



**iaap**  
Western  
Canada Division

Leading  
Administrative Professionals



## Leading the Way to Positive Change

Sponsored by Western Canada Division / Recertification Points Available

# Education Forum Agenda

Friday, March 27 2015

6:30 - 8:30 pm **"Wine & Cheese" Town Hall**

*Please note: this is an IAAP Members only event.*

*Bring all your questions regarding IAAP. Members of the Western Canada Division Board will facilitate the Town Hall event and answer*

Saturday, March 28 2015

7:30 - 8:15 am Check-In / Registration / Breakfast

8:15- 8:30 am Welcome / Opening Remarks

8:30 - 12:45 pm **Session 1: Leading Positive Change**

Lyll Samaroden: Bench Solutions

(session includes a 15 minute break)

12:45 - 1:30 pm **Lunch / Networking Break**

(LinkedIn Profile Photo/Head Shot Opportunity will be available during the lunch break for all attendees)

1:30 - 2:30 pm **Session 2: Tips/Guidelines for Resume Writing and the Interview Process**

Shannon McCarthy / Jennifer Helm: Office Team

2:30 - 3:30 pm **Session 3: Top Tips/Tricks for Microsoft Word, Excel and PowerPoint**

Janine Violini: Consultant, Administrative Services

3:30 - 3:45 pm **Networking Break**

3:45 - 5:30 pm **Session 4: Only The Good Stuff: Insights from a Life-time of Efficiency Consulting**

Karen Turner: Turner Efficiency Coaching

**NOTE:** Due to catering costs, any cancellations received after 12:00 p.m. (noon) on Monday, MARCH 21 2015 will be non-refundable

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ho should attend? All administrative professionals looking to improve their portfolio in this ever-changing and demanding business environment.

The Education Forum is an investment in training and development - and recognition of your professional value - that will benefit you, your boss and your company in the form of greater productivity and higher-level job performance.

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#### DATE:

MARCH 27—28, 2015

#### LOCATION:

DEERFOOT INN & CASINO  
1000, 11500 - 35 Street SE

CALGARY ALBERTA

#### EDUCATION FORUM COST:

IAAP Members: \$25.00  
Non-IAAP Members: \$50.00

RSVP via our online  
[Event Registration](#).

**Deadline: MARCH 18, 2015**

If you require a hotel room, the Deerfoot Inn & Casino is offering a hotel room rate of \$149.00 + tax until Feb 27 2015. Provide group code GTJIAAP1. Click [HERE](#) to make your reservation.

# Leading the Way to Positive Change

## Speaker Bios / Session Descriptions

### **Lyall Samaroden**; Bench Solutions

**Lyall Samaroden** helps individuals and teams navigate the waters of organizational change. Lyall has held numerous senior-level line and corporate roles across multiple industry sectors in both management and individual contributor capacities over his 15+ year career. Market leaders within government and print media, travel, energy and defense sectors have utilized Lyall's talents to deliver exceptional results during times of change. Lyall comes to the strategy and change arena from a career encompassing various roles in advertising, marketing, community investment, corporate communications and human resources. Lyall is recognized for his ability to apply his talent, knowledge, laughter and fun demeanor to help vibrant, dedicated people, navigate change, and achieve more than they may have thought they could.



### **Session Description:**

Have you ever wondered what the “normal” reactions are to change? This participatory, fun and informative workshop will explore some of the fundamentals of managing change and reflect upon what it all means for us. Learners will explore provocative questions such as; how can we support ourselves, and others, who are struggling through change? The session will provide ideas, tools and resources to assist you through change, with an emphasis on practical application.

Individuals will walk away understanding:

- ◆ What change management is all about
- ◆ The key realities everyone faces in times of change
- ◆ The critical components of being an ambassador for change / change agent
- ◆ The 5 key roles of a good change agent
- ◆ Change management best practice and their role in it

# Leading the Way to Positive Change

## Speaker Bios / Session Descriptions

### **Shannon McCarthy / Jennifer Helm;** OfficeTeam

**Shannon McCarthy** began her career in media working as a freelance writer for travel and fashion magazines, becoming a media buyer and eventually working as a Sales Coordinator at CTV before coming in to OfficeTeam as a candidate. She began her career with OfficeTeam two years ago in a business development position before realizing her true passion was in sourcing and working with candidates to help build effective job search skills and grow their careers. After building the OfficeTeam brand through working with various networking and educational institutions and working closely with her candidates to meet their career objectives she was given the opportunity to manage a team of recruiters in both Robert Half's Accountemps and OfficeTeam divisions. Currently the Team Lead for Temp Recruitment in Calgary Shannon loves the challenges that come with finding the right candidates for the right roles in a historically tight candidate market.



**Jennifer Helm** has had the pleasure of working with Robert Half for over a year. She started her career with Robert Half as the Front Desk Coordinator and has recently moved into the role of Administrative Recruiter working directly with OfficeTeam. Jennifer has over 7 years' experience in a variety of administrative roles. She's passionate about working with administrative professionals to identify where their strengths would best apply to a new and exciting career.



### **Session Description:**

Shannon and Jennifer will provide attendees with guidelines / tips on resume writing and also provide tips for the interview process.

# Leading the Way to Positive Change

## Speaker Bios / Session Descriptions

**Janine Voilini**; Consultant Administrative Services

Playing “office” at the age of five, **Janine Violini** began to develop a professional passion for excellence in administrative services that would become her lifelong measure of success. Now, evermore passionate, Janine has a unique, holistic view of the administrative profession with 20 years of experience in administrative support, seven years in engineering and technology, and eight years teaching in the administrative field in post-secondary and corporate environments.

Janine is a respected subject matter expert in office procedures, event management from an administrative perspective, as well as Microsoft Office applications.



This extraordinary combination of experience and expertise gives Janine a creative perspective for exceptional solutions. As a consultant she focusses on productivity and employee satisfaction to serve small, medium, and large businesses as well as individuals. As a keynote speaker, she engages audiences at all levels in the corporate hierarchy to raise the standards for excellence in administrative support and redefine the profession for the next generation.

Advance and inspire a renewed administrative profession – connect with Janine Violini.

### Session Description:

Microsoft Tips and Tricks

Effectively using the Microsoft Office Suite is like being a professional race-car driver. Yet, instead of feeling excited about a new version, as we would with a new car, we are often frustrated and unproductive! Shift your mindset from an end user to a solution provider by developing your software soft skills and start leading with expertise. In this session, participants will focus on Word, Excel, and PowerPoint to:

- ◆ Review resources and strategies for discovering features in new versions
- ◆ Identify productivity tools that complement each other across applications
- ◆ Consider how certain software features can be applied to satisfy small versus large business challenges
- ◆ Observe how commonly underutilized features can significantly improve your productivity
- ◆ Discuss which features are best for each software application

# Leading the Way to Positive Change

## Speaker Bios / Session Descriptions

### **Karen Turner**; Turner Efficiency Coaching

Clocks are excellent servants and poor masters. Want to get back in control? **Karen Turner** is an efficiency expert with thousands of happy clients across the business spectrum. She's helped them to apply practical principles, habits, and lifehacks that have saved them an average of an hour a day.



### **Session Description:**

*Only The Good Stuff: Insights From A Life-time of Efficiency Consulting*

Tired of buzz-wordy seminars that promise practicality and deliver platitudes? Come hear in **15** minutes what we've learned over years of trial-and-error. We've worked with over 5,000 business-people, and we've found that certain habits and hacks produce remarkably consistent results. Join us and learn how our clients have saved an average of 1-hour per day of unproductive time. (11 words + 58 words)

Karen will provide attendees with Smartphone, Android, Blackberry efficiencies along with email and workspace efficiencies. Karen's presentation is filled with excellent information and you will be left wanting to hear more!