on an availability basis. If you wish to see if their complimentary shuttle is available, please contact the hotel directly when you land. Alternately, the hotel is a short taxi ride away from the Region of Waterloo International Airport.
- Although the conference dates are June 7-9, 2012, all the airlines have offered rates pre and post the conference so that you can take advantage of the beauty of Southern Ontario if you wish!
- If there is any further information to advise on 'Transportation & Travel' that will impact your conference, please view the CDC 2012 Facebook page or stay tuned for e-blasts.



Convention code: IAAP12



Promo Code: IAAP20



Reservation code: CC7184

## Accommodation

Hotel registration is NOW OPEN! This 'no fun at all' conference is being touted as the "Conference of the Year for Administrative Professionals!" Rooms are already starting to go fast so don't delay - book today!

**RESERVE NOW >>**



Delta Kitchener-Waterloo

<http://www.deltakitchener.com>

105 King Street East  
Kitchener, Ontario N2G 2K8  
Telephone: 519-744-4141  
Facsimile: 519-578-6889

Toll Free Reservations: 1-888-890-3222

**Rooms:** Delta Room  
Rates (CDN\$) 125.00

**Room Rates will be available until May 1, 2012.**

### Terms & Conditions:

Rates in Canadian Funds. Conditions or restrictions may apply. Subject to availability. Price is not inclusive of taxes, gratuities and fees.

Reserve your room at the Delta Hotel Kitchener-Waterloo by clicking the following link:

<http://www.deltakitchener.com/1206iaapin001>

## Canada Divisions' Conference 2012

Please fill in all applicable fields, one per attendee, and mail with payment

### Delegate Information (all fields are required for processing)

Title	First Name	Last Name	Certification Designation: CAP or CAP-OM Recertified:	mm/dd/yy  mm/dd/yy	
Suite/Apt. Number	Street Address		Home Phone	Business Phone	Fax Number
City		Province	Postal Code	Email	
Employer			Job Title		
IAAP Division Name and Number			IAAP Chapter Name and Number	IAAP Membership Number	

#### Must Complete (Check one only)

#### Status at Conference (Check and complete all that apply)

- |  |  |  |
|--|--|--|
| <input type="checkbox"/> Division Delegate<br><input type="checkbox"/> Division Alternate<br><input type="checkbox"/> Chapter Delegate<br><input type="checkbox"/> Chapter Alternate<br><input type="checkbox"/> N/A | <input type="checkbox"/> Member<br><input type="checkbox"/> Member-at-Large<br><input type="checkbox"/> Non-Member/Guest<br><input type="checkbox"/> Professional Merited Member | <input type="checkbox"/> Current International Board Member (Position) _____<br><input type="checkbox"/> Past International Board Member (Position, Year) _____<br><input type="checkbox"/> Current International Representative (Position) _____<br><input type="checkbox"/> Current Division Board (Position) _____<br><input type="checkbox"/> Past Division Officer (Position, Division, Year) _____ |
|--|--|--|

#### Emergency Information

Emergency Contact Full Name	Relationship	<b>Full Early Bird Conference Registration to March 15, 2012</b> Member \$225 Professional Merited \$175 Students \$175 Non-Member \$295	\$ _____
Street Address/City/Province	Phone		
Enter contact information if you are not staying at the Delta Kitchener		<b>Full Conference Registration from March 16 to April 30, 2012</b> Member \$275 Professional Merited \$200 Students \$200 Non-Member \$345	\$ _____
Any Allergies, Health Concerns or Dietary Needs?			

#### Conference Cancellation Policy

If cancellation is required, conference attendees will receive a full refund (less a \$35 administration fee) before April 1, a 50% refund between April 1 – 25 and no refund after April 25, 2012.

I, the Attendee, as stated above, have read and understand the cancellation policy.

X \_\_\_\_\_

*Full conference registration includes Wednesday's Pre-Conference; Thursday's Opening Ceremonies and Evening of Welcome; Friday's Professional Development Day, breakfast, break, lunch and Office Expo; Saturday's Business Sessions, breakfast, breaks, and banquet.*  
*Note: Trips & Tours and Friday night event are not included (register on next page)*

**Are you a first-time conference attendee?**  
**Do you require wheelchair access to the hotel?**

Yes/No  
Yes/No

#### Additional Tickets:

Guest Thursday's Evening of Welcome: \$30 x \_\_\_\_\_ \$ \_\_\_\_\_

**Guest Saturday Banquet:** \$70 x \_\_\_\_\_ \$ \_\_\_\_\_

#### Saturday Banquet Meal Choice (choose one):

- Stuffed Chicken Supreme
- Grilled Oven Baked Salmon
- Oven Roasted Prime Rib
- Vegetable Risotto (Vegetarian)

Guest Full Name: \_\_\_\_\_

Guest Dietary concerns: \_\_\_\_\_

**GUEST TOTAL (Add to Right Column)** \$ \_\_\_\_\_

#### Friday Professional Development Day Only (Register to April 30, 2012):

Member \$130 \$ \_\_\_\_\_

Professional Merited \$100

Students \$100

Non-Member \$160

#### Saturday Banquet Meal Choice (choose one):

- Stuffed Chicken Supreme
- Grilled Oven Baked Salmon
- Oven Roasted Prime Rib
- Vegetable Risotto (Vegetarian)

**GUEST TOTAL (From Left)**----- \$ \_\_\_\_\_

**TOTAL DUE (add entire column)**----- \$ \_\_\_\_\_

Visa Card No \_\_\_\_\_

Mastercard No. \_\_\_\_\_

Expiry Date: Month \_\_\_\_\_ Year \_\_\_\_\_

Cardholder's Name \_\_\_\_\_

Cardholder's Signature \_\_\_\_\_

**CHEQUES FOR REGISTRATION PAYABLE TO**

**IAAP CDC 2012**

**Mail to:** CDC 2012 Registration Committee  
 60 Corporate Court, Guelph, Ontario N1G 5J3

A \$35 fee will be charged for NSF cheques

**Email to :** [CDCReg2012@gmail.com](mailto:CDCReg2012@gmail.com)

**Fax to:** 519-763-4866

## Chapter Events and Trips & Tours Registration Form

Canada Divisions' Conference 2012

### Required Information

Member's Name	IAAP Membership Number
Member's Chapter and Division	Member's Dietary Concerns
Guest #1 Name	Guest #1 Dietary Concerns
Guest #2 Name	Guest #2 Dietary Concerns

### Trips & Tours

### Cost

<p><b>Wednesday: Pre-Conference</b>                  Wine &amp; Cheese Reception (<b>Complimentary</b>)                  RSVP by April 30, 2012                  No. of Tickets - _____ x No Charge</p> <p><b>Thursday: Trips &amp; Tours</b>                  From Grape to Great – Winery Fieldtrip                  No. of Tickets - _____ x \$95.00 (Early Bird – payment required by March 15, 2012)                  No. of Tickets - _____ x \$110.00 (Between March 16 and April 30, 2012)</p> <p><b>Thursday: Trips &amp; Tours</b>                  A Unique Shopping Experience in Mennonite Country – Mennonite Country Fieldtrip                  No. of Tickets - _____ x \$45.00 (Early Bird – payment required by March 15, 2012)                  No. of Tickets - _____ x \$60.00 (Between March 16 and April 30, 2012)</p> <p><b>Friday: Willkommen</b>                  Celebrate Oktoberfest Grand River Style                  No. of Tickets - _____ x \$60.00 (Early Bird – payment required by March 15, 2012)                  No. of Tickets - _____ x \$75.00 ((Between March 16 and April 30, 2012)</p> <p><b>TOTAL DUE (add entire column)</b>-----</p>	<p><b>No Charge</b></p> <p>\$ _____</p> <p>\$ _____</p> <p>\$ _____</p> <p>\$ _____</p> <p>\$ _____</p>
---	---

### Chapter Events Cancellation Policy

<p>There is a participation requirement for each tour.</p> <p><b>Payments must be received by April 30, 2012</b> to ensure a seat on the bus. If this requirement is not filled, you will be notified before May 15, 2012 for a full refund or a chance on another tour, if space permits.</p> <p>Our Trips &amp; Tours cancellation policy is a 50% refund if cancellation is received in writing prior to April 30, 2012. After April 30, 2012 no refund will be issued.</p> <p><b>I, the Attendee, as stated above, have read and understand the cancellation policy.</b></p> <p>Attendee's Signature (Required)</p> <p>X _____</p>	<p><b>Mail to:</b></p> <p>CDC 2012 Registration Committee                  60 Corporate Court, Guelph, Ontario N1G 5J3  <b>Email to :</b> <a href="mailto:CDCReg2012@gmail.com">CDCReg2012@gmail.com</a>  <b>Fax to :</b> 519-763-4866  <b>A \$35 fee will be charged for NSF cheques.</b></p> <p><input type="checkbox"/> <b>Visa</b> Card No _____  <input type="checkbox"/> <b>Mastercard</b> No. _____                  Expiry Date: Month _____ Year _____                  Cardholder's Name _____                  Cardholder's Signature _____</p> <p><input type="checkbox"/> <b>CHEQUES FOR CHAPTER EVENTS AND TRIPS &amp; TOURS PAYABLE TO IAAP GRAND RIVER CHAPTER</b></p>
--	--