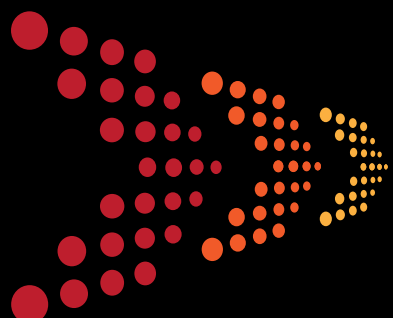


The
Administrative
Edge



International
Education
Forum
&
Annual
Meeting



Minneapolis Convention Center
July 26-29, 2009



An Invitation from International President Barb Horton CAP

A new name, a new schedule of events and a city we haven't visited in more than 25 years. These are all good reasons to make plans to attend the 2009 IAAP International Education Forum and Annual Meeting in Minneapolis, Minn., July 26–29. What used to be called our annual convention has been transformed into a better event with more education than ever before. Still need motivation? Well, a tough economy is not the time to sit back and hope for the best. Come and reload your skills toolbox at the world's premier event for administrative professionals and create your own **Excellence in Action**.

You'll want to come early and stay late to take advantage of the many sightseeing and shopping opportunities along with the Trips and Tours offerings. All hotels are connected to the beautiful downtown Minneapolis Convention Center by skyway walkways. Given that the Mall of America is only a short trip away on Minneapolis's Metro Transit rail system, you may just get some time to shop as well. I hope I do!

Here are some highlights for this can't miss event:

- Renowned global futurist **Warren Evans** returns to IAAP as our Tuesday keynote speaker with a look at what's going on in the world of business and what it means for you. We all have a fundamental choice to make—we can either take the future as it is delivered to us by others, or we can start making the future we want to fit our own priorities and goals.
- A total of **fifty workshops and educational sessions** to choose from to fortify your educational interests and to sharpen your administrative edge in the workplace.
- At Sunday's **Evening of Welcome** you'll have a chance to enjoy your very own "Great IAAP Get Together" — Minnesota style! You'll enjoy this fun-filled evening of authentic midway games, music and entertainment, food, sideshows and dancing.
- This year's **Evening of Entertainment** will feature "Cirque Voila," a stunning combination of skill, dexterity, and dramatic aerial artistry intertwined with hilarious comedy and engaging audience interaction. Clowns, contortionists, magnificent gymnasts and high flying acrobats will mesmerize and delight the senses.

Make plans now to attend the 64th International Education Forum and Annual Meeting. Join me as together we learn, network, have fun and celebrate the accomplishments of the 2008–2009 **Excellence in Action** year. See you there!

Barb Horton CAP
International President



Table of Contents

Daily Events

Schedule At a Glance	4–5
Quick View Of Daily Schedule	
On-Site Registration and Credentials Hours, Rehearsal Schedules ...	6
Saturday, July 25, Schedule	7
Educational Workshops, Certification Department Office Hours, First-Timers Orientation, Members-At-Large Meeting	
Sunday, July 26, Schedule	8–9
Parliamentarian Meeting With Delegates, Opening Business Session, Office Expo 2009, District And Affiliate Caucuses, Candidate Meet And Greet, Evening Of Welcome	
Monday, July 27, Schedule	10–11
Voting Polls, Office Expo 2009, IBSR Committee Office Hours, Video Theater, Leadership Luncheon, Delegates Briefing, Business Session	
Tuesday, July 28, Schedule	12
Tuesday Morning Session, Educational Workshops, Evening of Entertainment	
Wednesday, July 29, Schedule	13
Educational Workshops, Networking Reception, Final Night Banquet	
Thursday, July 30, Schedule	13
Educational Workshop, Leadership Workshop	

Workshops

Tracks	14–15
CEU, Recertification Points	
Saturday Educational Workshops	16–17
Tuesday Educational Workshops	18–23
Wednesday Educational Workshops	23–31
Candidates	32–36
Thursday Educational Workshop	37
Thursday Leadership Workshop	37
Meeting Registration Form	38–39
Registration Instructions/Information	40–41

Candidates

Workshops

Registration



All events are at the Minneapolis Convention Center, unless indicated otherwise.

Preliminary program of events— subject to change.

	Saturday, July 25		Sunday, July 26			Monday, July 27			
8:00	Saturday Educational Workshops Location: Rooms 101DE, FG, HI		Delegates Briefing Location: Exhibit Hall E			Voting Polls 1 Location: Room 211		Office Expo 2009 Location: Exhibit Hall D	Video Theater Location: Room 205A
9:00			Opening Business Session Location: Exhibit Hall E						
10:00						Voting Polls 2 Location: Room 211			
11:00						Voting Polls 3 Location: Room 211			
Noon									
1:00	Saturday Educational Workshops Location: Rooms 101DE, FG, HI		Office Expo 2009 Exhibit Hall D			Leadership Luncheon Location: Ballrooms AB			
2:00		Certification Department Office Hours Location: Room 204AB		Caucuses Location: Rooms 101–102 (see page 9)		Delegates Briefing Location: Exhibit Hall E			
3:00					Candidate Meet And Greet Location: Room 205	Pres/Pres-Elect Office Hour	Business Session Reconvenes Location: Exhibit Hall E		
4:00									
5:00	First Timers Orientation Location: Room 102AC								
6:00	Members-At-Large Meeting Location: Room 102AC								
7:00				Candidate Meet And Greet Location: Room 205					
8:00			Evening Of Welcome Location: Ballrooms AB						
9:00									
10:00									

Have you reserved your hotel room? [Hotel Reservations](#)

Information on airline reservations and other transportation can be found here [Transportation](#)

At a Glance

All events are at the Minneapolis Convention Center, unless indicated otherwise.

Preliminary program of events— subject to change.

	Tuesday, July 28	Wednesday, July 29	Thursday, July 30			
		Educational Workshops Location: Rooms 101AB, CDE, FGH, IJ, 102DEF, 103AB, D, EF			8:00	
	Tuesday Morning Session Location: Exhibit Hall E		Thursday Educational Workshop Location: Hilton Minneapolis Symphony III–IV	Thursday Leadership Workshop Location: Hilton Minneapolis Salon D	9:00	
					10:00	
					11:00	
					Noon	
	Educational Workshops Location: Rooms 101AB, CDE, FGH, IJ, 102DEF, 103AB, D, EF				1:00	
		Educational Workshops Location: Rooms 101AB, CDE, FGH, IJ, 102DEF, 103AB, D, EF			2:00	
					3:00	
						4:00
					5:00	
		Networking Reception Location: Exhibit Hall E Foyer			6:00	
		Final Night Banquet Location: Exhibit Hall E			7:00	
	Evening Of Entertainment Location: Exhibit Hall E					8:00
						9:00
		International Board Of Directors Reception Location: Hilton Minneapolis Salon ABCD			10:00	

Take in some of the sights of Minneapolis and St. Paul. [Trips & Tours](#)



On-Site Registration And Credentials Hours

On-site Registration, Credentials Registration (delegates/alternates) and Pre-registered Attendee Registration (paid in full) will be located in Lobby Hall D.

Friday, July 24

4:00 PM–7:00 PM

Saturday, July 25

7:00 AM–Noon

1:00 PM–7:00 PM

Sunday, July 26

7:00 AM–8:30 AM

1:30 PM–7:00 PM

Credentials check-in will close
at 7:00 PM Sunday and will not
re-open.

Monday, July 27

7:00 AM–Noon

1:00 PM–2:30 PM

Only on-site registration will be
available starting Monday.

Tuesday, July 28

7:00 AM–8:00 AM

1:00 PM–5:00 PM

Wednesday, July 29

7:30 AM–Noon

Rehearsal For Candidates, Award Recipients And Flag Bearers

Location: Exhibit Hall E

If you are a candidate for International Office, RTF Trustee, an award winner or a flag bearer for the Parade of Nations, your participation is mandatory.

Saturday, July 25

4:00 PM–4:30 PM

Candidate Rehearsal

Walk through/audio check

4:30 PM–5:00 PM

Parade Of Nations Rehearsal

It is **mandatory** that you attend this rehearsal to participate in the Parade of Nations during the Opening Business Session.

7:00 PM–7:30 PM

Avery Award Winners Rehearsal

Wednesday, July 29

5:00 PM–5:30 PM

Division Of Excellence Rehearsal

Schedule

All events are at the Minneapolis Convention Center, unless indicated otherwise.

Preliminary program of events— subject to change.

Saturday, July 25

7:30 AM–8:00 AM

Saturday Workshop Monitors Meeting

Location: Room 101DE

8:30 AM–11:45 AM

Saturday Educational Workshops

Location: Rooms 101DE, FG, HI

12:00 Noon–1:30 PM

Board Lunch With Host Committee Chairpersons

Invitation Only

1:15 PM–4:30 PM

Saturday Educational Workshops

Location: Rooms 101DE, FG, HI

2:00 PM–4:00 PM

Certification Department Office Hours

Chapter or division certification chairs, exam candidates, CPS and/or CAP or holders can get answers about certification and recertification. Certification staff will also be in the Office Expo.

Location: Room 204AB

5:00 PM–5:45 PM

First Timers Orientation

All first-time annual meeting attendees are encouraged to attend the First Timers Orientation. This is your opportunity to become familiar with the annual meeting program and gain insights to maximize your time. Discover the many benefits you will gain from your participation in general sessions, workshops and special events. You will also learn useful information about parliamentary procedure.

Location: Room 102AC

6:00 PM–6:45 PM

Members-At-Large Meeting

If you are an IAAP member-at-large (not a member of a division or chapter), you don't want to miss this meeting. You will have the opportunity to network with other IAAP members-at-large, elect a delegate to represent all members-at-large during voting for candidates and any bylaws amendments during the business sessions.

Location: Room 102AC

7:00 PM–7:30 PM

Parliamentarian Meeting With Pages

Location: Room 102DEF





All events are at the Minneapolis Convention Center, unless indicated otherwise.

Preliminary program of events— subject to change.

Sunday, July 26

7:00 AM–8:00 AM

Meeting With Workshop Monitors

Location: Room 101CDE

8:00 AM–8:30 AM

Parliamentarian Meeting With Delegates

No entry permitted after 8:00 AM

Location: Exhibit Hall E

9:00 AM–12:00 Noon

Opening Business Session

Parade Of Nations
Introduction Of International Board Of Directors And
Executive Director
Call To Order
Introduction Of Annual Meeting Coordinator
Anthem of the United States of America
Registration/Credentials Committee Report
Adoption Of Annual Meeting Rules
Adoption Of Annual Meeting Program
Committee On Nominations Report
Introduction Of 2009–2010 Candidates For Election To
IAAP International Board Of Directors And
Retirement Trust Foundation International
Board Of Trustees
State of the Association— International President
Avery Awards And Evening Of Welcome Invitation
Announcements
Adjournment

Location: Exhibit Hall E

12:30 PM–3:00 PM

Election And Tellers Committee Meeting

Location: Room 207AB

1:00 PM–6:00 PM

Office Expo 2009

Examine a complete showcase of products, services, programs, publications and software at your profession's most important trade show. You will discover the latest and greatest resources available. Representatives will be on hand to introduce you to all that's new. **Attendees will not be issued tickets for the Office Expo. Attendee badges will allow entrance into the Office Expo exhibit.**

Admittance only allowed with badges.

Location: Exhibit Hall D



Schedule

All events are at the Minneapolis Convention Center, unless indicated otherwise.

Preliminary program of events— subject to change.

Sunday, July 26

1:30 PM–2:30 PM

District And Affiliate Caucuses

This is the one opportunity during the annual meeting for members from each district and the affiliates to network, communicate and share information. You will also get to meet the candidates from your respective districts. The Trust's District Awards will be presented.

Locations: Room 101HI	Canada District Caucus
Room 102DEF	Great Lakes District Caucus
Room 101AB	Northeast District Caucus
Room 101FG	Northwest District Caucus
Room 101CDE	Southeast District Caucus
Room 102ABC	Southwest District Caucus
Room 101J	Affiliates Caucus

3:30 PM–5:00 PM

Candidate Meet And Greet

Delegates/Alternates only

Location: Room 205

4:00 PM–5:00 PM

President And President-Elect Office Hour

No appointment necessary. Open to all.

7:00 PM–8:00 PM

Candidate Meet And Greet

Open to all attendees

Location: Room 205

8:00 PM–11:00 PM

Evening Of Welcome

It's State Fair Time in Minnesota!

Generations of Minnesotans cherish the Minnesota State Fair or as they like to call it, "The Great Minnesota Get Together." Now you'll have a chance to enjoy your very own "Great IAAP Get Together"— Minnesota style! You'll enjoy this fun-filled evening of authentic midway games, music and entertainment, food, sideshows and dancing. Be sure to bring your camera— you'll want to capture all the memories waiting for you at the Fair!

Light snacks will be served. Cash bars will be available.

Limited seating.

Location: Ballroom AB

Sponsors:

*Great results
begin with Avery!*





**All events are at the Minneapolis Convention Center, unless indicated otherwise.
Preliminary program of events— subject to change.**

Monday, July 27

8:00 AM–9:00 AM

Voting Polls Open

Location: Room 211

8:00 AM–11:30 AM

IBSR Committee Office Hours

Location: Room 204AB

8:30 AM–12:00 Noon

Office Expo 2009

Examine a complete showcase of products, services, programs, publications and software at your profession's most important trade show. You will discover the latest and greatest resources available. Representatives will be on hand to introduce you to all that's new. **Attendees will not be issued tickets for the Office Expo. Attendee badges will allow entrance into the Office Expo exhibit.**

Admittance only allowed with badges.

Location: Exhibit Hall D



8:30 AM–10:30 AM

Video Theater: Recognize And Celebrate!

View the 22nd Annual Briefing for Administrative Professionals featuring: a welcome by IAAP International President, Barb Horton CAP; keynote address by Erik Weihenmayer speaking on adversity and leadership; and Laura Stack, the Productivity Pro®, speaking on organization and productivity.

The Briefing is featured as part of the [Administrative Professionals Channel](#), an online learning solution designed exclusively for administrative professionals.

Location: Room 205A

Please note that the SkillSoft taping of the 2009 Annual Briefing for Administrative Professionals is not available for loan or purchase.

Sponsors:



10:00 AM–10:45 AM

Voting Polls Open

If second ballot is required

Location: Room 211

11:15 AM–11:45 AM

Voting Polls Open

If third ballot is required

Location: Room 211

Schedule

All events are at the Minneapolis Convention Center, unless indicated otherwise.

Preliminary program of events— subject to change.

Monday, July 27

12:30 PM–2:00 PM

Leadership Luncheon

Open to the first 800 attendees who register and pay.

Let's Make A Deal: A Different Kind Of Motivation

Track: The Ultimate Professional

Let's Make A Deal reveals the power of motivated choices. You will experience inspiration, hope, laughter, team effort and discover individual responsibility to choose a different kind of motivation for lasting results.

Let's Make A Deal explores the core principals and outcomes of:

- attitude
- innovation
- influence

Steven Iwersen will help you discover a refreshing perspective about the significance of your attitude, how to increase your potential by creating and acting on innovative ideas, and how your actions can influence the future of those around you.

Location: Ballrooms AB



Sponsor:



2:15 PM–2:45 PM

Delegates Briefing Session

Location: Exhibit Hall E

3:00 PM–5:30 PM

Business Session Reconvenes

Call To Order

Registration/Credentials Committee Report

International Bylaws And Standing Rules Committee Report

Tellers Committee Report

Declaration Of Election

Installation Of 2009–2010 International Officers/Trustees

Retirement Trust Foundation Report

New Business

Announcement of Future Annual Meeting Sites

Invitation to 2010 Annual Meeting

Announcements

Adjournment

Location: Exhibit Hall E



All events are at the Minneapolis Convention Center, unless indicated otherwise.

Preliminary program of events— subject to change.

Tuesday, July 28

9:00 AM–11:30 AM

To read an expanded description, click ♦ at the beginning of copy.

Sponsor:

OFFICETEAM®

Excellence In Action Session

Keynote Speaker: *Warren Evans CSP, HoF*

The Future: Take It Or Make It

Track: Business Trends And Issues

♦ Renowned global futurist Warren Evans returns to IAAP with a look at what's going on in the world of business and what it means for you.

In order for anyone to stay effective, in any job capacity, they need to understand the major trends that are impacting their organizations. In this fast, ever-changing global environment, there are challenges, but also a world of opportunities to those who see the big picture and understand what is happening. According to Warren Evans, this is particularly true for administrative professionals. This presentation will examine where the trends are taking our organizations and what this means for "Career-Minded Administrative Professionals." There are numerous opportunities for those willing to look beyond the short term and take action.

International President Barb Horton CAP says, "Warren helped me transform my career." He'll do the same for you! Be prepared to think seriously, make lots of take-home notes for your execs, and have some laughs along the way.

State of Profession, *Don Bretthauer CAE, Executive Director*

Administrative Excellence In Today's Economy, OfficeTeam

Track: Business Trends And Issues

Join OfficeTeam, corporate leaders and your international president as they share their thoughts about the key trends impacting administrative professionals and how the economy is affecting this essential role. Learn what today's managers expect from their support staff in the current economic climate and how organizations define administrative excellence. Also find out the key skills and attributes businesses are seeking, and how you can successfully weather the recession and prepare for the inevitable economic upturn.

Location: Exhibit Hall E



Sponsor:

OFFICETEAM®

1:00 PM–4:30 PM

Educational Workshops

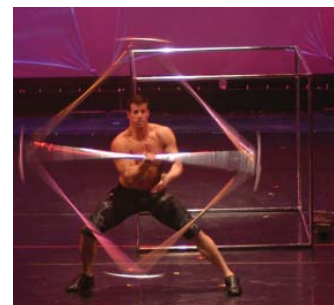
Location: Rooms 101AB, CDE, FGH, IJ, 102DEF, 103AB, D, EF

8:00 PM–11:00 PM

Evening Of Entertainment

The magic of Cirque performance style will come to life in "Cirque Voila," a stunning combination of skill, dexterity, and dramatic aerial artistry intertwined with hilarious comedy and audience interaction. Clowns, contortionists, magnificent gymnasts and high flying acrobats will mesmerize and delight.

Location: Exhibit Hall E



Schedule

All events are at the Minneapolis Convention Center, unless indicated otherwise.

Preliminary program of events— subject to change.

Wednesday, July 29

8:00 AM–Noon

Educational Workshops

Location: Rooms 101AB, CDE, FGH, IJ, 102DEF, 103AB, D, EF

1:30 PM–4:00 PM

Educational Workshops

Location: Rooms 101AB, CDE, FGH, IJ, 102DEF, 103AB, D, EF

5:30 PM–6:30 PM

Networking Reception

Location: Exhibit Hall E Foyer

6:30 PM–9:30 PM

Final Night Banquet

Introduction of Board and Host Chair/Co-Chair
Dinner
Adecco's Mentor of the Year Award
Division of Excellence Awards
Presentation of Award of Excellence
Incoming President's Address
Presentations and Resolution
Smiling Faces Video

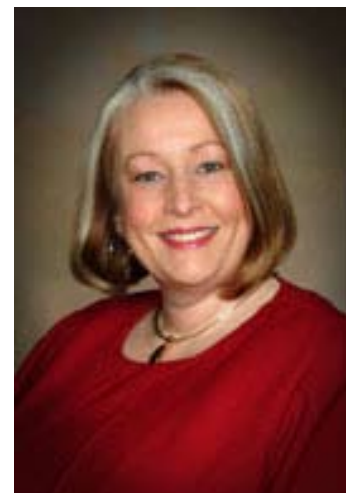
Location: Exhibit Hall E

9:30 PM

International Board Of Directors Reception

Meet newly elected officers

Location: Hilton Minneapolis Salon ABCD



President-Elect

Susan K. Shamali CPS/CAP

will assume office as your 2009–2010 International President. She is Office Services Coordinator for PricewaterhouseCoopers LLP and a member of the Grand Rapids Chapter, Michigan Division.

Thursday, July 30

8:30 AM–11:45 AM

Must be Division Officers or Chapter President/Representative to attend

Thursday Leadership Workshop

From Competence To Confidence: The Art Of Being Unstoppable, *Wilny Audain*

Location: Hilton Minneapolis Hotel, Salon D

8:30 AM–11:45 AM

Thursday Educational Workshop

A Picture Is Worth A Thousand Words, *Gini Courter and Annette Marquis*

Location: Hilton Minneapolis Hotel, Symphony III-IV



Communicating Across Media

Tuesday, 3:30 PM–4:30 PM
422: How To Write A Great
Newsletter

1R-G

Wednesday, 8:00 AM–11:15 AM
501: From Memos To MySpace:
Mastering Your Message

3R-G

Wednesday, 9:30 AM–10:30 AM
530: Using The IAAP Web
Community Like A Pro

Wednesday, 1:30 AM–3:30 PM
551: Lessons From The Grammar
Guru: Correcting The Most
Common Grammar Mistakes

2R-G

Managing Others

Tuesday, 3:30 PM–4:30 PM
424: Pathways To Power:
Strategic Influence

1R-G

Wednesday, 8:00 AM–11:15 AM
503: The *Nonverbal* Advantage:
Reading Body Language At Work

3R-G

Wednesday, 8:00 AM–9:00 AM
522: Delegation: Your
Secret Weapon

1R-G

Wednesday, 11:00 AM–NOON
542: How To Give Feedback
That Changes Behavior

1R-G

Wednesday, 1:30 PM–3:30 PM
553: The Silent Language
Of Leadership

2R-G

Wednesday, 1:30 PM–2:30 PM
562: Learning To Lead So
That Others Will Follow

1R-G

Business Trends and Issues

Tuesday Keynote
The Future: Take It Or Make It

1R-G

Tuesday Panel Discussion
Administrative Excellence In
Today's Economy

1R-G

Tuesday, 1:00 PM–3:00 PM
401: Going Green In The
Workplace

2R-E

Tuesday, 1:00 PM–3:00 PM
402: Does Age Matter? Life Stage—
Career Stage— And A Job You Love

2R-G

Tuesday, 3:30 PM–4:30 PM
421: What Every Employee Needs To
Know About Having A Safe, Healthy
And User-Friendly Workplace

1R-G

Wednesday, 9:30 AM–10:30 AM
532: Fostering A Creative And
Positive Work Climate

1R-G

Workers, Workplaces And The Law

Tuesday, 1:00 PM–3:00 PM
403: Blowing The Whistle On
Corporate Wrongdoing

2R-G

Tuesday, 1:00 PM–3:00 PM
406: Essentials Of Human
Resources And The Law

2R-G

Tuesday, 3:30 PM–4:30 PM
426: Records Retention And
Destruction: What To Keep And
For How Long

1R-G

Mastering Technology

Saturday, 8:30 AM–11:45 AM
100: Word 2007 For Power Users

3R-G

Saturday, 1:15 PM–4:30 PM
120: Access Reports And Queries

3R-G

Tuesday, 1:00 PM–3:00 PM
400: Surviving Your Move
To Office 2007

2R-G

Tuesday, 3:30 PM–4:30 PM
420: Data On The Move:
Mobile Options For Data
And File Management

1R-G

Wednesday, 8:00 AM–11:15 AM
502: Excel 2007: Pivot Tables And
Pivot Charts

3R-G

Wednesday, 1:30 PM–3:30 PM
552: Outlook 2007: E-mail,
Calendar, And Tasks

2R-G

Wednesday, 1:30 PM–2:30 PM
560: Avery Software And
Formatting Solutions

1R-E

Wednesday, 3:00 PM–4:00 PM
570: Go Green With Avery

1R-G

Thursday, 8:30 AM–11:45 AM
600: A Picture Is Worth A
Thousand Words

3R-G

Educational Tracks

The Continuing Education Unit (CEU) is awarded for attendance at all general sessions and workshops. Video viewing does not receive CEU or Recertification Points.

For each contact hour of instruction, 0.1 CEU is automatically awarded. Transcripts will reflect workshops attended.

The Ultimate Professional
Monday, 12:30 PM–2:00 PM Leadership Luncheon Let's Make A Deal: A Different Kind Of Motivation 1R-G
Tuesday, 1:00 PM–3:00 PM 407: The Value Of A College Degree Through Virtual Learning— Is Now <i>Your</i> Time?
Tuesday, 3:30 PM–4:30 PM 423: Get The Recognition You Deserve! 1R-G
Tuesday, 3:30 PM–4:30 PM 427: Becoming Indispensable In A Disposable Workplace 1R-E
Wednesday, 8:00 AM–9:00 AM 520: What Will You Do Next? Becoming A Virtual Assistant (VA) 1R-E
Wednesday, 11:00 AM–NOON 540: Strategies For Recession Proofing Your Career 1R-G
Wednesday, 1:30 PM–3:30 PM 554: The Credibility Factor— Use It Or Lose It! 2R-G
Thursday, 8:30 AM–11:45 AM 601: From Competence To Confidence: The Art Of Being Unstoppable 2½ R-G

Recertification Points

The squares that contain a number and a letter in the lower right-hand corner are eligible for recertification points.

The number indicates the number of recertification points. The letter after the hyphen indicates education (G) or elective (E) category (example: 1R-G).

Administrative/Management Skills
Saturday, 8:30 AM–11:45 AM 101: Taking Minutes: A Guide To Recording, Writing And Relating The Relevant 3R-G
Saturday, 8:30 AM–11:45 AM 102: Problem Solving: Using The SALVAGE Strategy To Tackle Any Problem 3R-G
Saturday, 1:15 PM–4:30 PM 121: Time-Tested Techniques For Truly Effective Meetings: Easier Than Herding Cats 3R-G
Saturday, 1:15 PM–4:30 PM 122: Risk Management: Taking The Risk Out Of Taking A Risk 3R-G
Tuesday, 1:00 PM–3:00 PM 405: Understanding Financial Statements: Making Sense Of The Numbers 2R-G
Tuesday, 3:30 PM–4:30 PM 425: Fundamentals Of Money Management 1R-E
Wednesday, 8:00 AM–11:15 AM 504: Going Through The Emotion: Emotional Resiliency In The Changing Workplace 3R-G
Wednesday, 3:00 PM–4:00 PM 571: Planning And Executing Long- Term Projects: Project Management For Non-Project Managers 1R-G

Managing Yourself
Tuesday, 1:00 PM–3:00 PM 404: The Mind Rules 2R-E
Wednesday, 8:00 AM–11:15 AM 500: Change: Obstacle Or Opportunity? 3R-G
Wednesday, 8:00 AM–9:00 AM 521: Maintaining Energy Through The Workday: Take The Exhaustion Cure 1R-E
Wednesday, 9:30 AM–10:30 AM 531: Focusing On Your Work: Maintain Your Concentration In An Environment Of Distractions 1R-G
Wednesday, 11:00 AM–NOON 541: Building Speed And Agility: Be More Efficient And Get More Done In Less Time 1R-G
Wednesday, 1:30 PM–3:30 PM 550: Success In The Workplace: It's A Matter Of Self-Esteem 2R-G
Wednesday, 1:30 PM–2:30 PM 561: Avoiding Procrastination And Becoming Self-Disciplined 1R-G
Wednesday, 3:00 PM–4:00 PM 572: Maintaining Motivation, Guidance And Direction 1R-G



Saturday, July 25

8:30 AM–11:45 AM

To read an expanded description, click ♦ at the beginning of copy.

100 Word 2007 For Power Users

Track: Mastering Technology

3R-G

♦ For Word 2007, Microsoft totally rebuilt their best-selling word processor from the ground up. If you settle for simply learning the 2007 locations of the old commands you used in Word 2003, you'll miss the new features designed especially for administrative professionals that will make you and your colleagues more effective and efficient.

Be a Word 2007 power user! Take advantage of the amazing new features built into this version of Word. In this session, you'll learn how to quickly and easily format and reformat documents. Whether you assemble reports or create templates for others to use, Word 2007 can lighten your load.

In this session, you'll learn how to: save and e-mail a document as a PDF, mark documents as final so they can't be accidentally edited, use the Document Inspector, change styles to quickly reformat documents, create QuickStyles and style sets to enforce custom formatting, create a table of contents in three easy steps, use and create building blocks, restrict formatting on part or all of a document to control look and feel, insert cover pages, illustrate your report with SmartArt, and much more to help you use Word 2007 effectively.

Gini Courter

101 Taking Minutes: A Guide To Recording, Writing, And Relating The Relevant

Track: Administrative/Management Skills

3R-G

♦ Whether you are capturing the proceedings of your company's board meeting or your IAAP chapter meeting, no one questions the importance of minute taking. Interestingly enough, a skill as seemingly cut-and-dry as minute taking has changed significantly in accordance with the changes in the legal and business environments, as well as with the upgrades to technology.

Join Leanne Mackenzie as she enlightens, trains and entertains, taking us to a higher level of taking minutes and writing executive summaries. In three hours you will:

- Understand the importance and relevance of effective minute taking.
- Learn key skills such as listening, critical thinking and decision making.
- Be able to determine the best way to take minutes for any type of meeting.
- Practice taking minutes in a mock-meeting scenario.
- Identify the strengths and weaknesses of comprehensive vs. minimalist minute taking.
- Decide the best way to synthesize minutes into a readable document.
- Build your confidence as a thorough and accurate record-keeper.

Leanne Mackenzie

102 Problem Solving: Using The SALVAGE Strategy To Tackle Any Problem

Track: Administrative/Management Skills

3R-G

A key reason why some people become true leaders while others are just managers is the ability to solve problems simply and effectively. It doesn't matter how smart, educated or driven you are to succeed. If you can't solve problems simply and effectively you may never rise to your full potential. Did anyone ever teach you to solve problems? No. Were you ever offered a class in problem solving? Probably not.

This essential skill is addressed by Bob Walker, a former Underwater Salvage Master and Alaska Fisherman, who learned to solve problems in the trenches where the solution has to be right... the first time. You will leave the workshop more capable, confident and equipped with a proven process to get the job done. He'll teach you how to: separate the symptom from the problem, arrive at the desired outcome, line up your team, visualize the problem in parts, adopt a plan of action, Go! implement your plan, and evaluate, adjust and persist.

Bob Walker

Saturday, July 25

1:15 PM–4:30 PM

120 Access Reports And Queries

Track: Mastering Technology

3R-G

◆ You'll learn how to create new reports and queries in your Access database. Using Access 2007, you'll learn how the parts and pieces of a database work in concert. We'll explore the relationships between tables and how you can capture those relationships in queries. Finally, we'll create and format reports to present and summarize your data.

In this session gain skills to:

- View the relationships between sets of data (tables)
- Create and save simple, single table reports and format reports so they're easy to read
- Sort and group report data
- Add totals and subtotals to your reports
- Create and save queries to report on data from more than one table
- Modify the relationships (joins) between tables in a query to return a more limited result set
- Build parameter queries that prompt your users for information.

Gini Courter

121 Time-Tested Techniques For Truly Effective Meetings: Easier Than Herding Cats

Track: Administrative/Management Skills

3R-G

◆ As Cat Wrangler for your organization, your task is to herd these animals into a room for a regularly scheduled meeting. The goals are simple: Cats should arrive on time, the agenda should be followed, and the discussions should be civil and productive. Right? You can imagine the real scenario: these independent creatures trot in when they want to, curious but skittish, sometimes ready for a catnap and other times feeling moody and all-too-ready with a hiss and swat when they don't get their high-maintenance way.

Coordinating and leading truly productive meetings— whether it is your chapter meeting or a team meeting at the office— doesn't have to be like herding cats. In fact, by using just a few time-tested techniques, meetings can go from fur-flying mayhem to a forum in which decisions are made, consensus is reached, and action is taken.

Knowing how to lead a meeting is not something you are born with; it's something you learn. This workshop will provide leadership skills, strategies and techniques necessary to facilitating successful and productive meetings.

Beth Bednar

122 Risk Management: Taking The Risk Out Of Taking A Risk

Track: Administrative/Management Skills

3R-G

◆ Positive risk taking is an indispensable part of personal and professional development. From an organizational standpoint, growth and innovation requires employees at all levels to have the power and confidence to take risks. Administrative professionals are key as their actions (or inactions) can have enormous impact on speed and quality of delivery, customer satisfaction and other vital business factors.

By the time a decision has been made and an action has been taken, the expected outcome should have been identified, evaluated and approved. Even if the outcome doesn't match the expectation, taking an intelligent, calculated risk is the best way to tackle a new challenge, an opportunity to expand your comfort zone and sometimes... the only way to learn from a mistake.

Understand *risk* as a neutral rather than negative term, gain insight into your own orientation toward risk, build on your strengths and compensate for weaknesses, learn how to specify intended actions and outcomes, find the one goal to pursue from among many, evaluate outcomes in terms of likelihood and impact, and identify and overcome barriers to positive risk taking

Bob Walker



Tuesday, July 28

1:00 PM–3:00 PM

To read an expanded description, click ♦ at the beginning of copy.

400 Surviving Your Move To Office 2007

Track: Mastering Technology

2R-G

♦ Office 2007 is a sweeping redesign of Microsoft's productivity suite. In Office 2007 almost everything is new: new file types, a new user interface replacing the familiar toolbars and menu, and loads of new features designed specifically for administrative professionals. Here's some of what we'll cover in this session:

- Outlook: Instantly search in e-mail, calendar, contacts, or tasks; manage your time and tasks with the To Do bar; share your calendar inside and outside your organization
- Word: Improved reviewing tools; Building Blocks used to create documents with pre-defined content; Document Inspector strips potentially embarrassing information from documents
- Excel: Bigger spreadsheets (1 million rows!); improved pivot table wizard; next generation charting and formatting
- PowerPoint: SmartArt, Slide Library (with SharePoint), themes, and enhanced security

Come and see what's in Office 2007 for you and your organization.

Gini Courter and Annette Marquis

401 Going Green In The Workplace

Track: Business Trends and Issues

2R-E

If your company is like most organizations, it uses paper, computers and electricity, and it has employees who drive to work, travel and drink from cans and bottles— each impacting the environment in a harmful way. With employees spending an average of 40 hours a week at work (using these resources), it's the most important place to promote green thinking!

As the hottest issue today, it's not easy to miss the damaging effects we have on our Earth. But thanks to this all-new training, you have the power to change the way you and your colleagues work, for results that will truly last a lifetime!

- What it means to go green at work
- Ideas for promoting green awareness in your organization
- Ways you can easily go green at work, with tips on conserving energy, how to start or improve a recycling plan, how to use less paper or go paperless and much more!
- Easy incentives for encouraging employees to go green at work
- Communication tips: Letting coworkers know how they're making a difference

John Tim Burns

402 Does Age Matter? Life Stage— Career Stage— And A Job You Love

Track: Business Trends And Issues

2R-G

♦ For much of the 20th century, age was used as an indicator of the "seasons of our lives," in part because it seemed that, for many of us, our lives unfolded in a way that (more or less) appeared to correspond with age. Recently, the media has been saturated with headlines about the impact of the Baby Boomers and Generation Y on the workplace.

But as data from the Sloan Center on Aging & Work's new Age & Generations study reveals— It's not that simple.

Age and generation matter *sometimes*. Other times, life stage is an important factor, or at times career stage can impact your perceptions of quality employment.

In this interactive workshop, participants will have the opportunity to consider their own definition of quality employment and how their life stage and/or career stage may be impacting their perceptions of job satisfaction. The presenter will share examples of how leading employers across the country have begun to expand their thinking and address the needs of an age diverse 21st century workforce.

Kathy Lynch MBA, Director, Employer Engagement, Sloan Center on Aging & Work at Boston College, Chestnut Hill, MA

Tuesday, July 28

1:00 PM–3:00 PM

Sponsor:

 KATZ, MARSHALL & BANKS, LLP

To read an expanded description, click ♦ at the beginning of copy.

403 Blowing The Whistle On Corporate Wrongdoing: An Overview of the Rights And Responsibilities Of Employees and Employers

Track: Workers, Workplaces And The Law

2R-G

♦ Over the course of a career, an administrative professional might witness instances of impropriety or wrongdoing on the part of the company or a related entity. Sometimes a supervisor even instructs the employee to do something that the employee feels raises ethical or legal concerns. These situations are as varied as the businesses in which they arise.

What should the employee do in such a situation? Act like a “team player” and go along with something that doesn’t feel right? How should a supervisor or corporate officer react when an administrative professional complains about a questionable practice? Ask the employee if he likes his job? Or should the employee be thanked for bringing the matter to attention, notify the ethics officer, and assure the employee that nothing bad will happen as a result of the whistleblowing?

This workshop will introduce attendees to some of what employees and employers need to know about whistleblowing in the workplace, from federal laws that govern finance, manufacturing and the environment, to state laws that protect employees who raise a variety of concerns in the workplace, to the “dos” and “don’ts” of dealing with the delicate issue of employee complaints about perceived improprieties.

David J. Marshall, Esq., Katz, Marshall & Banks, LLP, Washington DC

404 The Mind Rules

Track: Managing Yourself

2R-E

♦ When it comes to helping people achieve the extraordinary, nobody surpasses John Zulli. John’s interest in the martial arts brought him into contact with the mysterious “mind body connection.” This initial exposure became an extensive study into the use of hypnosis, meditation and other techniques of personal-mastery. John’s ability to transform these complex ideas into powerful tools will empower you with practical steps you can use and reward you with positive results.

In two fast-paced hours with John, you will learn:

- Proven principles grounded in reality and guaranteed to help you achieve change and experience deeper life satisfaction
- How to break free from limitation and excel
- Strategies for turning problems into opportunities
- How to use the power found in negative emotions such as fear, guilt and grief
- How to make a stunning comeback after a difficult setback
- To develop greater mental focus and discipline

John Zulli

405 Understanding Financial Statements: Making Sense Of The Numbers

Track: Administrative/Management Skills

2R-G

♦ Do financial statements confuse you? If you’re like many professionals, you’ve never been trained to read financial statements... or you learned about them long ago and don’t recall much of what you learned.

It’s not that you want to become an accountant or a financial wizard. You’d just like to build a little know-how so you can feel more confident in financial conversations. Think of this crash course as a financial flyover— you’ll see the big picture without studying all the details that your organization’s financial managers have to master. A glimpse at what you’ll learn:

- Cash basis vs. accrual basis: understand the difference and why it matters
- The ins and outs of a balance sheet and what it can and can’t tell you about a company
- The income statement, the statement of operations, the P&L statement, the statement of activities— they’re all one and the same!
- The primary purpose of an income statement and tips for reading between the lines

Baunita Greer



Tuesday, July 28

1:00 PM–3:00 PM

To read an expanded description, click ♦ at the beginning of copy.

406 Essentials Of Human Resources And The Law

Track: Workers, Workplaces And The Law

2R-G

♦ These days, unintentionally violating personnel law has never been riskier. We've boiled down this vast subject into the most "need to know" bits and pieces so you can help your boss and company stay on solid ground. And we've done it in simple, plain-English so you can leave your legal dictionary at home. Get the training and information you need to protect yourself and your company in any court, any time, anywhere!

Spend two hours with veteran HR professional Bekah Cleckler to:

- Cite employment laws relevant to your organization
- Better understand how the workplace is evolving
- Identify acts that constitute unlawful discrimination
- Gain confidence in your knowledge of personnel law
- Multiply your skills and make yourself more valuable
- Protect yourself and your company from costly lawsuits and stiff penalties
- Distinguish among major laws regarding discriminatory practices

Bekah Cleckler

407 The Value Of A College Degree Through Virtual Learning— Is Now *Your* Time?

Track: The Ultimate Professional

As an administrative professional, you are self-motivated, independent, have good organizational skills and a basic knowledge of computer operations. These traits and your high level of self-discipline provide you with the tools necessary to excel in today's new online classroom and earn your college degree. Now is *your* time!

Online learning works well for individuals with busy work schedules and/or family responsibilities. You decide when and where you do your course work. Determine if you are ready for the next step in enhancing your educational needs through today's online classroom environment.

Faculty representatives from Madison Area Technical College will assist you in determining whether the online classroom environment is right for you. You will also gain information specific to obtaining an online Associate in Science Degree in Administrative Assistant.

Discussion will include the advantages of online learning, applying experiential and transfer credit, test out, and CPS/CAP certification to the program requirements in lieu of actually taking equivalent classes. IAAP students who are currently enrolled in the program will share their experiences.

Diane Kosharek and June Sarbacker CPS, Madison Area Technical College, Madison WI

Sponsor:



3:30 PM–4:30 PM

420 Data On The Move: Mobile Options For Data And File Management

Track: Mastering Technology

1R-G

♦ Making data and files available to a mobile workforce is a growing need for small and large businesses alike. A number of new web-based products provide options for gathering, reporting and maintaining data on the web. These products include options for both password-protected and public access and make it possible to collect data from your customers through easy-to-create web forms. If you have a need to share data with a mobile workforce, this workshop will show you how. In this session, you'll learn to:

- Create web-based virtual file servers that sync your files and other team members' files to your local computer
- Develop simple relational web-based databases
- Create views to organize and report on the data
- Publish data to the web
- Collect data from customers through the web that is entered directly into the database

Come to this workshop to learn how to equip the 21st century mobile workforce.

Gini Courter and Annette Marquis

Tuesday, July 28

3:30 PM–4:30 PM

To read an expanded description, click ♦ at the beginning of copy.

421 What Every Employee Needs To Know About Having A Safe, Healthy And User-Friendly Workplace

Track: Business Trends And Issues

1R-G

♦ This workshop will provide practical, effective strategies and techniques that will enable participants to improve energy and efficiency, comply with safety standards, work with vendors and suppliers, gain the commitment of coworkers to maintain and respect the facility, and extend the overall life of the workplace.

- Practical strategies to combat user abuse of your facility
- Optimum levels of heat and humidity for user comfort
- The number 1 reason why more signs aren't obeyed
- Assembling the single most useful checklist you can have
- Curing "sick building" syndrome. The secret to stopping unwanted solicitors once and for all
- The potential dangers of allowing unsupervised use of your facility after-hours
- How to control the movement of visitors. Understanding the psychological effect of color, lighting, plants and carpeting

John Tim Burns

422: How To Write A Great Newsletter

Track: Communicating Across Media

1R-G

Looking for a creative challenge?

Learn how easy it is to create stylish newsletters, company brochures, event flyers and even personalized greeting cards using desktop wizard... Microsoft Publisher®.

If you want to be more creative at work, desktop publishing is the perfect solution. Spearhead a project for your team that will make your mark on the organization!

The possibilities are endless... You'll learn:

- How to write great copy
- Design disasters to avoid
- Effective use of fonts
- How to choose eye-catching artwork
- Copyright dos and don'ts
- Careers available in desktop publishing

Deborah Thomas

423 Get The Recognition You Deserve!

Track: The Ultimate Professional

1R-G

Administrative professionals are often referred to as the backbone of an organization, but not all employees get the recognition they deserve. Fortunately, there are concrete steps you can take to attract positive attention and get ahead. OfficeTeam and IAAP surveyed managers and administrative professionals about the role of employee recognition in the workplace. The findings provide insight into how you can build your visibility and work with company leaders to ensure recognition efforts benefit both you and the organization. In this presentation, you'll learn about:

- Getting the recognition you deserve
- Tooting your own horn
- The benefits of recognizing others
- And more!

Rob Hosking, Executive Director, OfficeTeam, Menlo Park, CA

Sponsor:

OFFICETEAM®



Tuesday, July 28

3:30 PM–4:30 PM

To read an expanded description, click ♦ at the beginning of copy.

424 Pathways To Power: Strategic Influence

Track: Managing Others

1R-G

♦ Boost productivity, motivate a team, manage people, or score major points at the negotiation table with the step-by-step strategies you will learn in this workshop. Join John Zulli and discover how to reach and motivate people to do what you need them to do. Topics include:

- Principles of strategic influence
- How to create and cement rapport
- Strategies that instantly enhance your communication
- Rules of motivating the mind and solution-based influence
- Roadblocks difficult people throw your way
- The surprising connection between sex, sleep and influence
- How to create subconscious motivation for action
- How to move people to action without making them feel manipulated
- No-fail negotiation strategies
- How character affects influence
- The key to “reading” people quickly

John Zulli

425: Fundamentals Of Money Management

Track: Administrative/Management Skills

1R-E

If your job requires you to do anything with organization finances— or if you’re interested in improving your own financial forecast— then you can’t miss this workshop. Research shows that many administrative professionals are fearful of numbers, budgets and spending— whether at work or at home. In fact, business decisions may be delayed, productivity may stall and profitability may fall, the less that is known about the fundamentals of money management and financial options. Don’t be scared of something you don’t know. In this time of economic crisis, it is imperative to attend this informational workshop to learn the basic and necessary tools to help yourself and your company. Achieve greater understanding and gain the knowledge you need to make informed and intelligent financial decisions.

Join financial expert Baunita Greer to gain tips on:

- Building a realistic budget
- Developing savings strategies
- Understanding the fundamentals of investing

Baunita Greer

426 Records Retention And Destruction: What To Keep And For How Long

Track: Workers, Workplaces And The Law

1R-G

A sound document-retention policy isn’t just a necessity these days, it is mandatory! You know that the sheer volume of paperwork that you contend with is overwhelming at best and uncontrollable at worst. And if just one important document is misplaced, misfiled or unintentionally destroyed, your company could end up on the wrong side of a lawsuit. And you’re the one who will have to explain what happened.

Learn the answers to the following questions about every document that passes your desk: Is there a legal requirement for keeping this document? Can the document serve another purpose that I may need, years down the line, after its original purpose is finished? What happens if I can’t locate the document when I need it? Can I reliably reproduce the document from another source if I need it? How long should I keep this document if I think its usefulness is over and how can I know that for sure? In what form must a document be stored? Electronically? In its original paper form?

Bekah Cleckler

Tuesday, July 28

3:30 PM–4:30 PM

427 Becoming Indispensable In A Disposable Workplace

Track: The Ultimate Professional

1R-E

Does your company understand the added value you bring through your affiliation with IAAP? Does your executive fully support your participation in IAAP?

If your answer is no to either question, this proactive workshop will share how to translate your IAAP membership into gains for you and your company. This session will include:

- Networking
- Cost-effective training
- Support systems
- Leadership opportunities
- Developing elevator speeches
- Preparing for the dreaded evaluation

Joy Johnston, Membership and Distribution Manager, IAAP

Patrick Kennedy, Membership Processing Coordinator, IAAP

To read an expanded description, click ♦ at the beginning of copy.

Wednesday, July 29

8:00 AM–11:15 AM

500: Change: Obstacle Or Opportunity?

Track: Managing Yourself

3R-G

Host:



Sponsor:

Adecco

better work, better life

♦ Change is stressful and makes us nervous. Will I be laid off? Will I have to learn new job skills? Will I have a new manager? Will my company be bought out by a competitor? But overwhelming change isn't limited to the workplace. In the global economy, changes— positive or negative— can create a domino effect that also impacts our home life, our security and our dreams.

Join inspirational speaker and trainer, Wilny Audain, as he presents practical examples on how to overcome the real and self-made obstacles that change can bring and how to realize goals and dreams not yet attained. Begin a journey of personal discovery that will awaken you to the wonderful things that we can accomplish as opposed to the awful things that we perceive to be in our way. Wilny will explore the following themes: How to navigate when the Earth is round but the world is flat; Recognizing the positive and negative consequences of change; Essential skills and attitudes needed to successfully manage the unknown; Streamlining an overwhelming future into a defined dream; Setting realistic and functional goals to take you where you really want to be; Harnessing the potential change offers while avoiding the pitfalls; Position yourself so you can always have something to look forward to.

Wilny Audain



Wednesday, July 29

8:00 AM–11:15 AM

501 From Memos To MySpace: Mastering Your Message

Track: Communicating Across Media

3R-G

◆ With IAAP favorite Carol Ann Sasso, you will learn proven tips and techniques that guarantee every message you write will be on target. Whether in e-mails, letters, memos and reports, in hyper-abbreviated texts on a cell phone, or in short posts on social networking sites like MySpace, LinkedIn or Facebook, you'll have the awareness and know-how to represent both you and your organization in the most appropriate and professional manner. You'll deliver the message you intend, for the results you need!

- Decide whom you're writing to— and why
- Find your "voice" and nail it down (professional vs. casual, serious vs. humorous)
- Practice proper word choice that compels your reader to read further
- Learn tips for writing shorter e-mails that still get your full message across
- Recognize situations where e-mail is inappropriate
- Why and when you should— or should never— "write like ya talk"
- Know when jargon is appropriate and when it could distance you from your reader

Carol Ann Sasso

502: Excel 2007: Pivot Tables And Pivot Charts

Track: Mastering Technology

3R-G

◆ If you have lists of data in Excel and need to better understand or present the data, an Excel PivotTable may be the tool you need. With pivot tables, you can easily summarize vast amounts of data by date or other groupings, combine and compare data in a table, and rotate (pivot) the table's rows and columns to see different summaries in a flash. In this session, you'll learn how to:

- Create pivot tables using the PivotTable Wizard
- Modify or autoformat a pivot table
- Apply conditional formatting
- Create a pivot chart
- Change the summarization method for table data
- Modify pivot table field names
- Create separate pivot tables for each of the values in a column

When you leave this session, you will be able to create and use a pivot table to answer critical questions about your organization.

Gini Courter and Annette Marquis

503 The Nonverbal Advantage: Reading Body Language At Work

Track: Managing Others

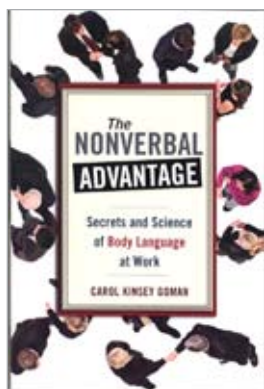
3R-G

◆ Did you know that you have a built-in advantage ready to be deployed in important professional situations? It's literally at your fingertips, waiting for you to grasp and turn it into a powerful, yet subtle key to success. Here's the secret: Your colleagues and clients are constantly telling you what they think and feel— and it often has nothing to do with the words they use. Nonverbal communication is more powerful and primitive than verbal expression.

This visual, entertaining and interactive workshop shows how to take an innate (but latent) talent and turn it into a powerful professional skill. You'll learn how to:

- Interpret the five "Cs" of reading body language (congruence, context, clusters, consistency and culture)
- Read a body from head to toe
- Decode the silent signals of agreement, anger, discomfort, resistance, high/low confidence and boredom
- Tell if someone is lying to you... and much more!

Carol Kinsey Goman Ph.D.



To read an expanded description, click ◆ at the beginning of copy.

Wednesday, July 29

8:00 AM–11:15 AM

504 Going Through The Emotion: Emotional Resiliency In The Changing Workplace

Track: Administrative/Management Skills

3R-G

◆ The concept of emotional resilience will grow in prominence as the corporate landscape changes and administrative professionals feel pressure to produce more with fewer resources.

This workshop will get to the nuts and bolts of the practicality of emotional resilience. We will look at what influences emotional resiliency, the characteristics of the resilient administrative professional, and discuss effective methods for demonstrating personal emotional resilience during challenging times.

- Emotions are necessary. Learn to categorize them for greater resiliency.
- What's the difference between emotional intelligence and emotional resiliency?
- Resistance vs. resiliency— why we resist change and how self-defeating behaviors weaken our resiliency. Discover strategies for optimizing and adapting to change and stress.
- Learn ten factors that prevent proactive resiliency during challenging times.
- Traits of the resilient administrative professional
- Using resiliency to create positive energy.
- Tools for getting beyond the “permanent white water”— learn to surf in the new office environment.

Lisa Olsen

To read an expanded description, click ◆ at the beginning of copy.

8:00 AM–9:00 AM

520: What Will You Do Next? Becoming A Virtual Assistant (VA)

Track: The Ultimate Professional

1R-E

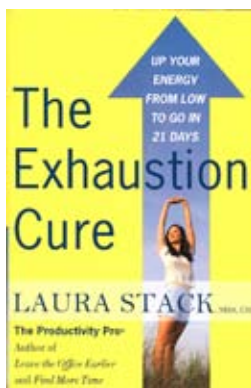
Looking for supplemental income or considering a second career at retirement? Virtual assistance could be a viable option. VAs, much like their administrative professional counterparts, provide support crucial to entrepreneurs and small businesses. VAs are independent entrepreneurs who work remotely from their home or private office providing a vast array of services to clients who may not need a full-time, in-house assistant.

In this informative and fun workshop you'll learn:

- The history of virtual assistance
- Do you have what it takes to be a virtual assistant?
- Services VAs provide
- Types of clients VAs work with
- Start-up considerations and costs for your businesses
- Resources available to help virtual assistants

Lauren Hidden, IVAA Marketing Director, The Hidden Helpers, New Cumberland, PA

Sponsor:



521 Maintaining Energy Through The Workday: Take The Exhaustion Cure

Track: Managing Yourself

1R-E

How much energy and vitality do you have throughout the day to accomplish the things you want to do? It's hard to be productive when you just want to put your head down on your desk and take a nap. You have the potential to dramatically impact your productivity by paying closer attention to your energy behaviors. You'll learn the factors that contribute to low energy (the “energy bandits”) and how to reduce their effects. Then you'll build up and renew sources of positive force (with “energy boosters”). This workshop will guide you in making the changes necessary to give you vitality and productivity every day!

Laura Stack



Wednesday, July 29

8:00 AM–9:00 AM

522 Delegation: Your Secret Weapon
Track: Managing Others

1R-G

It's one of the most important business skills out there and yet delegation is one of the most underused skills in the workplace. You know that letting go of projects and trusting them to someone else can be downright scary. But you can't go it alone forever.

This training cuts to the chase, giving you critical dos and don'ts for effective delegation. From when and how to delegate, to tips on letting go of your projects, you'll learn the secrets you need to work smarter—not harder. Learn:

- The nine steps to successful delegation
- To create controls and follow-up procedures
- How to overcome reluctance
- The basics: The who, what, when and how of effective delegation
- The SMART formula behind delegation
- That building communication keeps people informed and motivated
- How to let go of projects and avoid micromanaging the delegation process
- Tips on giving effective feedback that ensures successful delegation in the future

Monica Cornetti

9:30 AM–10:30 AM

530: Using The IAAP Web Community Like A Pro
Track: Communicating Across Media

During this session, chapters, divisions and members will learn all about the ins and outs of the IAAP Web Community. Learn how to interact with your chapter members, division members, and members-at-large. Find new ways to increase participation and create new ways for members to get involved and stay involved.

You'll also learn how to navigate the IAAP Web Community, find documents you need, upload information for your members, and start and join networking e-groups. Find out just how much the IAAP Web Community has to offer.

Note: After registering for this session, watch your e-mail for an invitation to a private eGroup, where we'll begin the learning and networking before we arrive in Minneapolis.

Aaron Ensminger, Communications and Publications Manager, IAAP

Emily Allen, IAAP Communications Specialist, IAAP



531 Focusing On Your Work: Maintain Your Concentration In An Environment Of Distractions

Track: Managing Yourself

1R-G

The most effective time management system in the world won't do a thing to improve your productivity if you can't focus on one thing. For many of us, the problem isn't a lack of willpower; it's the ability to refuse distractions caused by other people, the environment and your mind. With noise, interruptions, people and instant messages, so many things compete for our attention that it's often very difficult to concentrate. This workshop will improve your ability to stay on target and focus on the task at hand.

Laura Stack

Wednesday, July 29

9:30 AM–10:30 AM

532 Fostering A Creative And Positive Work Climate

Track: Business Trends And Issues

1R-G

Are you interested in getting outside your box? Would you like to work smarter, not harder? Do you sometimes wish you could see a problem through someone else's eyes, just so you could get a fresh perspective?

Learn the secrets of positive, powerful thinking, and unlock the creativity you have stored inside. Get rid of negativity and the myths about thinking that are holding you back. Learn to open your mind and explore the options you've possessed all along— but didn't know how to reach.

- Make better decisions than ever before— more quickly and competently.
- Use the many options you have in your thinking process.
- Open the door to the creativity you've always had but never tapped before.
- Build the power of your thoughts.
- Put your thoughts into action.

Monica Cornetti

11:00 AM–Noon

540: Strategies For Recession Proofing Your Career

Track: The Ultimate Professional

1R-G

Sponsor:

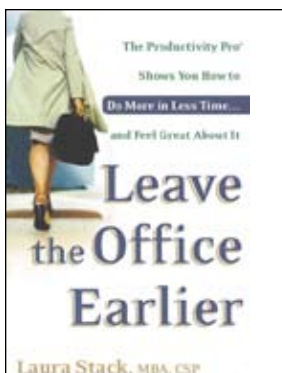
Adecco

better work, better life

The economic slowdown has caused many to reevaluate their lives, and at the top of their priority list, their professional goals. Even though the demand for highly skilled administrative professionals remains steady, many are asking themselves, what can I do to safeguard my position?

Adecco's program will focus on providing ways administrative assistants can best become an indispensable part of their team regardless of the external climate. Questions tackled will include: What can I do today to secure my job tomorrow? What sectors remain strong in a down economy? What sort of training opportunities should I pursue to make me better at my job? How can I start a mentorship relationship and what are the benefits? And much more.

Joanie Ruge, Senior Vice President, Adecco Group, Melville, NY



541 Building Speed And Agility: Be More Efficient And Get More Done In Less Time

Track: Managing Yourself

1R-G

Do you ever feel like you're doing things the hard way? That it takes you twice as long as it should to complete a task? If you ever say to yourself, "There HAS to be a better way to do this," then this workshop is for you. Learn the skills of efficiency, and you'll spend less time working and will get things done more quickly, with less effort.

Laura Stack



Wednesday, July 29

11:00 AM–Noon

542 How To Give Feedback That Changes Behavior

Track: Managing Others

1R-G

Ever imagine how pleasant your workday would be without hearing griping and excuses, with no petty arguments to resolve and no bad attitudes to deal with? Have you ever wished your coworkers and direct reports took your constructive criticism in stride instead of getting angry or their feelings being hurt?

Coworkers who underperform are a stressful, unnecessary drain on your time. Plus, they're a costly strain to the organization. You simply can't afford to let the behavior go on. It's time to deal with it... once and for all.

- Top reasons people don't do what they're supposed to do
- "Won't do" vs. "Can't do"— Know the difference
- Traits common to underperforming and difficult people
- Opening the door for honest communication
- How to address poor performance and still leave self-esteem intact
- The how-tos of giving effective positive and negative feedback

Monica Cornetti

1:30 PM–3:30 PM

550: Success In The Workplace: It's A Matter Of Self-Esteem

Track: Managing Yourself

2R-G

◆ Researchers and business experts agree that people with high self-esteem are consistently the most successful, top performers in their organizations. There is a science to this success and it begins with a healthy dose of self concept that leads to self respect and respect for others. Once those basic elements are acquired and nurtured, other desirable characteristics such as taking initiative, assuming responsibility, and holding oneself accountable can be developed and strengthened.

Using these skills and others that are built on the foundation of positive self-esteem, you'll begin the transformation into the kind of leader that forges stronger professional relationships, works more effectively with those up and down the ladder— and becomes a respected individual others are eager to follow.

What is self esteem and how do you get it? Learn to achieve emotional balance, reach phenomenal success and how to love life even when you are sad.

Wilny Audain

551 Lessons From The Grammar Guru: Correcting The Most Common Grammar Mistakes

Track: Communicating Across Media

2R-G

Brought back by popular demand, Grammar Guru Carol Ann Sasso brings an invigorating and entertaining look at how you can add muscle to everything you say. This is not a rehash of your seventh grade English class! Say goodbye to grammar anxiety and get the necessary skills to avoid embarrassing grammar errors that can damage your credibility. Discover dozens of tips and tricks for remembering grammar basics— tools you'll use for the rest of your life— and become the Grammar Guru in your workplace!

Learn how the misuse of simple punctuation can dramatically change the meaning of what you write. Know the most often misused words in business documents, including words that don't exist. Give everything you say more power and pizzazz. Avoid the image-crippling grammar blunders most frequently made by professionals. Identify the five golden spelling rules every professional should memorize.

Carol Ann Sasso

To read an expanded description, click ◆ at the beginning of copy.

Wednesday, July 29

1:30 PM–3:30 PM

552 Outlook 2007: E-mail, Calendar And Tasks

Track: Mastering Technology

2R-G

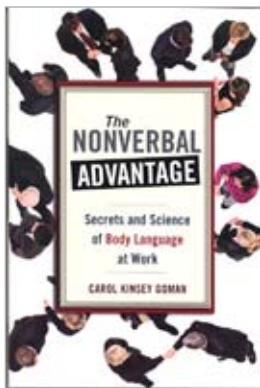
In this workshop you'll learn how to manage your calendar, e-mail and tasks (basically, your work life) using Outlook 2007. We'll help you integrate useful new features of Outlook 2007 into your work routine, and review the best practices for handling mail, scheduling appointments, and managing your ad hoc work using tasks and the To Do bar. We'll provide time at the end of this session for your Outlook 2007 questions.

Gini Courter and Annette Marquis

553: The Silent Language Of Leadership

Track: Managing Others

2R-G



Professional excellence goes beyond your willingness to take on new roles and responsibilities. Professional excellence is all about leadership—and leadership is all about projecting the kind of confidence and credibility that speaks louder than words.

Did you know that within the first seven seconds of meeting people, they have already formulated a lasting impression of you?

Did you know that when your body language is out of alignment with your verbal message, people believe what they see and not what you say?

In workshop 503 you've seen how the tiniest gesture, like the way people stand or enter a room, speaks volumes about their confidence, self-worth and credibility. The reverse is also true: The way you sit, stand, or look at others reveals more about your true intent than you realize.

How to make a positive impression without saying a word. How to project confidence and credibility. How to use body language to build or break rapport. How to optimize the power of touch. Learn the gender differences in nonverbal cues.

Carol Kinsey Goman Ph.D.

554 The Credibility Factor— Use It Or Lose It!

Track: The Ultimate Professional

2R-G

One of the most important qualities to achieving success is credibility. It can take years worth of thoughtful actions to establish and yet can be seriously undermined by a single bad move. To achieve credibility in the business world, you must deliver. What you deliver and the quality of what you deliver is very important to building your personal credibility. This two-hour interactive workshop will focus on the following objectives:

- What is professional credibility? How do we know if we have it? What are the signals that it is lacking in our administrative tool box?
- Learn ten proven ways to build your credibility
- Understand the value of Impression Management
- Branding your self as a credible AP – How can we keep credibility intact? Can our credibility be rebuilt?
- Discover the seven deadly credibility busters
- Complete a personal assessment— are you credible?

Lisa Olsen



Wednesday, July 29

1:30 PM–2:30 PM

Sponsor:

*Great results
begin with Avery!*



560 Avery Software And Formatting Solutions

Track: Mastering Technology

1R-E

Learn how to design and format labels, dividers, card products and more in this Avery workshop. See the Avery Wizard 3.1 software in action and discover how quick and easy it is to now perform mail merges, format hundreds of Avery products and easily add graphics. The workshop will also feature a live demo of DesignPro software showing many of its unique features such as photo-editing tools and the ability to curve your text. Leave with lots of time-saving tips. Also see a demonstration of some of the many resources available on avery.com, including Avery Design and Print Online formatting solution. Attend this workshop to improve your level of accomplishment, increase workplace productivity, and also preview some of the latest innovative products from Avery, including the new Signature Custom Binders. Each attendee will receive a free copy of the Avery software featured during the session and an Avery sample pack.

Karl Schoen, Avery Dennison, Brea, CA

561: Avoiding Procrastination And Becoming Self-Disciplined: Doing What You Should When You Don't Feel Like It

Track: Managing Yourself

1R-G

Self-discipline refers to your ability to maintain consistent, productive behavior. Are you persistent in completing your high priority tasks, without getting sidelined by menial activities? Do you put your nose to the grindstone each day, or do you only work hard when you're in the mood? Sure, everyone has an "off day." But if you're self-disciplined, you exhibit consistent focus in your day-to-day work, even if you don't feel like it.

Laura Stack

562 Learning To Lead So That Others Will Follow

Track: Managing Others

1R-G

Effective administrative professionals must act as innovative thinkers, savvy goal-setters, expert communicators, risk-takers, mentors, coaches and counselors. Discover powerful ways to overcome self-limiting behaviors and take advantage of your own natural leadership strengths. You'll explore new ways to motivate and inspire your team, win their trust, and get them to "go the extra mile" for you when you need it.

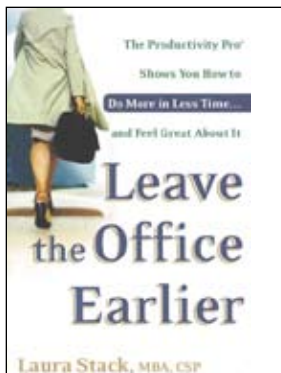
- How to create an environment of collaboration and teamwork
- Your special leadership strengths— how to identify them, nurture them, and use them to your advantage
- Tangible vs. intangible motivators— use both to encourage peak performance
- How to use performance feedback to keep coworkers focused
- Office politics— what you need to know to stay ahead of the game

Monica Cornetti

Wednesday, July 29

3:00 PM–4:00 PM

Sponsor:



570 Go Green With Avery Track: Mastering Technology

1R-G

Hear about exciting new and existing Avery products that help you reduce, reuse and recycle in your workplace or home office. You will also learn about the recycled and post-consumer content of your favorite Avery products. Not only will you find ways to help protect the environment but also your valuable time, with Avery's formatting tools and software solutions. Each attendee will receive a free copy of the Avery software featured during the session and an Avery sample pack. (For a more detailed Avery software demonstration on formatting solutions, refer to workshop 560 by Avery.)

Karl Schoen, Avery Dennison, Brea, CA

571: Planning And Executing Long-Term Projects: Project Management For Non-Project Managers

Track: Administrative/Management Skills

1R-G

Whether you are remodeling your basement, coordinating a social event, or managing a new software release, the competencies and skills of project management are the same. Everyone manages projects at least part-time. In fact, many people in an organization simply pursue a number of projects as their job. This course will help you carry out your projects productively with proper planning, scheduling and monitoring. The complex tools you've heard about in project management are refreshingly absent. The process is simple, and the tools presented do not presume any prior knowledge of the subject. Questionnaires, checklists and worksheets are provided.

Laura Stack

572 Maintaining Motivation, Guidance And Direction

Track: Managing Yourself

1R-G

Are you tired of setting goals and then never quite achieving them? Would you like to break out of your current routine and become more productive? Are you eager to conquer the barriers that hold you back? You can do it!

This invaluable program for administrative professionals will not only help you determine your goals, but will also give you strategic tools you can apply right away to motivate yourself toward turning your goals into realities. These proven goal-setting techniques have been used successfully by thousands of other professionals. Put these concepts for self-motivation to work for you and prepare for life-changing results!

- Increase your productivity with self-motivation techniques
- Clearly identify your values and what's most important to you
- Create a step-by-step action plan that will move you toward your goals
- Motivate others through positive and corrective feedback
- Better cope with change through five key steps
- Stay motivated even in the face of setbacks

Monica Cornetti



Candidates for election to the IAAP International Board of Directors and to the Retirement Trust Foundation International Board of Trustees will be introduced to the assembly following the Committee on Nominations Report, Sunday, July 26. The nomination and election are in accordance with International Bylaws and Standing Rules, Articles VIII and X. See Preliminary Program of Events for voting dates/times and location.

Candidate for President-Elect



Mary A. Ramsay-Drow CPS/CAP

Milwaukee Chapter, Wisconsin Division, Great Lakes District

Executive Assistant to Gail Lione, Executive Vice President, General Counsel and Secretary, Harley-Davidson, Inc.; with Harley-Davidson since Nov. 2007. Prior: Rockwell Automation.

Associate's Degree in Secretarial Science, Gateway Technical College; Bachelor's Degree in Business and Management, minor in Arts and Humanities, Alverno College.

International: 2008–09 Vice President; 2007–08 Treasurer; 2004–06 Director, Great Lakes District; 2001–02 Bylaws and Standing Rules Committee. Division: 2003–04 President; 2002–03 Vice President; 2001–02 Membership/New Chapter Builder. Chapter: 1997–98 President; 1995–97 Vice President; 1993–95 Treasurer; 1991–93 Corresponding Secretary. Chaired and/or served on numerous chapter and division committees.

Other: The Academy; 1996 to present Women for MACC (Midwest Athletes Against Childhood Cancer) 2003–08, 1998–2001 Treasurer, 2001–02 President-Elect; 2002–03 President, 1997–2008 Board of Directors.

Platform: Cultivating IAAP's value as a leading professional organization for administrative professionals is vitally important. We can do this by visualizing the future and enthusiastically embracing change through ongoing strategic planning and implementation, which is critical to our continued growth as we focus on the 7 Measures of Success.

Candidate for Vice President



Sam W. Gill III CPS

Tri-County Chapter, Michigan Division, Great Lakes District

Senior Administrative Assistant supporting four Partners in the Tax Department at KPMG LLP; with KPMG LLP eight years.

Associate's Degree in Accounting, Meadows College; major in Elementary Education, Huntingdon College.

International: 2006–09 Director, Great Lakes District. Division: 2005–06 Vice President; 2004–05 Corresponding Secretary. Chapter: 2002–04 President, Distinguished Chapter President; 2000–02 Secretary. Chaired and/or served on numerous chapter and division committees.

Other: Clogging instructor approximately 20 years; Country Note Cloggers, Windsor, ON, Canada instructor and director of annual workshop; MotorCity Cloggers, Hazel Park, MI instructor; Past President of Michigan Clogging Instructors Council (MCIC); 1984 Up With People, an educational and cultural exchange program.

Platform: If the programs and services meet our members' needs we *will* continue to be the pre-dominant association for administrative professionals. I will continue to work through and review our strategic plan to provide the opportunities our members and leaders need to create this growth.

Candidate for Vice President



Tamra L. Goodall CPS/CAP

Charleston Chapter, Virginia-West Virginia Division, Southeast District

Coordinator of Educational Services reporting to Jean Fisher, Vice President of Patient Safety and Education, West Virginia Hospital Association; with West Virginia Hospital Association three years. Prior: West Virginia Conservation Agency and HNTB Corp.

Associate's Degree in Office Administration, West Virginia State University; ongoing seminars and workshops.

International: 2006–09 Director, Southeast District; 2003–04 Bylaws and Standing Rules Committee; 2000–01 International SPARK Award. Division: 2002–03 President, Distinguished Division President, Outstanding Division President in New Chapter Development and International President's Award for Outstanding Division President in New Chapter Development; 2002–03 Professional Member of the Year; 2001–02 President-Elect; 2000–01 Vice President. Chapter: 2002–03, 1999–2000 Professional Member of the Year; 1999–2000 President; 1998–99 First Vice President; 1997–98 Second Vice President. Chaired and/or served on numerous chapter and division committees.

Other: The Academy; Notary; 1996 to present Secretary of Academic Advisory Committee for Business Studies, West Virginia State Community and Technical College; 2002–2007 coordinated and taught CPS review course, West Virginia State Community and Technical College; article published in Summer 2002 edition of *West Virginia Executive* magazine; various radio and TV appearances during Administrative Professionals Week, including West Virginia State University's TV program "State Today" as featured guest during APW.

Platform: Visibility, credibility and adaptability are essential to IAAP's continued growth and expansion. It is necessary for our association to be proactive and visionary so members have the tools to be trend setters of their profession, and in turn be positive ambassadors for IAAP within the business community.

Candidate for Secretary



Janine Joy Riemersma CPS/CAP

Sandy Shores Chapter, Michigan Division, Great Lakes District

Office Services Automation and Technology Manager reporting to Chelly Heeringa, Administrative Services Director, Fishbeck, Thompson, Carr and Huber, Inc.; with FTC&H 21 years.

Muskegon Business College graduate, now known as Baker College; 2007 AIIM International Conference and Exposition; ongoing professional development seminars and software training.

International: 2008–09 Secretary; 2004–08 Trustee, Retirement Trust Foundation (2006–08 Chairman, 2005–06 Vice Chairman, 2003–04 Trustee Liaison); 2003–04 Retirement Trust Foundation Committee. Division: 2002–03 President; 2001–02 President-Elect; 2000–01 Vice President; 1999–2000 Recording Secretary; 1998–99 Corresponding Secretary. Chapter (Grand Rapids): 1997–98 President; 1996–97 President-Elect; 1995–96 Secretary of the Year. Chaired and/or served on numerous chapter and division committees.

Platform: We have the winning idea; the mission that makes IAAP stand out from the rest. Combining this with our successful strategic framework, IAAP has an established guide for expressing our ideas, measuring our current achievements, and formulating our vision for the future. We will remain the preeminent association for administrative professionals.



Candidate for Treasurer



Karlena Rannals CPS/CAP

Palomar Chapter, California Division, Southwest District

Administrative Manager, Rancho Santa Fe Fire Protection District, Nicholas G. Pavone, Fire Chief; with Rancho Santa Fe Fire Protection District 27 years.

Courses at Palomar College and San Diego State University Extension; National Fire Academy; ongoing courses, seminars and workshops.

International: 2008–09 Treasurer; 2006–08 Director, Southwest District. Division: 2005–06 President; 2004–05 President-Elect; 2003–04 Vice President; 2001–03 Treasurer; 2001 Division Meeting Coordinator. Chapter: 1998–2000 President; 1996–98 Vice President; 1993–97 Treasurer; 1998 Professional Secretary's Day Luncheon chair. Chaired and/or served on numerous chapter and division committees.

Other: 1990 to present San Diego County Fire Chiefs' Association Administrative Section charter member; 1991 to present California Fire Chiefs Association Administrative Fire Services Section; 1996 to present Palomar College Business Education Advisory Council; 2002 to present Mira Costa Community College Business Office Technology Advisory Council.

Platform: The International Board must continue to develop financial strategies that strengthen the association's mission and enhances success for the "Career-Minded Administrative Professional." I have the vision, dedication and determination to improve the programs and services our association needs to achieve greater success in retention, growth and diversity.

Candidate for Director, Canada District



Sharron Buttler CPS/CAP

Ottawa Chapter, Ontario Division

Executive Assistant to Ross MacDonald, Vice President Vetronic Systems, General Dynamics Canada; with General Dynamics Canada nine years.

2001 Project Management Professional designation (PMP); 2001 Algonquin College certificate (Honours) in Project Management; 2001 Algonquin College certificate in Management Skills Program; 2001 Ontario Ministry of Training, Colleges and Universities certificate in Management Development Program/Leadership Skills; 2004 Ontario Ministry of Training, Colleges and Universities certificate in Management Development Program/Business Management Skills Program.

Division: 2008–09 President; 2007–08 President-Elect, new chapter builder pin (student chapter); 2006–07 Vice President, new chapter builder pin (student chapter). Chapter: 2004–06 President, 2004–05 Distinguished Chapter President, new chapter builder (corporate chapter); 2006 Administrative Excellence Award runner up; 2003–04 President-Elect; 2002–03 Vice President. Chaired and/or served on numerous chapter and division committees.

Other: Association of Executive and Administrative Professionals (AEAP) and American Society of Administrative Professionals (ASAP).

Platform: My mission, as Canada District Director, will be to ensure that our Canadian members recognize that they are vital, contributing members of the association and that getting "involved" in IAAP is a rewarding and educational experience— not simply "more work."

Candidate for Director, Great Lakes



Connie L. Switts CPS/CAP, CWCA

Dublin Chapter, Ohio Division

Executive Assistant to Tina S. Ambroz, Associate Vice President, Sales Development, Nationwide Financial; with Nationwide 30 years.

CNS, Certified Nationwide Secretary and CWCA, Certified World Class Assistant.

Division: 2008–09 President; 2007–08 President-Elect; 2006–07 Vice President; 2005–06 Recording Secretary; 2004–05 Treasurer; 2003–04 Division Image Committee. Chapter: 2003 transferred from Heart of Ohio to Dublin; 1992–1997 Syracuse (NY) 1995–96 President; 1993–95 Vice President. Chaired and/or served on numerous chapter (all three) and division committees.

Other: The Academy; Notary Public State of Ohio; American Society of Administrative Professionals (ASAP); Paint and Palomino Horse Association life member; Automobile University—Continuous Learning.

Platform: We are an association of members, for members and by members. Driven by passion and commitment, I aim to improve communication, increase collaboration and meet our members' needs. It is up to you and me to make our association better— day in and day out— from this day forward.

Candidate for Affiliate Representative



Jennifer Sandra Hinkson CMP

Barbados Association of Office Professionals, Barbados

Assistant Registrar/Protocol Officer reporting to Jacqueline Wade, Campus Registrar, University of the West Indies.

Certified Meeting Professional (CMP); BA History and Management, University of the West Indies, Cave Hill Campus, Barbados; MSc International Conference Management, Sheffield Hallam University, England; Certified Protocol and Diplomacy Professionals, Brussels, Belgium; Protocol and Diplomacy International – Protocol Officers Association, USA.

International: 2008–09 Affiliate Representative; 2006–08 President, Caribbean Association of Administrative Professionals; 2000–01 President, Barbados Association of Office Professionals.

Other: 1997–98 Kiwanis Club of Barbados North, President; 2001–02 Kiwanis International, Eastern Canada and Caribbean District, Divisional Secretary.

Platform: The International Association of Administrative Professionals continues to embrace our member associations from around the globe. The support given provides us with the foundation for future growth and development which would ensure that we continue to offer quality products and services to our constituents.



Candidate for RTF Trustee



Kathrynne Hampton CPS/CAP

Calgary Chapter, Western Canada Division, Canada District

Facilities Supervisor – Canada reporting to Linda Warner, Facilities Manager – North America, Kinder Morgan Canada, Inc.; with Kinder Morgan Canada, Inc., three years. Prior: Paramount Resources and Apache Canada Ltd.

Fundamentals of Marketing, Mount Royal College, Calgary; Travel Advisor, Southern Alberta Institute of Technology, Calgary; ongoing seminars and workshops.

International: 2007–09 Trustee, Retirement Trust Foundation (2007–08 Secretary, 2008–09 Chairman); 2005–07 Director, Canada District; 2003–05 Retirement Trust Foundation Committee; 2001 Canada District Conference Coordinator. Division: 2002–03 President; 2001–02 President-Elect; 2000–01 Vice President; 1999–2000 Treasurer. Chapter: 1997–99 President; 1996–97 Vice President. Chaired and/or served on numerous chapter and division committees.

Other: The Academy; Toastmasters International, Speakers' Pipeline Chapter, Calgary.

Electronic Voting

Using SuperbServ's Data Station for voting is as easy as using your neighborhood ATM. When you arrive at the voting area during the annual meeting, you'll see a voting machine.

- Read the name of the office and review the list of candidates.
- Press the button that corresponds with the candidate for whom you want to vote.
- The candidate's name you select will flash, and the screen will automatically forward to the list of candidates for the next office.
- Continue voting until you have selected candidates for all offices that you wish to cast a vote.
- If you want to change your vote at any time, you can press the "Back" key until you reach the candidate for whom you want to change your vote.
- Once you have successfully selected candidates for those offices you wish to cast a vote, you will want to lock-in your vote. To do this, choose the response on the last screen labeled "Finalize Ballot."
- When you have finished voting, notify the appropriate volunteer at the polling location so the machine can be reset for the next voter.

Thursday, July 30

8:30 AM–11:45 AM



600 A Picture Is Worth A Thousand Words

Track: Mastering Technology

3R-G

Whether you are creating a PowerPoint presentation, a cover for a printed report, a t-shirt for your company picnic, or the next edition of your chapter newsletter, digital images can make your work stand out. In this workshop, we'll explore how to:

- Take quality digital pictures
- Organize them so you can find what you are looking for
- Get photos taken by others
- Use free and inexpensive tools to enhance images
- Position images and diagrams where you want them in your documents and presentations

Spend the morning with us and you'll learn how to:

- Find images online to meet your needs
- Transfer images from cameras to computers
- Retouch pictures
- Flip, crop, recolor, highlight and frame images
- Create photo collages
- Share photos online
- Create custom products like business cards, t-shirts and stamps using your images

Gini Courter and Annette Marquis

8:30 AM–11:45 AM

Must be Division Officers or Chapter President/Representative to attend



601 From Competence To Confidence: The Art Of Being Unstoppable

Track: The Ultimate Professional

2½ R-G

◆ Most people with a job acquired it because of a certain level of competence. However, it is common to meet individuals who lack the confidence that could transform them from good to great.

In this workshop, we will take a closer look at the concept of greatness and how to attain it. Anyone can be competent once they've learned a new skill set. However confidence is something that begins on the inside. To be confident, one must venture into the unknown. As your guide, Wilny Audain will teach you some of the basic rules and give you the basic tools you will need.

Wilny will stretch your mind and bend your thinking to look at probabilities from different perspectives as he unpacks the seemingly impossible to find unbelievable possibilities. He will teach you how to manage your daily life more effectively so your future will look more promising and less stressful. You will learn how to simplify your processes and the way you communicate your needs and your wants.

We will end the workshop by anchoring the concept of accountability and explore:

- To be confident you have to flatten your round world
- How to swim with sharks and survive when your blood is in the water
- Using what you know to get to what you don't know and still affect the years ahead
- The creative art of living your future right now and beyond
- The art of taking confident risks jumping from the springboard of competence
- Five things you must do to have a happy life

Wilny Audain

To read an expanded description, click ◆ at the beginning of copy.

International Education Forum and Annual Meeting Registration Form

See instructions on page 40 for properly filling out this form. Only one registrant per form— copy for additional registrants.

(1) Registrant's Information

☐ IAAP Member? Member Number _____ ☐ Nonmember? (Join IAAP below!)

Name _____

Company Name _____

Mailing Address _____

City _____ ST/PROV _____ Zip/PC _____ Country _____

E-mail _____ Daytime Phone Number _____

☐ Please check this box if you wish to not have your e-mail address shared with Office Expo exhibitors and meeting sponsors.

☐ Attending the First-Timers Orientation on Saturday, July 25?

☐ Vegetarian? (please be advised that special orders may take longer to serve)

☐ Member of an International Affiliate Association? (name) _____

(2) Credentials (Only fill this box out *if* you are a Delegate or Alternate)

Must be received at HQ by July 6, 2009

☐ Registered online; need to upgrade to Delegate or Alternate

☐ Division Delegate? ☐ Division Alternate?

Division Name/Div. No. _____ / _____

☐ Chapter Delegate? ☐ Chapter Alternate?

Chapter Name/Chp. No. _____ / _____

☐ Affiliate Delegate? ☐ Affiliate Alternate?

Affiliate Name/Aff. No. _____ / _____

No deadline extensions
per Bylaw Article XIII,
Meetings, Section 1.

Required Signatures: You must obtain **both** signatures **before** submitting form.

President Signature (required to be credentialed)

Treasurer Signature (required to be credentialed)

(3) Full Meeting Package: Includes Business Sessions, Tuesday Morning Session, Evening of Welcome,

Evening of Entertainment, Tuesday/Wednesday Educational Workshops, Office Expo+, Video Theater and Banquet (per person rate)

	Early Date by July 30	Regular Date by July 2	Late July 3 or after	\$ Amounts
Member or Affiliate	☐ \$495	☒ \$545	☒ \$595	_____
Student/Advisor♦	☐ \$170	☒ \$220	☒ \$275	_____
Nonmember♦	☐ \$595	☒ \$645	☒ \$695	_____
♦Join IAAP	☐ \$ 73	☒ \$ 73	☒ \$ 73	_____

♦If joining, please pay member rate. Includes \$15 processing fee; International members \$93/year.

♦IAAP Student Chapter Advisor registrations must be accompanied by two student registrations to receive the special rate.

♦Office Expo open to IAAP members or full meeting registration attendees only.

(4) Additional Events:

Options for all registrants— Costs **not included in full meeting package (per person rates)**

Saturday Educational Workshops			
Per session cost	\$ 90 (AM session number _____; PM session number _____);		_____
Leadership Luncheon	\$ 40		_____
Thursday Educational Workshop	\$ 90		_____
Thursday Leadership Workshop♦	N/C		_____

♦Must be ☐ Division Officer or ☐ Chapter President/Representative

(5) Options for Guest/Single Event Registrants: These are already included in "Full Meeting Package"

(Office Expo open to IAAP members or full meeting registration attendees only.)

Business Sessions/Tuesday Session	☐ Sunday ☐ Monday ☐ Tuesday x	☐ \$55 each x _____ number of guests	_____
Evening of Welcome		☐ \$60 each x _____ number of guests	_____
Evening of Entertainment		☐ \$60 each x _____ number of guests	_____
Tuesday/Wednesday Workshops (list workshop choices on next page)			_____
	1 hour	☐ \$65 each x _____ number of workshops	_____
	2 hours	☐ \$75 each x _____ number of workshops	_____
	3 hours	☐ \$90 each x _____ number of workshops	_____
Banquet		☐ \$65 each x _____ number of guests	_____

Be sure to complete next page also.

Grand Total _____

REGISTRANT NAME _____

No on-site changes for workshops— please review carefully!

(6) Tuesday Afternoon, July 28, Educational Workshops (included in Full Meeting package)

1:00–3:00 pm (workshops 400–407)

3:30–4:30 pm (workshops 420–427)

1 st Choice

2 nd Choice

3 rd Choice

(7) Wednesday Morning, July 29, Educational Workshops (included in Full Meeting package)

Select **one** longer workshop (500–504) **or** **three** shorter workshops (520–542)

8:00–11:15 am (workshops 500–504)

OR

8:00–9:00 am (workshops 520–522)

9:30–10:30 am (workshops 530–532)

11:00 am–12:00 noon (workshops 540–542)

1 st Choice
OR

2 nd Choice
OR

3 rd Choice
OR

Wednesday Afternoon, July 29, Educational Workshops (included in Full Meeting package)

Select **one** longer workshop (550–554) **or** **two** shorter workshops (560–572)

1:30–3:30 pm (workshops 550–554)

OR

1:30–2:30 pm (workshops 560–562)

3:00–4:00 pm (workshops 570–572)

1 st Choice
OR

2 nd Choice
OR

3 rd Choice
OR

(8) Payment Information

☐ Only US and Canadian Purchase Orders will be accepted. Copy of Purchase Order must be attached. PO number _____

☐ Enclosed is a check or money order (no faxed copies accepted) payable to IAAP, in US dollars.

Credit Card

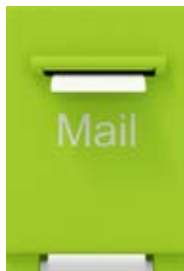
☐ Visa ☐ MasterCard ☐ Discover ☐ American Express

Card Number _____ Expiration Date _____

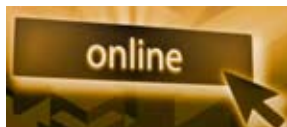
Total Amount Authorized (should match Grand Total from page 18) \$ _____

Authorization Signature (**required** for processing) _____

How To Register



Mail **with check**
to PO Box 20404,
Kansas City MO
64195-0404



You can [register online](#)



Fax **with** credit card or
purchase order informa-
tion to 816.891.9118



Questions? E-mail meetings@iaap-hq.org

If you fax or mail your registration, you should receive a confirmation within three weeks, via postal mail, of submitting your form. If you register online, you will receive an immediate confirmation via e-mail. Please notify us if you do not.

It is IAAP's policy to comply with the Americans with Disabilities Act. If special arrangements are necessary for an individual with a disability to attend this program, contact meetings@iaap-hq.org via e-mail. Notice of special needs must be received by July 6, 2009.



Registration Form

Early bird registration deadline is June 5, 2009.

- *Please print or type registration form.*
- *Only one member or guest per form.*
- *Please copy the form for any other individuals.*
OR [register online](#)
- *Registration is limited— register early.*

Instructions correspond to numbered sections on form.

- (1) **Registrant's Information:** Please check all boxes that apply to you. Fill in all information requested. This is necessary to process your registration.
- (2) **Credentials:** If you are representing your Division/Chapter/ Affiliate Association as either a delegate or alternate, you must fill out this box including required signatures. All others go to No. 3.
- (3) **Full Meeting Package:** If you are taking a full registration, mark appropriate line and fill in amount, then go to No. 4.
- (4) **Additional Events:** These are events not included in the full registration fee. Check the boxes for the event(s) you wish to attend. Record and total all costs on the appropriate line.
- (5) **Options:** If you are registering for single events for yourself or a guest, check the events you wish to attend. Enter the costs on the appropriate line.
- (6) **Tuesday Afternoon:** Indicate your choices for Educational Workshops.
- (7) **Wednesday Morning and Afternoon:** Indicate your choices for Educational Workshops. Please double-check for conflicting times.
- (8) **Payment Information:** Indicate form of payment (**US funds only**). Registration will not be processed without appropriate form of payment. Mail or fax to IAAP as indicated in the "How to Register" section on page 39.

Policies

Cancellation/Refund Policy

Cancellations must be received by June 30, 2009 to be eligible for a partial refund, less a \$100 processing fee. There will be no refunds for cancellations received at Headquarters July 1 or after.

Scent-Free Environment

To ensure the comfort of everyone attending the meeting, please do not wear scented products. Thank you for your understanding.

No Smoking Policy

For the comfort and health of all attendees, smoking is not permitted at any IAAP function.

Weather

Minneapolis

The average temperature in Minneapolis during the summer is in the 80s (Fahrenheit). The business sessions and educational workshops will be in an air-conditioned environment. It is suggested that you dress in layers.

Miscellaneous

Workshop Tickets

Individual workshop tickets will be collected at the door. Anyone not presenting a ticket will be asked to wait outside until all ticket holders have taken a seat.

Continuing Education Units

During the keynote sessions and workshops, .1 CEU will automatically be awarded for each contact hour. CEU transcripts will reflect attended workshops.

Recertification Points

To receive recertification points, CPS and/or CAP holders will need to complete and submit the form included in the registration packet you will receive on site. One recertification point per full contact hour of instruction will be provided for approved sessions as indicated on pages 14–15 and each workshop description.

IAAP Superstore/Book Nook

Make the IAAP Superstore your “one-stop shop” for books, educational products, certification materials, supplies for your IAAP Division/Chapter operations and emblematic. The Book Nook offers an opportunity to purchase materials by speakers or topics that supplement the workshops.

Hospitality Room

Visit the Hospitality Room to renew old acquaintances, make new friends or find a shopping, dining or sightseeing companion. The Hospitality Room is “information central” for both first-time attendees and education forum veterans.

Final Night Banquet Seating

You will be able to receive a seat assignment for the Final Night Banquet. Table assignments will be available for the Final Night Banquet at the seating booth that will be conveniently located in the registration area. Seating will be assigned on a first-come, first-served basis. The floor plan will be available. Those wishing to sit together should have one person collect tickets from the group once they have registered and bring them to the seating booth for seat assignment.

What to Wear

General Sessions: Business Attire

Evening of Welcome and Evening of Entertainment: Casual

Educational Workshops: Business Attire or Business Casual

Banquet: Business attire, cocktail or after-five wear



International Association of
Administrative Professionals
10502 NW Ambassador Drive
PO Box 20404
Kansas City, MO 64195-0404
816-891-6600 :: fax: 816-891-9118
www.iaap-hq.org