

Harrahs

**SPRING
CONFERENCE**

Admins
Star
In Support

Las Vegas
March 4-7



Donus

All full-conference attendees will receive two gifts as a thank you for attending.

Welcome

Join us for this year's Spring Conference in Las Vegas March 4-7 and let the world of cinema show you how to shine in today's workplace.

How would you define your office? Is it a hilarious comedy that makes you laugh and leave feeling rejuvenated? Is it horror—a haunting that leaves you holding your breath and waiting to exhale for fear some psycho will jump out and grab you? Or, is it a soul-wrenching drama where people wring their hands and cry—where hope floats or drowns?

It could be a historical trip to the past, where the heavyweights rule (the managers), a few bravehearts get to leave the castle and slay dragons (sales maybe), while the others stay behind and man the fort.

It doesn't matter what genre your office falls into. Come to Spring Conference to examine the good, the bad, and the ugly and leave with insights and inspiration on how to return to your workplace with the right skills and the perfect script to improve your daily performance.

Find a comfortable reclining seat, settle in with your popcorn and soda, kick off your shoes, and watch as the lights dim and the greatest show on earth begins...

Sunday Technology Workshop

For a few dollars more, sign up for a full day of tech training with the insider Gini Courter. Her instinct for the needs of administrative professionals is always right on target. She'll give you the special effects you need to create dynamic backdrops and awe-inspiring attention grabbers for office communications. This optional add-on technology workshop is only \$100 for full-conference registrants or \$200 as a single event.

Schedule

Sunday, March 4

***The registration materials will be available at 8:30 a.m. for attendees of this session.**

| | | |
|-----------------------|--|--------------|
| 9:00a – 12:00p | Lights, Camera, Action* | Gini Courter |
| Noon – 1:30p | Lunch | |
| 1:30 – 4:30p | Powerfully Perfect PowerPoint And More | Gini Courter |
| 3:00 – 6:00p | General Registration | |
| 3:00 – 6:00p | Complimentary Cocktail Reception for Sunday Sessions and Full-Conference Attendees | |

Monday, March 5

| | | |
|------------------------|--|---------------------|
| 7:00 – 8:15a | Registration | |
| 8:00 – 9:00a | Reframing The Story: Turning Conflict Into Opportunity | Bonnie Curtis |
| 9:15 – 11:30a | Maintain Courage Under Fire | Allison Blankenship |
| 11:45a – 12:45p | Complimentary Networking Lunch | |
| 1:00 – 4:00p | Working Off The Same Script | Allison Blankenship |

Tuesday, March 6

| | | |
|------------------------|--|--------------|
| 8:00a – 4:15p | Book Nook | |
| 8:30 – 11:30a | Creating Productive, Multi-Generational Work Teams | Wilny Audain |
| 11:45a – 12:45p | Complimentary Networking Lunch | |
| 1:00 – 4:00p | Going Global: It's A Small World | Wilny Audain |

Wednesday, March 7

| | | |
|----------------------|---|-----------------------|
| 8:00 – 10:30a | Book Nook | |
| 8:30 – 11:30a | Mission Possible: Rescript Your Career | Rebecca Pace |
| 11:30a – Noon | Farewell - IAAP International President | Tamra Goodall, CAP-OM |

RECOMMENDED ATTIRE:

The recommended dress for the conference is business professional. Dressing in layers is highly recommended.

Receive 15 recertification points or 21 recertification points with the optional technology workshop.

Speakers

Gini Courter of TRIAD Consulting needs no introduction. No IAAP-hosted educational event would be complete without this tech guru and audience favorite. If anyone knows what admins want and need, it is Gini. She has all the latest information on Microsoft Office shortcuts, new tricks with old software, and the latest, greatest, and hottest resources. She's always looking for free and inexpensive applications that take admins where they ought to be headed. As a video instructor on Lynda.com and author of many tech books, she manages to keep her fingers on the pulse of technology...and aren't we glad?

Bonnie Curtis has been in the movie-making business for over 20 years, 15 of them working beside Steven Spielberg. She's worked on movies *Hook* and *Jurassic Park* and became a production associate on *Schindler's List*. She's served as associate producer on *The Lost World: Jurassic Park* and *Amistad*. In 1998, she co-produced the epic *Saving Private Ryan*, for which she received the Producer of the Year Award from the Producer's Guild of America. She's worked with Tom Cruise, Glenn Close, Ralph Fiennes, Diane Keaton and Jamie Bell.

Allison Blankenship's life story is a series of adventures and adapting to changes in the business world. She became the first female regional director at The Ritz-Carlton Hotel Company and their first regional director of PR over Florida and Mexico. Allison has co-authored three books, appeared in the show *Life Divas: A Woman's Journey*, and developed two breakthrough systems for communicating under pressure, *Precision Speaking System™* for creating confident communicators and *Organic Success™* which identifies how people's natural abilities and strengths can partner or polarize the people around them.

Wilny Audain loves the admin audience – and they love him! Whenever he's spoken at IAAP-hosted conferences, they clamor for more. He has degrees in social work, religion and social sciences, and a diploma from the London Royal School of Music in Vocal Performance. Wilny's been interviewed by CBS Network, National Public Radio, and the British Broadcasting Corporation, to name a few. Some of his best and favorite topics include management and leadership, teamwork, self-esteem, relationship building, and how to thrive in today's volatile workplace.

Rebecca Pace sees everything as an adventure and nothing as insurmountable. She once was a manager of 42 employees and achieved the highest performance rating for 19 consecutive months. With a Bachelor's degree in Business Management and contributor to the book, *The Princess Principle: Women Helping Women Find Their Own Royal Support*, she is perfectly positioned to help others assume leadership roles, increase their productivity and become empowered. Some of her clients include Circuit City, General Electric, and Habitat For Humanity.



Sunday Morning

March 4

Gini Courter **Lights, Camera, Action!**

9:00a – 12:00p

“A picture is worth a thousand words and video is worth volumes.”

Corporations, not-for-profits and other organizations are increasingly using video and audio to present their organizations to customers, to train or orient new employees, and to support sales. Video is not only viral, it's ubiquitous. In this session, we'll make video work for you from start to finish. We'll capture video in the session, then use it in numerous ways to answer your questions: What do you need to know to support your organization's use of video in PowerPoint? On YouTube? Is there a place for video apps like JibJab, Animoto and PercyFX in your toolkit? What are the business uses for Spreecast and other video meeting applications? Do I need to spend thousands on software to create and edit videos for my organization?

No! Feel free to bring your laptop to this session and explore along with Gini.

NOTE: There are times you'll be asked NOT to follow along because of bandwidth limitations. At the end of this session, one attendee will win a one-year subscription to the lynda.com online training library.



Sunday Afternoon

Gini Courter **Powerfully Perfect PowerPoint And More**

1:30 – 4:30p

Tired of trying to stay awake through totally lifeless, text-filled PowerPoint presentations that you helped create? Wish you could create eye-grabbing Word documents and Excel workbooks, but think it will take extra time (or money) you don't have? There are thousands of templates, add-ins, and media files that can help you add new life and shave minutes, hours or even days from the time you spend creating Microsoft Office document. There's too much to show in just a half day so we'll focus on PowerPoint. We'll see the best of the free content on office.microsoft.com and some Office-related services and add-ins available from the Microsoft Marketplace, then blast beyond Microsoft.com to find dazzling PowerPoint templates and animations and images you can use not just in PowerPoint, but to breathe new life into all of your Office documents. If you'd like, bring your laptop so you can browse the sites and play along.

At the end of this session, one attendee will win a one-year subscription to Presenter Media.

Monday Opening



March 5

Special Guest – Bonnie Curtis

Reframing The Story: Turning Conflict Into Opportunity

8:00 - 9:00a

Bonnie Curtis takes the lessons she's learned from high-stakes, multi-faceted projects, such as working on movies *Schindler's List*, *Saving Private Ryan*, and the *Minority Report* and applies them to today's office environment. Having the ability to turn conflict into opportunity is imperative.

Hear how to effectively and efficiently create, nurture, and build your teams to achieve greater success from someone who has led and managed one of the most diverse and time-constrained work groups in the world.

Monday Morning



Allison Blankenship

Maintain Courage Under Fire

9:15 - 11:30a

The workplace has become ever more challenging over the past few years. You may be asking yourself, "Is this as good as it gets?" Office dynamics have been turned upside down as changes wreak havoc on once stable industries. It seems we are in the middle of the perfect storm. Learn to maintain courage under fire:

- Identify many of the factors causing chaos in the workplace. Topics include the global office, short-term planning for long-term profits, innovation and more.
- Understand the positive and negative consequences of change.
- Analyze your own personal reaction to stress.
- Learn how best to deal office stressors—the ones you can't control and the ones you might be able to manage.
- Examine techniques for coping with uncertainty when everything is on the line including your company, your job, your career and your future.
- Find hidden opportunities when it looks like you've run out of ideas and your back is against the wall.
- Develop an attitude that welcomes and embraces the new and different.

Monday Afternoon

Allison Blankenship

Working Off The Same Script

1:00 - 4:00p

With all the chaos we endure every day at work, it's only reasonable to assume that our co-workers won't always behave in the most professional manner. We all have our dominant, i.e. usual, personality and communication styles. But when turbulence happens, we tend to react in the extreme, and yes, even become the jerk. Once we understand the factors affecting our workplace, we'll learn how to better manage ourselves and get along with others.

- Identify people in the contemporary workplace who can morph into Rambo in a flash. Take a look at the disengaged, the insecure, the blamers, the back-stabbers, the climbers, the defiant ones and others.
- Understand what situations can provoke unacceptable behaviors, what's going on behind the scenes in your co-worker's thought processes and how to respond without taking it personally.
- Discover why emotional intelligence must be center stage and how developing a high EQ can set you up for a promotion.
- Learn to empathize with someone's emotional state without contributing to, or escalating, the problem.

March 6 Wilny Audain

Creating Productive, Multi-Generational Work Teams

8:30 – 11:30a

Every co-worker, whether it's the 30-year office veteran or the recent college grad, carries experiences, both positive and negative, into the workplace. This type of generational diversity can often result in conflict. However, if we can identify strengths and weaknesses of our co-workers, we can build stronger relationships and enhance our performance as a team. The idea is not simply accommodating diversity but rather creating dynamic, high-performing work teams that put people in the right place at the right time for the right reason and end up with rave reviews, even from the harshest critics.

- Create a generational self-portrait that shows how your world shaped you and led to the agony and the ecstasy in your unique life.
- Identify your own positive and negative stereotypes of your generation and other generations in terms of expectations, workplace values, learning modalities, work styles and workplace preferences, hot buttons, and more.
- Take steps to avoid conflict caused by unspoken assumptions, unconscious criteria, and unfounded personal prejudices. It will definitely stop the unproductive loop of yet another Groundhog Day.
- Celebrate differing viewpoints and perspectives that can generate some of the greatest ideas and innovations and catapult your company ahead of your rivals.

Wilny Audain

Going Global: It's A Small World

1:00 – 4:00p

In today's economy, businesses must be agile, strategic, relevant, and open to ideas and plans that will ensure long-term survival or to stay alive. For many, the choice to become a global player is not made lightly even if it feels like it to the workers. Looking at the bigger picture can often reveal the underlying details and benefits of having a more diverse organization and client base than you'd notice when looking through the lens for a close up.

- Discover the advantages of going global and why companies are making decisions that seem counter-intuitive from your vantage point, such as off shoring, outsourcing, using e-commerce, and merging with a foreign enterprise.
- Define the degrees of going global and look at all the different options of diversifying including selecting multi-cultural staff, expanding into international markets, culturalizing products and services and thinking outside one's ethnic box.
- Weigh the pros and cons of a diverse workplace. Having a successful diverse experience is not always easy. It's more than observing multiple holiday and religious office celebrations or adopting a laissez-faire attitude to dress and customs.
- Explore techniques for becoming more inclusive. Be seen as the office miracle worker and get your team to accomplish the defined mission.
- Look at what it feels like to be the outsider. Learn how quickly the minority can become the majority (then watch out).

Tuesday
Morning



Tuesday
Afternoon

Wednesday Morning



March 7 Rebecca Pace

Mission Possible: Rescript Your Career

8:30 – 11:30a

It takes someone who can step into a leadership role and not only be a strong team player, but a team director as well. You have skills and abilities no one else has and your contributions are vital to the success of the office. Your performance in a supporting role stands on its own as well as being part of the production.

- Get the professional respect you deserve. Uncover hidden talents and discover your value to the organization and the team. You'll also see where you might be lacking and what skills you need to add to the mix.
- Prepare for and handle your performance review in a positive and forward-thinking way, to get professional development written in and manager buy-in for your career development and the good of the organization.
- Become the assertive team leader who can address millennial issues and the veterans' concerns and deal with conflict. Inspire a team to apply cultural and ethnic differences to pave new grounds, and lead from a position of mutual goals, not divisive points of view.
- Agree that life is like a box of chocolates, waiting for you to try a little bit of everything, to discover what you like and do best.
- Return to the office as the fearless hero, with a host of new insights, coping mechanisms and skills for transforming the office into an award-winning creation with you being the best supporting contributor.

Farewell from IAAP International President

Tamra Goodall, CAP-OM

11:30a - Noon

REGISTRATION FORM

IAAP 2012 SPRING CONFERENCE

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

IAAP Member/ID Number _____ Nonmember

Send all mail to: Home Office

Member of an IAAP Affiliate Association _____

Send all e-mail to: Home Office

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

Last Name _____ First Name _____ M.I. _____

Home Address _____

Job Title _____

City _____ State/Prov _____ Zip/PC _____

Company Name _____

Country if not U.S. _____

Work Address/PO Box _____

Home E-mail _____

City _____ State/Prov _____ Zip/PC _____

Business E-mail _____

Business Phone _____ Country if not U.S. _____

Gender optional _____ Birth Date (mm/dd/yy) optional _____

Home Phone _____ Fax _____

Don't include my e-mail address in the conference registrant listing.

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

Room Block Registration Discount:

Save \$100 USD

This year you can **save \$100 USD** on your registration fee by staying within Harrah's official IAAP housing block. By staying within the official IAAP housing block you are helping IAAP keep overall registration fees lower than they otherwise would be. Harrah's, our partnering hotel, has extended their lowest possible room rate over the official conference dates. Take advantage of the convenience, attendee camaraderie and of course, savings, by staying within the block.

◆Includes one year nonrefundable membership to IAAP. To decline this membership, please check here:

Early Bird Registration Rates (received by January 31, 2012)

| | Inside IAAP Room Block | Outside IAAP Room Block |
|------------|------------------------|-------------------------|
| Member | \$525 | \$625 |
| Nonmember◆ | \$625 | \$725 |

Harrah's Las Vegas Confirmation Number _____

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

| Sunday, Mar. 4 (Optional) | With Full Conference Registration | Sunday Only |
|---------------------------|-----------------------------------|--------------------------------|
| Technology Workshop | <input type="checkbox"/> \$100 | <input type="checkbox"/> \$200 |

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.

Proximity Discount

Local discount available. Please see www.iaap-hq.org/events/events-policy for details.

Payment Information

Cancellations must be received by Jan. 31, 2012 to be eligible for a refund (subject to a \$100 administrative fee). Cancellations after this date are non-refundable. IAAP reserves the right to process refunds after the conference concludes. Transfer to another IAAP conference is available. Please see www.iaap-hq.org/events/events-policy for details.

Total Enclosed in U.S. dollars _____

Check or Money Order Number _____

Credit Card: Visa MasterCard Discover American Express

Card Number _____ Expiration Date _____

Name as it appears on card _____

Authorization Signature (required for processing) _____

**Mail To: IAAP Fall Conference, PO Box 20404, Kansas City, Mo. 64195-0404
Ph: 816-891-6600; Fax: 816-801-1366; E-mail: Vegas2012@iaap-hq.org**

Accommodations



Take care of your first step to register for the 2012 Spring Conference and book your hotel room now for only \$129 per night! (*Plus tax)

Stay at this luxurious hotel at the heart of the Strip and discover the most exciting resort in Las Vegas. There are over 2,500 beautiful rooms and suites, 86,664 square feet of casino space, seven outstanding restaurants, a sparkling outdoor swimming pool, a luxurious spa, state-of-the-art health club, full-service beauty salon, a unique variety of retail options and, of course, entertainment. Whether you're traveling on the Las Vegas monorail or their free shuttle that takes you to all the Las Vegas resorts, getting around during your stay is easy! Harrah's Las Vegas is located within minutes of McCarran International Airport.

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