

education
forum
&
annual
meeting

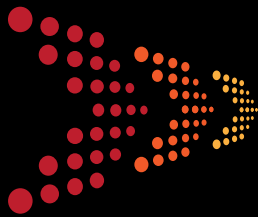
The
Administrative
Edge



Hynes Convention Center, Boston, Mass.

July 18-21, 2010





An Invitation from International President Susan Shamali, CPS/CAP

I can't believe it's already time to begin thinking about this year's Education Forum and Annual Meeting. It seems like just yesterday we were in Minnesota for last year's EFAM. I've been coming to our yearly meeting for over 10 years and each time I come away energized, not only from the speakers but also from networking and the new friendships I make. I'm excited that the countdown is on for this year! If you haven't made plans yet to attend, don't miss the 65th International Education Forum and Annual Meeting in Boston.

A consistent comment we get about EFAM is that attendees want more education. We gave you more education last year and we're giving you even more in 2010. This year you won't just hear one energizing keynote speaker but two. In addition, we're adding an hour of educational workshops on Tuesday morning and bringing back product showcases.

The Hynes Convention Center, Sheraton Boston Hotel and Boston Marriott Copley Place are located in the Back Bay area of Boston, a thriving commercial center and one of the most beautiful and walkable areas in the city. There is an indoor walkway connecting the two hotels with the convention center, two shopping malls with many stores, restaurants and a movie multiplex.

You won't want to miss this year's EFAM. Here are a few highlights:

- Tuesday morning keynoter Vernice Armour is America's first African American female combat pilot and the first black woman to wear the gold wings of a Marine Corps aviator. As the founder and CEO of VAI Consulting and Training, LLC, Vernice shares her principles for creating breakthrough. Her high-energy session will help you go from where you are to where you want to be. Learn how eradicating Zero Mentality and harnessing the power of Breakthrough Mentality leads to a breakthrough life.
- The Tuesday evening keynoter, Erin Brochovich worked as a file clerk in a law firm in 1991 when she discovered that Pacific Gas and Electric had been poisoning a small town's water system for 30 years. Her investigation resulted in a multi-million dollar settlement. You'll want to hear how to triumph when faced with overwhelming adversity.
- With pre- and post-EFAM workshops and product showcases, we're offering a total of 60 sessions to choose from to help you retain The Administrative Edge in your workplace.
- An annual highlight is the Evening of Welcome. Don't miss this year's **grand slam** of a party. Be sure to wear your favorite team's hat and jersey since you may be asked to pinch hit at a moment's notice. While you're on deck, you can snack on popcorn, peanuts and Cracker Jacks as you visit with those teammates you haven't seen since last season.

Come early or stay late and explore Boston. With such a rich heritage and many sights to see, you'll want to carve out extra time. Take advantage of the trips and tours offerings and enjoy this beautiful city on the sea. With its museums, galleries and fine architecture, Boston is one destination you won't want to miss!

Join me July 18-21 to learn, network, have fun and celebrate accomplishments of the 2009-2010 Power of Commitment year. See you in Boston!

Susan Shamali, CPS/CAP
International President

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Registration



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

Preliminary program of events— subject to change.

	Saturday, July 17	Sunday, July 18	Monday, July 19		
8:00	Saturday Educational Workshops Location: Rooms 302, 304, 306	Delegates Briefing Location: Exhibit Hall D	Voting Polls 1 Location: Rooms 304, 306	Office Expo 2010 Location: Exhibit Hall C	
9:00		Opening Business Session Location: Exhibit Hall D			Product Showcases
10:00			Voting Polls 2 Rooms 304, 306		
11:00			Voting Polls 3 Rooms 304, 306		
12:00					
1:00	Saturday Educational Workshops Location: Rooms 302, 304, 306	Office Expo 2010 Exhibit Hall C	Leadership Luncheon Location: Ballroom AB		
2:00			Caucuses Location: Rooms 302, 304, 306, 309, 310, 312, 313 (see page 9)	Delegates Briefing Location: Exhibit Hall E	
3:00			Candidate Forum Location: Rooms 301, 303, 305, 308	Business Session Reconvenes Location: Exhibit Hall D	
4:00					
5:00	First Timers Orientation Location: Ballroom A				
6:00	Members-At-Large Meeting Location: Ballroom A				
7:00					
8:00		Evening Of Welcome Location: Ballroom			
9:00					
10:00					

Information on [hotel or airline reservations](#) and other transportation available.

At a Glance

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

Tuesday, July 20	Wednesday, July 21	Thursday, July 22		
			8:00	
Tuesday Morning Keynote Location: Exhibit Hall D	Educational Workshops Location: Rooms 302, 304, 306, 309, 313, Ballrooms A, B, C	Thursday Educational Workshop Location: Sheraton Boston Republic Room	Thursday Leadership Workshop Location: Sheraton Boston Grand Ballroom	
				9:00
Educational Workshops Location: Rooms 302, 304, 306, 309, 313, Ballrooms A, B, C				10:00
				11:00
			12:00	
Educational Workshops Location: Rooms 302, 304, 306, 309, 313, Ballrooms A, B, C	Educational Workshops Location: Rooms 302, 304, 306, 309, 313, Ballrooms A, B, C		1:00	
			2:00	
			3:00	
			4:00	
Tuesday Evening Keynote Location: Exhibit Hall D	Networking Reception Location: Exhibit Hall D Foyer		5:00	
	Final Night Banquet Location: Exhibit Hall D		6:00	
		7:00		
		8:00		
		9:00		
	International Board Of Directors Reception Location: Sheraton Boston, Grand Ballroom		10:00	

Take in some of the [sights of Boston](#).



Onsite Registration And Credentials Hours

Onsite Registration and Credentials Registration (delegates/alternates) will be in room 200. Pre-registered Attendees Registration (paid in full) will be located on level 2 in Boylston Hallway.

Times	Friday, July 16	Saturday, July 17	Sunday, July 18	Monday, July 19	Tuesday, July 20	Wednesday, July 21
7:00 a.m.				✦		
8:00 a.m.						
9:00 a.m.						
10:00 a.m.						
11:00 a.m.						
Noon						
1:00 p.m.						
2:00 p.m.						
3:00 p.m.						
4:00 p.m.						
5:00 p.m.						
6:00 p.m.			★			

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

✦Only onsite registration will be available starting Monday.

Rehearsal For Candidates, Award Recipients And Flag Bearers

Location: Exhibit Hall D

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 17

4:00–4:30 p.m.

Candidate Rehearsal

Walk through/audio check

4:30–5:00 p.m.

Parade Of Nations Rehearsal

If you are a participant in the Parade of Nations, it is mandatory that you attend this rehearsal.

7:00–7:30 p.m.

Avery Award Winners Rehearsal

Wednesday, July 21

5:00–5:30 p.m.

Division Of Excellence Rehearsal

Schedule

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

Preliminary program of events— subject to change.

Saturday, July 17

8:30–11:45 a.m.

Saturday Educational Workshops

See page 18 for descriptions.

Location: Rooms 302, 304, 306

1:15–4:30 p.m.

Saturday Educational Workshops

See page 19 for descriptions.

Location: Rooms 302, 304, 306

5:00–5:45 p.m.

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.

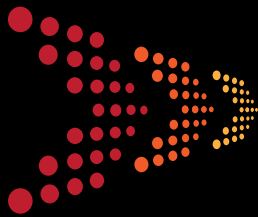
Location: Ballroom A

6:00–6:45 p.m.

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: Ballroom A



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

Preliminary program of events— subject to change.

Sunday, July 18

8:00–8:30 a.m.

Parliamentarian Meeting With Delegates

No entry permitted after 8:00 a.m.

Location: Exhibit Hall D

9:00 a.m.–Noon

Opening Business Session

Join us for the business session as we watch the inspiring Parade of Nations and hear about the state of the association from IAAP International President Susan Shamali, CPS/CAP. Make sure to come for candidate introductions and more business of the association.

Location: Exhibit Hall D

1:00–6:00 p.m.

Office Expo 2010

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 C

1:30–2:30 p.m.

District Caucuses

This is the one opportunity during the annual meeting for members from each district 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 310	Canada District Caucus
Room 312	Great Lakes District Caucus
Room 306	Northeast District Caucus
Room 309	Northwest District Caucus
Room 302	Southeast District Caucus
Room 304	Southwest District Caucus

1:30–5:00 p.m.

Affiliate Caucus/Focus Group

Invitation Only

Location: Room 313

Schedule

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

Preliminary program of events— subject to change.

Sunday, July 18

3:30–4:30 p.m.

Candidate Forum

Delegates/Alternates only

Location: Rooms 301, 303, 305, 308

4:30–5:00 p.m.

Candidate Forum

Open to all attendees

Location: Rooms 301, 303, 305, 308

8:00–10:00 p.m.

Evening Of Welcome

Take Me Out To The Ballgame

Step up to the plate and aim for the fence! IAAP's Evening of Welcome has the bases loaded for what is sure to be a **grand slam** of a party. And be sure to wear your favorite team's hat and jersey since you may be asked to pinch hit at a moment's notice. While you're on deck, you can snack on popcorn, peanuts and Cracker Jacks as you visit with those teammates you haven't seen since last season. So start warming up in the bullpen, because the ump's gonna yell "Batter up!" before you know it!

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

Limited seating.

Location: Ballroom





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

Preliminary program of events— subject to change.

Monday, July 19

8:00–9:00 a.m.

Voting Polls Open

Location: Rooms 304, 306

8:00–11:30 a.m.

IBSR Committee Office Hours

Location: 307

8:00 a.m.–1:00 p.m.

Office Expo 2010

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 C

10:00–10:45 a.m.

Voting Polls Open

If second ballot is required

Location: Rooms 304, 306

11:15–11:45 a.m.

Voting Polls Open

If third ballot is required

Location: Rooms 304, 306

10:00–11:00 a.m.

Product Showcase— Sodexo Conferencing

There's A Difference Between A Podium And A Lectern?... And 25 Other Things You Need To Know Before You Plan Another Meeting

Planning meetings... while it seems simple enough, by the time you are well into the process you realize this is a lot of work! Not only that, professional meeting planners and suppliers seem to have a language all their own. Join us for 26 quick tips about meeting planning including terminology, venue selection, contract language, audio visual and more.

Erin Peschel, CMP

Schedule

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

Preliminary program of events— subject to change.

Monday, July 19

11:30 a.m.–12:30 p.m.

Product Showcase— Fairmont Hotels

Meeting Planning Made Simple

Do you organize small or large group meetings for your office? Learn how you can save time planning a successful meeting, organizing group rooms *and* earn rewards for yourself all at the same time! Planning quickly, accurately and within budget *is* obtainable! Let us show you how just *one* call to Fairmont-Raffles-Swissôtel Global Events and Meetings Solutions can provide you with one or multiple proposals, a speedy response and destination advice from Calgary to Cairo, Moscow to London and Miami to Maui. Whether you are creating a VIP board meeting, an international incentive program or an impressive product launch, we guarantee you a stress free experience! Let Fairmont-Raffles-Swissôtel Global Events and Meetings Solutions do the planning while you take the credit... and earn rewards while you do it with ResPlus, our frequent booker loyalty program.

Judith LaBrie

12:30–2:00 p.m.

Leadership Luncheon

Open to the first 700 attendees who register and pay.

Put Your Whole Self In!

Life And Leadership The Hokey Pokey Way

Track: Leadership Excellence

The question boggling the minds of today's great philosophers: What if the Hokey Pokey really is what it's all about? With everything going on in the world today, putting your whole self in is, indeed, what it's all about!

To be successful in life, put your whole self in. Kelly Tyler will show us how...

- To create a personal mission statement we can believe in and live for every day
- We're made to move forward and can remain focused in the midst of distractions
- Putting our whole selves in gives the momentum to say "yes" or "no"
- To give as much to ourselves as we do to others— and why doing so is powerful

Kelly Tyler puts her whole self into her life as a leadership development consultant, speaker, author, connector, mentor, and aunt. *Put Your Whole Self In! Life & Leadership the Hokey Pokey Way*, published by Fired Up! Publishing in 2010, is Kelly's second book. Her first, *Secrets of Seasoned Professionals*, has become a staple for new employee orientation in organizations across the country.

For more information about Kelly's services, publications and background, please visit her website: www.KellyTylerTrainingServices.com

Location: Ballrooms AB



Kelly Tyler

Sponsor:

Great results
begin with Avery!



2:15–2:45 p.m.

Delegates Briefing Session

Location: Exhibit Hall D

3:00–6:00 p.m.

Business Session Reconvenes

Location: Exhibit Hall D



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

Preliminary program of events— subject to change.

Tuesday, July 20

8:30–10:00 a.m.



Vernice Armour

Sponsor:

OFFICETEAM®

Keynote Morning Session

Keynote Speaker: *Vernice Armour*

Who Needs A Runway?!?

How To Take Off From Where You Are And Go From Zero To Breakthrough!

Track: **Managing Yourself And Your Career**

The bottom line is that we have to move into action from where we are! Unfortunately, many people become paralyzed in the preparation phase. Decide what you want, put your stake in the ground and execute! Vernice calls this making a commitment to the commitment. Give your organization the boost it needs and come together as a team, understand how objectives support the overall strategy, and accomplish the mission achieving the desired results!

Leave with an invigorating perspective that reveals how to:

- **Ignite Your Work-life:** Infuse passion in your life professionally and personally!
- **Breakthrough Obstacles:** Recognize and utilize the skills and talents of everyone around
- **Unleash Your Inner Potential:** Lead a Zero to Breakthrough™ life with a “break-through mentality” as the foundation
- **Accelerate Your Success:** Unleash your full potential no matter where you start from!

Location: Exhibit Hall D

10:30–11:30 a.m.

Educational Workshops

See pages 20–21 for descriptions.

Location: Rooms 302, 304, 306, 309, 313, Ballrooms A, B, C

1:00–4:30 p.m.

Educational Workshops

See pages 22–25 for descriptions.

Location: Rooms 302, 304, 306, 309, 313, Ballrooms A, B, C

5:00–6:00 p.m.



Erin Brockovich

Keynote Evening Session

Keynote Speaker: *Erin Brockovich*

Take It From Me, Life’s A Struggle, But You Can Win

Track: **Managing Yourself And Your Career**

In 1991, struggling single mother Erin Brockovich was working as a file clerk at a local law firm, Masry and Vititoe, when she came across some curious medical records on a case. She decided to look into the matter, and her investigation unearthed proof that toxic leakage from the Pacific Gas and Electric Company had been poisoning Hinkley’s water system for over 30 years endangering the lives of many living nearby through leaking Chromium 6 into the ground water. In 1996, resulting from the largest direct action lawsuit of its kind, spearheaded by Erin Brockovich and Masry, the utility was ordered to make the largest legal settlement in U.S. history, some \$333 million in damages to more than 600 Hinkley residents. Erin later hosted three seasons of the Lifetime series, *Final Justice With Erin Brockovich* which celebrated everyday women who triumphed when faced with overwhelming adversity. Her book, *Take It From Me. Life’s A Struggle But You Can Win*, was a best seller.

Location: Exhibit Hall D

Schedule

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

Wednesday, July 21

8:00 a.m.–Noon

Educational Workshops

See pages 26–30 for descriptions.

Location: Rooms 302, 304, 306, 309, 313, Ballrooms A, B, C

1:30–4:00 p.m.

Educational Workshops

See pages 31–34 for descriptions.

Location: Rooms 302, 304, 306, 309, 313, Ballrooms A, B, C

5:30–6:30 p.m.

Networking Reception

Location: Exhibit Hall D Foyer

6:30–9:30 p.m.

Final Night Banquet

Location: Exhibit Hall D



President-Elect

Mary Ramsay-Drow, CPS/CAP

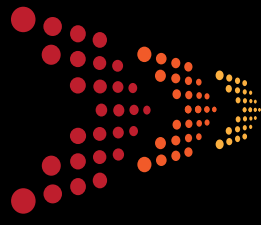
will assume office as your 2010–2011 International President. She is the executive assistant to the general counsel at Harley-Davidson, Inc. Mary is a member of the Milwaukee Chapter, Wisconsin Division.

9:30 p.m.

International Board And RTF Trustees Reception

Meet the 2010–2011 International Board Of Directors and RTF Trustees.

Location: Sheraton Boston Hotel, Grand Ballroom



Preliminary program of events— subject to change.

Thursday, July 22

8:30–11:45 a.m.

Thursday Educational Workshop

PowerPhrases, Dynamic Conversations And SpeakStrong Strategies, *Meryl Runion*

See page 35 for description.

Location: Sheraton, Boston Hotel, Republic

8:30–11:45 a.m.

Thursday Leadership Workshop

Embrace Your Lazy Leader For Outrageous Results, *Cynthia D'Amour*

See page 35 for description.

Location: Sheraton Boston Hotel, Grand Ballroom

Must be division officers or chapter president/representative to attend



Educational Tracks

On this page you will find educational tracks for the Saturday workshops, both keynote speakers, the luncheon speaker, the Thursday workshop and the Thursday leadership workshop.

On the following two pages you will find educational tracks for all Tuesday and Wednesday workshops,

There are nine categories:

- Building administrative and management skills
- Business trends and issues
- Enhancing business communications
- Interpersonal relations for the savvy admin
- Leadership excellence
- Managing yourself and your career
- Mastering technology
- The ultimate professional
- Workers, workplaces and the law

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.

LEADERSHIP EXCELLENCE
Saturday, 8:30–11:15 a.m. 102: Lead, Laugh Or Get Out Of The Way 3R
Saturday, 1:15–4:30 p.m. 122: I Blew It, I Knew It And What I Learned Through It 3R
Monday, 12:30–2:00 p.m. Leadership Luncheon Put Your Whole Self In! 1R
Thursday, 8:30–11:45 a.m. 601: Leadership Workshop Embrace Your Lazy Leader For Outrageous Results 1½R

MASTERING TECHNOLOGY
Saturday, 8:30–11:45 a.m. 100: SharePoint Team Sites 3R
Saturday, 1:15–4:30 p.m. 120: InfoPath: Creating, Publishing And Distributing Forms 3R

THE ULTIMATE PROFESSIONAL
Saturday, 1:15–4:30 p.m. 121: Creativity And Innovation—It's All Fun And Games 3R

MANAGING YOURSELF AND YOUR CAREER
Saturday, 8:30–11:45 a.m. 101: Mastering The Mindset Of A Manager 3R
Tuesday, 8:30–9:30 a.m. Morning Keynote Who Needs A Runway!?! 1R
Tuesday, 5:00–6:00 p.m. Evening Keynote Take It From Me, Life's A Struggle, But You Can Win 1R

INTERPERSONAL RELATIONS FOR THE SAVVY ADMIN
Thursday, 8:30–11:45 a.m. 600: PowerPhrases, Dynamic Conversations And SpeakStrong Strategies 3R



MANAGING YOURSELF AND YOUR CAREER
Tuesday, 1:00–3:00 p.m. 401: Developing A Career Calling Card: Your Professional Portfolio 2R
Tuesday, 1:00–3:00 p.m. 402: More Time For You—Breaking The Cycle Of Too Much To Do And No Time To Do It 2R
Tuesday, 1:00–3:00 p.m. 405: Updating Your Job Description: Defining Who You Are And What You Do Today 2R
Tuesday, 3:30–4:30 p.m. 422: Going From Unsung Hero To Superhero 1R
Tuesday, 3:30–4:30 p.m. 425: How To Prepare For Your Performance Review And Get Everything You Want And Need 1R
Wednesday, 11:00 a.m.–Noon 542: Keep Your Eye On The Target! Staying Focused Amidst Chaos And Change 1R
Wednesday, 1:30–3:30 p.m. 552: Managing Emotions And Excelling Under Pressure 2R

BUSINESS TRENDS AND ISSUES
Tuesday, 10:30–11:30 a.m. 302: Panel Discussion: Administrative Excellence In Today's Economy 1R
Tuesday, 10:30–11:30 a.m. 305: Domestic Violence In The Workplace: The Hidden Epidemic 1R
Tuesday, 1:00–3:00 p.m. 403: 21st Century Workplace Challenges 2R
Tuesday, 1:00–3:00 p.m. 404: People's Differences Make The Difference In Transforming The Ordinary To The Extraordinary 2R
Wednesday, 8:00–11:15 a.m. 503: Admins To The Forefront: Creating The High Velocity Organization 3R
Wednesday, 3:00–4:00 p.m. 572: Go Green With Avery 1R

THE ULTIMATE PROFESSIONAL
Wednesday, 8:00–11:15 a.m. 502: Emotional Intelligence—How To Get It, How To Use It, How To Leverage It 3R
Wednesday, 9:30–10:30 a.m. 532: The Power Of Professional Integrity 1R
Wednesday, 1:30–3:30 p.m. 554: Ethical Dilemmas In The Workplace: The Admin Challenge 2R

WORKERS, WORKPLACES AND THE LAW
Wednesday, 8:00–9:00 a.m. 521: All You Need To Know About Workplace Discrimination And Harassment 1R
Wednesday, 9:30–10:30 a.m. 531: Yours, Mine And Ours: Don't Mess With People's Paychecks 1R
Wednesday, 11:00 a.m.–Noon 541: Untangling The Confusing Rules And Regulations Of Family Leaves 1R
Wednesday, 1:30–2:30 p.m. 561: Where In The World Are Employee Benefits Headed? 1R
Wednesday, 3:00–4:00 p.m. 571: A Crash Course On Evolving And Critical HR Issues 1R

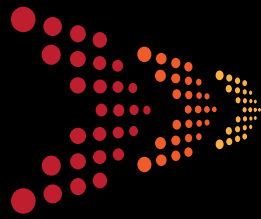
ENHANCING BUSINESS COMMUNICATIONS
Tuesday, 10:30–11:30 a.m. 303: Building And Growing Your Online Community
Tuesday, 10:30–11:30 a.m. 306: Insider Secrets To Developing Effective E-Newsletters 1R
Tuesday, 1:00–3:00 p.m. 406: How To Create Attention Grabbing Designs That Will Make Your Communication Pieces Rock! 2R
Tuesday, 3:30–4:30 p.m. 426: It Couldn't Get Any Easier—Editing And Proofing E-Newsletters 1R

Educational Tracks

INTERPERSONAL RELATIONS FOR THE SAVVY ADMIN
Tuesday, 10:30–11:30 a.m. 307: The Yakaholic 1R
Tuesday, 1:00–3:00 p.m. 407: The Bull-Dozer And The Steamroller 2R
Tuesday, 3:30–4:30 p.m. 427: The Chronic Complainer 1R
Wednesday, 8:00–9:00 a.m. 520: The Gloom 'N Doomer 1R
Wednesday, 9:30–10:30 a.m. 530: The Two-Faced Double-Crosser 1R
Wednesday, 11:00 a.m.–Noon 540: The Know-It-All 1R
Wednesday, 1:30–2:30 p.m. 560: The Fence Straddler 1R
Wednesday, 3:00–4:00 p.m. 570: The Can-Do! Who Can't Deliver 1R

BUILDING ADMINISTRATIVE AND MANAGEMENT SKILLS
Tuesday, 10:30–11:30 a.m. 301: Developing An Effective Administrative Processes And Procedures Binder 1R
Tuesday, 10:30–11:30 a.m. 304: When Admins Are Asked To Do The Asking: Negotiating Skills Guaranteed To Work 1R
Tuesday, 3:30–4:30 p.m. 424: Sure-Fire Bill Collections For Admins Who Do The Follow Up 1R
Wednesday, 8:00–11:15 a.m. 501: New Meetings And The Admin's Role In Facilitating Them In Strange And Wonderful Ways 3R
Wednesday, 8:00–11:15 a.m. 504: How To Get Things Done When You're <i>Not</i> In Charge! 3R
Wednesday, 8:00–9:00 a.m. 522: Administrative Professionals Today 1R
Wednesday, 1:30–3:30 p.m. 551: Make Every Event A Red Carpet Affair 2R
Wednesday, 1:30–2:30 p.m. 562: Avery Software and Formatting Solutions 1R

MASTERING TECHNOLOGY
Tuesday, 10:30–11:30 a.m. 300: Cool New Software 2010 1R
Tuesday, 1:00–3:00 p.m. 400: PowerPoint Around The Edges 2R
Tuesday, 3:30–4:30 p.m. 420: What's New In Office 2010 1R
Tuesday, 3:30–4:30 p.m. 421: Administrative Professional 2.0: Developing Your Professional Strategy For Online Success 1R
Tuesday, 3:30–4:30 p.m. 423: Outlook 2007 Tips And Tricks 1R
Wednesday, 8:00–11:15 a.m. 500: Word 2007/2010 For Power Users 3R
Wednesday, 1:30–3:30 p.m. 550: Make Your Excel Data Shout Out Loud 2R
Wednesday, 1:30–3:30 p.m. 553: Followers Or Friends? Social Networking With Web 2.0 2R



Saturday, July 17

8:30–11:45 a.m.

100 SharePoint Team Sites

Track: **Mastering Technology**

3R

Whether your organization is already using SharePoint or simply talking about using SharePoint, this half-day session is for you. Starting from scratch, we'll use Windows SharePoint Services 3.0 to create and provision a SharePoint site for a team, including: using a SharePoint site and figuring out the requirements for your site, creating a new site or subsite and custom lists, understanding how document libraries are supposed to work, creating custom views in document libraries, creating contacts and calendars, synchronizing SharePoint and Outlook, adding content to your site publishing content from Excel.

Notes: This session will be taught using SharePoint 3.0, the content also applies to SharePoint 2.0. Consider also attending the InfoPath session; the form created in that session will be published in the SharePoint site created in this session.

Gini Courter

101 Mastering The Mindset Of A Manager: Core Concepts For Every Admin Who Wants To Get Ahead

Track: **Managing Yourself And Your Career**

3R

After completing this super-concentrated workshop, you'll gain core skills every manager must master to succeed on the job—the same skills you need as a high-functioning admin who wants to move ahead. When the time comes to think more like a manager than an admin, having already mastered proven techniques will allow you to step into the role without batting an eyelash. In this workshop, we hone in on: motivation, delegation, communication, conflict resolution and goal setting.

Michael Meskers

102 Lead, Laugh Or Get Out Of The Way

Track: **Leadership Excellence**

3R

Being a successful leader requires many, many traits. Among them are intelligence, vision, compassion... not to mention having a thick skin, strong self-esteem and the ability to laugh at yourself.

If you have ever been red with embarrassment, white with fear or blue, just a "titch" depressed, then you have experienced life! You've also experienced material to connect with others by making them laugh. Laughter is one way to create loyalty in your client base, to find key prospects, to improve customer service, and to lead from a higher level. Laughter is the key to this workshop.

Described as energetic, charismatic, down-to-earth, pleasant and with a sincere personality, June Cline, will capture your attention and just maybe leave you in tears... of laughter. Her stories will inform you, entertain you and change the way you think about your role as a leader. Laugh until your sides ache, share great camaraderie with your peers and gain tons of smart ideas and tools to immediately boost your leadership effectiveness.

June Cline

Saturday, July 17

1:15–4:30 p.m.

120 InfoPath: Creating, Publishing And Distributing Forms

Track: **Mastering Technology**

3R

If you currently create forms using Word, Excel or even Adobe Acrobat, it's time to step up to a best-in-class form designer: Microsoft InfoPath. With InfoPath you can create beautiful, efficient forms that transfer data directly to Access, SQL Server or SharePoint. With InfoPath you can create forms that are filled out using InfoPath (just as you use Word to fill out a Word form) but you can also use SharePoint Form Services to create forms that users fill out in a web browser. InfoPath forms are easy to create using the powerful InfoPath design tools. In this session, we will: open and fill in an InfoPath form, customize an InfoPath form template, use layout tables, use controls, create an InfoPath form template from scratch, publish an InfoPath form on a network share, distribute a form using Microsoft Outlook, publish an InfoPath form on a SharePoint site, display values from InfoPath forms in a SharePoint list.

Note: Consider also attending the SharePoint session. We'll use the site created in that session to publish and display the form created in this session.

Gini Courter

121 Creativity And Innovation— It's All Fun And Games

Track: **The Ultimate Professional**

3R

Think of the most successful companies in the world— those that have been around for decades, yet keep on ticking: Coke, McDonald's, Hallmark, Apple... What do these companies have that yours might not? An appreciation of creative thinking and employees who wholeheartedly get involved in the game. You can learn to open your mind to creative thinking, and if you're already pretty good at it, you can hone techniques to take it to new, unbelievable levels.

Michael Meskers

122 I Blew It, I Knew It And What I Learned Through It

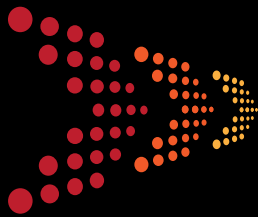
Track: **Leadership Excellence**

3R

Ohhh, the agony of self-defeat! If this should ever happen to you, be equipped with the knowledge, wit and wisdom that only experience can bring to tough situations. You will learn how to shift from agonizing, berating and exploding to assessing, expressing and rethinking. In a fun, dynamic workshop you'll learn how to bounce beyond back. You'll not only survive... you'll learn how to Sur-Thrive!

Gain invaluable leadership lessons from June Cline, an inspiring and highly entertaining leadership expert.

June Cline



Tuesday, July 20

10:30–11:30 a.m.

300 Cool New Software 2010

Track: **Mastering Technology**

1R

This workshop is an EFAM favorite with new content every year. The presenters will demonstrate free or cheap utilities, applications and websites (and the occasional piece of hardware) that fill the gaps in the large applications suites. In this session, you will get a tour of several hot new products that won't bust your budget and might make you a heroine or hero in the eyes of your organization.

Gini Courter and Annette Marquis

301 Developing An Effective Administrative Processes And Procedures Binder

Track: **Building Administrative And Management Skills**

1R

If something happened to you and you missed work for a week... or two weeks... or maybe even a month, could your co-workers or manager step in and fulfill your responsibilities without a major interruption to your office or business? Creating good step-by-step documentation takes some thought and effort, but the end result is a product that can be used over and over again. A smooth operating office is a sign of a prepared and polished professional who has the best interests of her coworkers and company at heart— and a solid administrative processes and procedures binder is essential. During this session you'll learn: how to get started creating your administrative desk reference, the appropriate items to include in your administrative desk reference, how to document understandable processes and procedures, and how to maintain your administrative desk reference in hard copy and electronic formats.

Julie Perrine, CPS/CAP, MBTI Certified

302 Panel Discussion: Administrative Excellence In Today's Economy

Track: **Business Trends And Issues**

1R

Join OfficeTeam, corporate leaders and your fellow members as they share their thoughts about the key trends impacting administrative professionals in the current economic landscape. Find out what today's managers expect from their support staff and how their organizations define administrative excellence. Also learn the key skills and attributes companies are seeking as they prepare to rebound from the recession, and how you can stand out and thrive.

Rob Hosking, Executive Director, OfficeTeam, Menlo Park, Calif., Moderator

303 Building And Growing Your Online Community

Track: **Enhancing Business Communications**

Intended for chapter and division **website administrators** with an intermediate-level understanding of the IAAP Web Community, this session will explore what makes a website an online community and ways to build community on your own chapter and division websites. Teaching your members how they too can participate in their chapter's online discussions can help improve communication and efficiency.

Of course, all the member participation in the world won't help your website unless your members can easily find the information. This session will also introduce to sitebuilders how to utilize user controls that will allow user-generated content to be dynamically displayed on your site without any manual work by your site's administrators.

Note: This session will require familiarity with the current content management system (CMS) for the IAAP Web Community.

Ben McClanahan

Sponsor:

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Tuesday, July 20

10:30–11:30 a.m.

304 When Admins Are Asked To Do The Asking: Negotiating Skills Guaranteed To Work

Track: **Building Administrative And Management Skills**

1R

It's no secret. Good sales people know their business... and their clientele. They study human nature and the subtleties of persuasion. But, even if you're not a sales person per se, you are selling— ideas, your company's image and more every day.

Learn the tricks the pros use to get the best deals possible— in salary negotiations, leases with vendors, etc. Attend this workshop and you'll be a better, more confident negotiator!

Rebecca Pace

305 Domestic Violence In The Workplace: The Hidden Epidemic

Track: **Business Trends And Issues**

1R

Often hidden to the point where we don't recognize it for what it is, domestic violence is a common occurrence in the workplace. While it takes a direct toll on its victims, robbing him/her of self-esteem, undermining confidence, provoking hyper vigilance and perpetuating a sense of hopelessness and helplessness, it also affects coworkers, team and individual productivity. It may ultimately lead to physical altercations, even deadly outcomes in the work site. That's why everyone benefits from employer programs that address all forms of abuse. Learn from a seasoned domestic violence workplace coordinator and an advocate for workplace change.

Andrea Stidsen and Jessica Carmer Loftus

306 Insider Secrets To Developing Effective E-Newsletters

Track: **Enhancing Business Communications**

1R

Producing a great e-newsletter can be a lot of hard work. You have to constantly search for quality content, find graphics that make it look good, and then worry about getting it delivered on time. You have so many obstacles to jump over to get your e-newsletter out the door. Don't you wish you could create your e-newsletter easier and faster— *and* without all the frustrations?

This workshop is packed with insider secrets that will make producing a high-quality e-newsletter a snap. No matter what type of e-newsletter you're creating, this workshop will give you tips to make the development process easier. In just one hour, your trainer will reveal the answers to the most difficult e-newsletter questions.

Andy Anderson

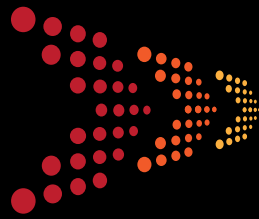
307 The Yakaholic

Track: **Interpersonal Relations For The Savvy Admin**

1R

You find yourself wanting to scream, "Put a sock in it!" The Yakaholic goes on and on and on, whether monopolizing meetings or standing in the door of your office. Coworkers often try to hide when they see this person coming, knowing they steal valuable time and energy. Learn what you can do to handle this difficult personality type so you can take back control of your workday and keep your sanity intact. Learn coping strategies for the situations and people you just can't avoid or fix.

Keith Sanders



Tuesday, July 20

1:00–3:00 p.m.

400 PowerPoint Around The Edges

Track: **Mastering Technology**

2R

Many PowerPoint presentations that have the greatest audience impact aren't ever "presented"—they run automatically while participants are being seated for a meal, waiting for a meeting to begin or entering a room prior to a presentation. You can use PowerPoint to set or change the mood for a meeting or to cover announcements that would detract from the business. In this session, the presenters use two versions of PowerPoint— 2007 and 2010— to demonstrate techniques you can use to create amazing PowerPoint presentations that speak for themselves.

Gini Courter and Annette Marquis

401 Developing A Career Calling Card: Your Professional Portfolio

Track: **Managing Yourself And Your Career**

2R

As an administrative professional, how do you demonstrate you can do what you say you know how to do? One way is with a professional portfolio of your work and experience. Whether you are actively searching for a new position, demonstrating your value to the team, or simply documenting your career accomplishments, a professional portfolio will set you apart. *This isn't just a tool for job seekers!* Every career-minded administrative professional should have one.

Julie Perrine, CPS/CAP, MBTI Certified

402 More Time For You— Breaking The Cycle Of Too Much To Do And No Time To Do It

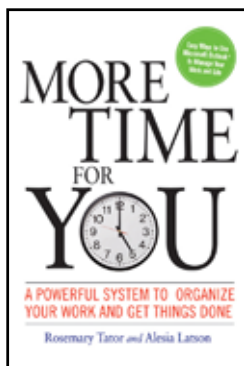
Track: **Managing Yourself And Your Career**

2R

The conventional approaches to managing time are insufficient to overcome the bombardment of living and working in today's fast-paced and always-connected world. In this session, you will learn new practices for ending the feeling of being overwhelmed, so that you can live a life fulfilled— not just full.

This is a highly interactive workshop, based on the presenter's new book, *More Time for You— A Powerful System to Organize Your Work and Get Things Done*. You'll leave with powerful insights, useful tools, and tons of practical advice that will support you in becoming more productive and effective in every aspect of your life.

Alesia Latson



403 21st Century Workplace Challenges

Track: **Business Trends And Issues**

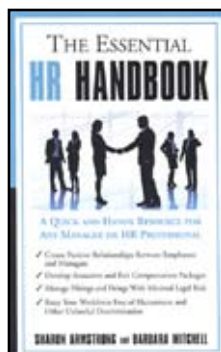
2R

As Ogden Nash once said, "Progress might have been all right once, but it has gone on too long." Today's workplace is amazingly different from even the last decade— not to mention the last century! How people and organizations adapt to these challenges can have a huge impact on their success. Organizations that have a highly engaged workforce and a reputation for a strong commitment to their employees will have the edge when it comes to attracting and retaining the best people available as the economy rebounds.

In this interactive presentation, we'll explore some of these challenges: generations at work, work/life balance, employee engagement, workplace ethics and globalization.

This session is based on the book, *The Essential HR Handbook*, by Sharon Armstrong and Barbara Mitchell. The book will be available for purchase and Barbara will be happy to sign copies following the presentation.

Barbara Mitchell



Tuesday, July 20

1:00–3:00 p.m.

404 People's Differences Make The Difference In Transforming The Ordinary To The Extraordinary

Track: Business Trends And Issues

2R

Getting others to buy in and help foster diversity at work can be challenging. People avoid the topic. And no one wants to think that they aren't embracing diversity. It's up to you to ensure your company is nurturing an atmosphere that respects and invites all people to succeed. This workshop makes creating and promoting people's differences easy!

Rebecca Pace

405 Updating Your Job Description: Defining Who You Are And What You Do Today

Track: Managing Yourself And Your Career

2R

Creating and continually updating a detailed description for your current job is extremely beneficial. One of the most important reasons to have one is so you can compare the job description with your accomplishments at review time. And once that goes well it is possible that you'll be promoted. The fastest way to move on is to leave clear expectations of the job for your replacement. And finally, an up-to-date job description can be a negotiation tool when you're being asked to take on more tasks. A tangible document can help you and your boss decide which areas are of the utmost importance and which areas can be eliminated or delegated.

This workshop will help you define your job, assess the needed skills and show you and others the value you bring to your organization.

Claudia James

406 How To Create Attention Grabbing Designs That Will Make Your Communication Pieces Rock!

Track: Enhancing Business Communications

2R

Solid design doesn't happen by accident. It takes skill and practice. And if you haven't been formally trained in design, it is twice as hard. Spend two hours with a design expert and get the power shortcuts, tips and techniques you need to achieve "wow" designs.

Andy Anderson

407 The Bull-Dozer And The Steamroller

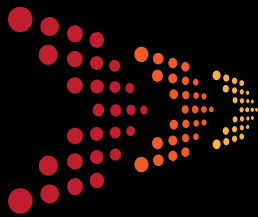
Track: Interpersonal Relations For The Savvy Admin

2R

Bulldozers are grown-up versions of schoolyard bullies. They're famous for blowing up at employees (and just about everybody) in front of others and making derogatory remarks about their coworkers. "My way or the highway" is their motto. Steamrollers get their way by being pushy, pushy, pushy, regardless of what anyone else wants. Or feels. Or believes. Often quite polished, these people are doggedly persistent in their pursuit of getting exactly what they want.

Learn how to deal verbally with the backstabbing, manipulative, aggressive tactics of others and how to get credit for your contributions.

Keith Sanders



Tuesday, July 20

3:30–4:30 p.m.

420: What's New In Office 2010

Track: Mastering Technology

1R

Another year, another new version of Microsoft Office! Office 2010 has just been released. Come see the new features built into the latest version of Office, including:

- Managing documents with Office Backstage
- Using a SkyDrive
- Enhancing and editing images
- Co-authoring in Microsoft Word
- Editing and inserting video in PowerPoint
- PivotTable slicers and data sparklines in Excel

Gini Courter

421 Administrative Professional 2.0: Developing Your Professional Strategy For Online Success

Track: Mastering Technology

1R

Is social networking just a huge waste of time or is there something more valuable you may be missing? How can social media be used effectively for career development, locating resources and finding information? Which sites are the right ones for which activities? If you are an innovative, career-minded, cutting-edge professional who is expected to know the answers when someone asks you a question, then you need to understand the power and leverage of social media and social networking. Just like the internet, social media isn't going away, so dive in and discover the power of Web 2.0.

Julie Perrine, CPS/CAP, MBTI Certified

422 Going From Unsung Hero To Superhero

Track: Managing Yourself And Your Career

1R

Companies need help recovering from the recession, especially if budgets are tight or hiring freezes remain in place. But employers have a secret weapon that can come to their rescue: you! Today's administrative professionals can take on new and exciting roles to help their companies battle various business challenges, embrace new developments and improve the bottom line. In this presentation, based on recent research from OfficeTeam and IAAP, you'll learn how to go from unsung hero to superhero.

Rob Hosking, Executive Director, OfficeTeam, Menlo Park, Calif.

423: Outlook 2007 Tips And Tricks

Track: Mastering Technology

1R

In this session you'll discover how to manage your calendar, e-mail, and tasks (basically, your work life) using Microsoft Outlook. Learn to integrate shortcuts and tricks for Outlook into your work routine, and review the best practices for quickly and efficiently handling mail, scheduling appointments, and managing your ad hoc work using tasks and the To Do bar.

Annette Marquis

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Tuesday, July 20

3:30–4:30 p.m.

424 Sure-Fire Bill Collections For Admins Who Do The Follow Up

Track: **Building Administrative And Management Skills**

1R

One of the hats many admins wear is trying to collect on overdue bills. The same old collection techniques just don't cut it anymore. You'll get expert tips for collecting small accounts on the first attempt, strategies for avoiding the runaround and much more. You'll leave armed with the tools you need to immediately improve your success rate and boost your company's bottom line.

Don't miss this workshop to get the know-how you need to collect past-due accounts faster, more easily and with fewer hassles than ever before. It will save your sanity and make you the office hero.

Rebecca Pace

425 How To Prepare For Your Performance Review And Get Everything You Want And Need

Track: **Managing Yourself And Your Career**

1R

Have you ever felt that even though you're working constantly and checking off a few goals and tasks, that come performance review time you really have very little to show for all that sweat and exhaustion? Do you feel underemployed or that you're not moving up as quickly as you should? Performance reviews are not just the perfect opportunity to showcase your accomplishments but they are also the time to present your plans to control your career and the purpose in your profession. Attend this workshop to prepare how to present yourself in the very best light:

Claudia James

426: It Couldn't Get Any Easier— Editing And Proofing E-Newsletters

Track: **Enhancing Business Communications**

1R

You'll discover how easy it is to master the art of proofreading. See simple strategies that proofreading professionals use to make their documents perfect every time. Whether you're proofing a two-line note or an extensive manuscript, there are some basic strategies that can dramatically shorten the time you spend proofing and increase your accuracy for finding mistakes.

If you've ever written anything that you looked at later and thought, "What was I thinking?" then you must attend this workshop! It's interactive, fun and only takes one hour of your time to dramatically improve one of the top business skills to be successful at work!

Andy Anderson

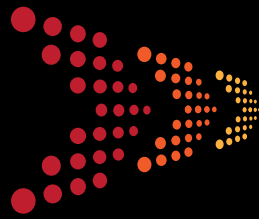
427: The Chronic Complainer

Track: **Interpersonal Relations For The Savvy Admin**

1R

The chronic complainer doesn't like anything, from the new office chairs to the company's health insurance carrier, to the type of roast in the coffee machine. Any new initiative is met with resistance and he'll find fault in the minutest of details. Something is always wrong because these folks are never, ever satisfied. Adopt an easy three-step plan for overcoming resistance to new ideas, opinions and processes, and find out just what to do when you're put down or criticized in front of others. Stop the game, once and for all.

Keith Sanders



Wednesday, July 21

8:00–11:15 a.m.

500 Word 2007/2010 For Power Users

Track: Mastering Technology

3R

With 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. Take advantage of the amazing new features built into this version of Word.

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, create custom headers and footers, use drop caps to add a professional look to reports, and create and use QuickParts.

Gini Courter and Annette Marquis

501 New Meetings And The Admin's Role In Facilitating Them In Strange And Wonderful Ways

Track: Building Administrative And Management Skills

3R

Planning, coordinating and facilitating meetings in today's business climate is no longer a simple gathering of individuals in a room down the hall. The idea and execution of traditional meetings isn't always the best way to get things done.

Innovative organizations are using the continually changing and improving world of telephony and internet solutions to meet and collaborate in ways never dreamed imaginable only a few years ago. The unique benefits of new meetings are that companies can work around the clock, are not hindered by travel, weather or the post. In this workshop, learn how to capitalize on the benefits and prepare for the problems.

Beth Bednar

502 Emotional Intelligence— How To Get It, How To Use It, How To Leverage It

Track: The Ultimate Professional

3R

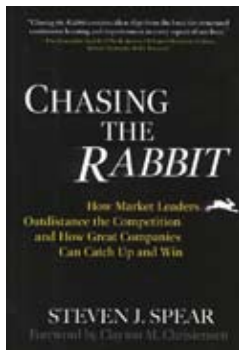
Researchers and business experts agree that people with high emotional intelligence are consistently the top performers in their organizations. They're more resilient and flexible when things get tough and are held in the highest regard by their bosses, peers, co-workers and customers.

In this powerful workshop, you'll learn why emotional intelligence is far more than just a handy set of "people skills," and why many executives feel it's the one skill you must have to be successful in today's workplace.

Lisa Prosser-Dodds

Wednesday, July 21

8:00–11:15 a.m.



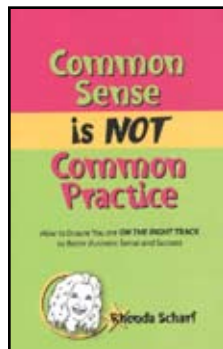
503 Admins To The Forefront: Creating The High Velocity Organization By Outdistancing The Competition And Outlearning Them

Track: Business Trends And Issues

3R

Steven Spear, an internationally recognized expert in innovation, operational excellence, and organizational learning, senior lecturer at MIT, and winner of many prizes, including a U.S.A. Books National Business Book Award, has long studied outstanding organizations and helped ordinary organizations join their ranks. He's found that in myriad industries, there are stand-outs, those organizations seemingly able to do much more with much less than their rivals. How? They generate and sustain relentless, broad-based high-speed improvement and innovation that puts them at the front of the pack. In this workshop, we'll explore what underlies superlative performance, how companies develop it and put it to good use. We'll also discuss how admins and others with seemingly little formal authority and sanctioned control can promote innovation and lead their companies into the top quality and best practices arena. As team associates, admins are more powerful than they give themselves credit.

Steven J. Spear



504: How To Get Things Done When You're *Not* In Charge!

Track: Building Administrative And Management Skills

3R

There is nothing more frustrating than having piles of work that needs to be done, and no-one available to help! Knowing that if we just had a little more authority, more things would get done.

Don't fool yourself into thinking that it's about your "authority." It's about how you act, how you ask and the credibility you bring to the office every day. By learning how to communicate professionally, you can learn how to get things done when you're *not* in charge!

Rhonda Scharf CSP



Wednesday, July 21

8:00–9:00 a.m.

520 The Gloom 'N Doomer

Track: Interpersonal Relations For The Savvy Admin

1R

If you had a dime for each time The Gloom-n-Doomer said, “It’ll *never* work,” you’d be filthy rich by now. This constant naysayer, whose favorite word is “can’t,” is pessimistic to a fault. She’s not a team player... not even close. Find out why these kinds of folks have to find the worst in every situation and what they get from it. Learn easy persuasion strategies that really work and leave with tips on how to overcome negativity in the workplace— and stop it from spreading on.

Keith Sanders

521 All You Need To Know About Workplace Discrimination And Harassment

Track: Workers, Workplaces And The Law

1R

Putting aside the idea that you personally might become the victim of discrimination or harassment, no matter how much you think it won’t happen to you or your company, harassment and/or discrimination charges can blindside you and your organization when you least expect it.

You are the first line of defense against workplace harassment and discrimination. Attend this workshop to get an understanding of where you may be most at risk and a leave with a proven course of action to follow.

Michelle Marchand

522 Administrative Professionals Today

Track: Building Administrative And Management Skills

1R

Admins are coming to the forefront as the go-to leaders of office processes and relationships. And, as business continues to become more complex with all the changes taking place every day, their roles are rapidly expanding and the challenges are becoming even more demanding. This session will provide you with practical advice on working more efficiently in today’s fast-paced environment. It will help you use current technology to improve your communication and time management skills. You’ve already stepped up to the plate, now is the time to hit the ball out of the park and score a home run— with your execs, colleagues and clients.

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Wednesday, July 21

9:30–10:30 a.m.

530: The Two-Faced Double-Crosser

Track: Interpersonal Relationships For The Savvy Admin

1R

Better watch your back! The two-faced-dirty-double-crosser claims to be a pal to your face then goes behind your back to spread malicious gossip, grab the plum assignment you wanted and spill your secrets to the boss. This is someone who always has an agenda and its focus is me, me, me. To get ahead and leave this weirdo behind (for good), learn how to counteract typical weapons these difficult people use. Get the tools you need to shut down backstabbers and all those who spread gossip about you, even online.

Keith Sanders

531 Yours, Mine And Ours: Don't Mess With People's Paychecks

Track: Workers, Workplaces And The Law

1R

Companies across America are finding themselves on the wrong end of lawsuits and audits for payroll regulations violations. Payroll law has become so complex and ever-changing that it's easy to make mistakes. This workshop will cut through the noise to show you exactly where your company may be vulnerable and how to fix the problem. When you return to your office, you'll be armed with the knowledge you need to self-audit your processes, clean up your records, and ensure that every employee, contractor, intern or other "special case" is classified, paid and reported correctly— saving you from hassles, headaches and potential lawsuits down the road.

Michelle Marchand

532 The Power Of Professional Integrity

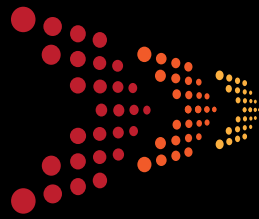
Track: The Ultimate Professional

1R

One of the most important qualities to achieving success is integrity. But what is integrity? What does it "look" like in the workplace? Do people see you as having integrity? How can we measure integrity? The greatest fallout or side effect from a lack of integrity is the loss of trust. No administrative professional today can afford to lose the trust of their manager, co-workers and clients. Trust is a precious commodity. Integrity is an essential component of successful relationships and requires self-awareness and courage. One expert says, "Integrity is hard work!"

This interactive workshop will introduce participants to new ideas about integrity.

Lisa Olsen



Wednesday, July 21

11:00 a.m.–Noon

540 The Know-It-All

Track: Interpersonal Relationships For The Savvy Admin

1R

These guys are self-proclaimed authorities on everything under the sun, know-it-alls are always positive— that they are always right. Just as difficult are the fake know-it-alls, who are also big experts... except they don't know what they're talking about. Do you have any of these types in your office? What about at family reunions? As next door neighbors? They are ubiquitous, so you're likely to find them everywhere you turn. Learn how to tactfully handle show-offs, know-it-alls, and others that fall within the same category, in meetings and at other group events. Discover what to do when you're challenged or put down in front of others by a big bag of wind.

Keith Sanders

541 Untangling The Confusing Rules And Regulations Of Family Leaves And Other Planned Workplace Absences

Track: Workers, Workplaces And The Law

1R

Even though FMLA is considered to be an HR issue, the truth is that most problems, mistakes, and "I-can't-believe-you-did-that" moments dealing with FMLA take place with the non-HR managers. Your HR manager may know the ins and outs of FMLA, but it's likely that your boss doesn't. Take a crash course on this complex intermittent leave regulation so you can help your company stay compliant and you'll understand important family benefits. You may think you'll never have to tap into sanctioned leaves, but it is likely you will at sometime during your work life. Also, get up-to-date on the specifics of other leave policies so you'll know what to expect when coworkers take off and you're left to pick up the slack.

Take a plain-English look at family leave regulations, what it could mean to you and your organization. Garner a layperson's guide to the legal repercussions and penalties for noncompliance of FMLA regs.

Michelle Marchand

542 Keep Your Eye On The Target! Staying Focused Amidst Chaos And Change

Track: Managing Yourself And Your Career

1R

Today's fast-paced and constantly changing environment requires consistent, dedicated focus. Your boss and your company depend on your expertise to gauge the climate and react accordingly with confidence, diplomacy and professionalism.

But the economic challenges facing corporations is real and administrative professionals are faced with balancing increased responsibilities, stressed executives and overwhelming pressure to perform miracles! This workshop will provide new, fresh and creative ideas to spark your energy and motivate you to be your best.

Lisa Olsen

Wednesday, July 21

1:30–3:30 p.m.

550 Make Your Excel Data Shout Out Loud

Track: **Mastering Technology**

2R

Microsoft Excel's conditional formatting and charting tools are extremely powerful, and a bit complex. That's why so many users still format cells manually, and skip charts altogether. In this session, Gini will simplify the complexities of conditional formatting and charts. You'll learn how to apply conditional formatting. You'll see how to create and modify charts, but more importantly, you'll learn how to choose the correct chart type to best represent your data. Learn about: using data icons, using data bars for fast decision making, applying formatting automatically based on a cell's contents or a formula, creating a chart in three easy steps and modifying your chart, choosing a chart type to tell your story and creating combination charts.

Learn how to make your data tables easy to understand, and turn your numbers and labels into effective charts that grab your audience's attention.

Gini Courter

551 Make Every Event A Red Carpet Affair

Track: **Building Administrative And Management Skills**

2R

You know it almost as soon as you arrive— whether an event is going to be fantastic or an all-out flop. On the one hand, there are perfectly prepared and executed events: an extravagant, lavishly decorated affair with food fit for a king or queen; a convention show with larger-than-life, jaw-dropping displays. On the flip side, you have a poorly planned event that accomplishes nothing or a corporate challenge that does little to stir the imagination and lift employee morale or sales figures. The good news is that while flops are hard to forget for all the wrong reasons, they're also easy to avoid if you have the right training and tools.

Topics include: defining the purpose of your event and starting the planning from there; the five vital elements that need to be included in any event you're planning; liven it up a bit: creative ideas to keep your attendees interested and involved; becoming a hands-on planner and delegating appropriately.

Beth Bednar

552 Managing Emotions And Excelling Under Pressure

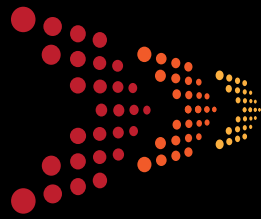
Track: **Managing Yourself And Your Career**

2R

Chances are, every day you come to work you stand a good chance of walking straight into a stressful, emotionally charged situation. Your skill at responding coolly, calmly and confidently makes all the difference to your success.

This workshop delivers all-important techniques and strategies that will help you come across as a level-headed, confident professional. even if you're feeling emotions tugging away inside. Don't miss this chance to build your confidence and emotional self-control.

Lisa Prosser-Dodds



Wednesday, July 21

1:30–3:30 p.m.

553 Followers Or Friends? Social Networking With Web 2.0

Track: Mastering Technology

2R

The internet is much more than a place to search for information or shop for goods and services. Today's internet is a user-driven network of online communities with many of the components found in traditional communities. In this world of overlapping social networks, you can promote your organization or yourself, add to your customer base or simply keep up with your business associates. With some knowledge and discernment, you can vastly increase the number of people interested in your skills or your organization.

In this session, you'll learn how to build and sustain valuable relationships using social networking software and Microsoft Outlook. Whether you use networks primarily to benefit your organization or your career, see how you can build a professional networking presence that's distinctive from the use of social networks for "friends and family."

Annette Marquis

554 Ethical Dilemmas In The Workplace: The Admin Challenge

Track: The Ultimate Professional

2R

Ethical dilemmas present themselves every day. Because administrative professionals handle such diverse responsibilities, they often feel pressure to meet unrealistic objectives. They are often faced with sticky situations that test their code of ethics or values. Ethics is the moral filter that must be applied to all decisions. The dilemma about ethical dilemmas is that they don't always involve professional codes or criminal laws. The administrative professional must deal with situations that operate in areas that laws and regulations don't reach. They require tough choices. They are rarely black and white.

This workshop will delve into three challenging case studies. We will work through an ethics model and learn strategies for dealing with those sensitive issues. What if you question the boss' ethics? Start the process for writing your own personal code of conduct.

Lisa Olsen

Workshops

Wednesday, July 21

1:30–2:30 p.m.

560 The Fence Straddler

Track: Interpersonal Relations For The Savvy Admin

1R

Time and again, you hear fence straddlers say, “On the other hand,” as they can’t— or won’t— make up their minds. They’d rather form a committee or table the matter than actually make a decision or take a stand. If everyone says “left,” they’ll say “right.” If everyone votes for “black,” then they are sure to opt for “white.” Learn how to manage your own expectations of other people and present your ideas in a way that generates respect and support and draws people to your side... of the fence.

Keith Sanders

561 Where In The World Are Employee Benefits Headed?

Track: Workers, Workplaces And The Law

1R

What you don’t know *can* hurt you, especially if you have to change jobs and weigh benefits. Depending on your company’s size, location, and the health and progress of your company and industry, the future of employee benefits as you know them may be in jeopardy. Business leaders have many questions that once answered could have a significant impact on your health insurance, time-off policies, dress codes and more. It’s especially hard because business owners don’t know whether they are managing from an economic perspective that the economy has changed forever or from a depressed economy that will recover. In addition, employers are attempting to meet the needs of three generations of workers while still keeping the customer’s needs front and center.

Michelle Marchand

562 Avery Software And Formatting Solutions

Track: Building Administrative And Management Skills

1R

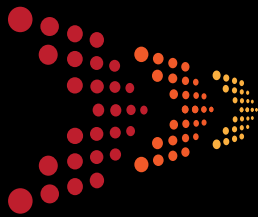
Learn how to design and format labels, dividers, card products and more in this Avery workshop. See the Avery Wizard 3.1 software in action and discover how quick and easy it is to now perform mail merges, format hundreds of Avery products and easily add graphics. The workshop will also feature a live 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. We will also demonstrate some of the many resources available on avery.com, including our 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, Calif.

Sponsor:

Great results
begin with Avery!





Wednesday, July 21

3:00–4:00 p.m.

570 The Can-Do! Who Can't Deliver

Track: **Interpersonal Relations For The Savvy Admin**

1R

Sure, she can have it to you by Wednesday, no problem! Of course, he can redesign the website— he could do it in his sleep! The can-do! who can't deliver constantly over-promises and then leaves you in the lurch. Do you have some in your chapter? What about in your department at work? Since they show up everywhere, you're bound to have run across a few and can expect to uncover a few more. Learn how to work with just about anyone— even the most irritating and uncooperative. Figure out what to say to nail these people down and keep them on a tight leash— so you can meet your deadlines. Be more productive because you'll no longer waste time and energy in pointless arguments with coworkers and supervisors. That's time you can put to much better use!

Keith Sanders

571 A Crash Course On Evolving And Critical HR Issues: What Every Employee Should Know

Track: **Workers, Workplaces And The Law**

1R

Even if you're not in the HR department, being cognizant of and having a thorough understanding of critical HR issues is something that every employee should make as a priority. Either you stay in the know— or you put yourself or your organization at serious risk for costly mistakes, maybe even lawsuits.

When you attend this session, you'll get briefed on the most important changes for 2010, and leave with a heads-up on what could be coming around the corner. No other training session covers so much, so quickly.

Michelle Marchand

572 Go Green With Avery

Track: **Business Trends And Issues**

1R

Hear about exciting new and existing Avery products that help you reduce, reuse and recycle in your workplace or home office. You'll get loads of great tips on being "green," as well as saving money and resources through recycling and using recycled 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 562 by Avery.

Karl Schoen, Avery Dennison, Brea, Calif.

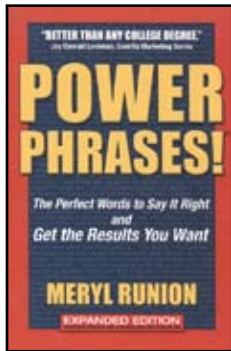
Sponsor:

*Great results
begin with Avery!*



Thursday, July 22

8:30–11:45 a.m.



600 PowerPhrases, Dynamic Conversations And SpeakStrong Strategies

Track: Interpersonal Relations For The Savvy Admin

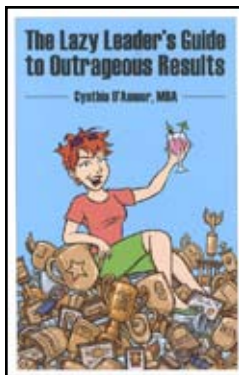
3R

This session is where the old rules of communication go to die and the new dynamics spring into action. It's a vibrant new world out there, and our jobs are bigger than we know. Women, Gen-Y, globalization and social media are changing how we relate, influence and succeed. Social trends are taking us to higher levels of communication. The new communication dynamics and powerphrases you will receive in this session will have you sailing even through difficult situations where you were speechless in the past.

What got us to the top in the past will hold us back in the future. We need new models and new phrasing for our new workplace demographics. This lively and practical session gives tools to guide communication from the moment you start work until you lay your head on your pillow at the end of the day. Don't settle for power when you can be truly empowered.

Meryl Runion CSP

Must be division officer or chapter president/representative to attend.



601 Embrace Your Lazy Leader For Outrageous Results

Track: Leadership Excellence

1½R

Do you dream of getting more done with more volunteers?

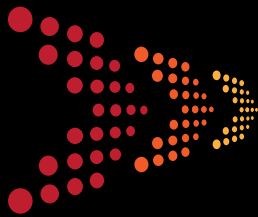
Are you ready to let go of doing it all?

If you are like many volunteer leaders, you may struggle with getting others involved. Instead of leading a vibrant team, you find yourself continuing to add more to your plate. It doesn't have to be that way. The secret to creating an abundance of happy volunteers is committing to the way of the lazy leader. Cynthia D'Amour, author of *The Lazy Leader's Guide to Outrageous Results*, will teach you how to get more work done through the involvement of others. As a result of this program, you will know how to: embrace the way of the lazy leader, hit potential volunteer hot buttons to turn "I don't have time" into "I can't wait to volunteer!" and build a happy, thriving team of volunteers to move your mission forward.

You will learn specific how-to strategies you can start to use right away.

Warning: If you embrace what Cynthia teaches and implement with enthusiasm, you may find yourself facing a new challenge: what to do with a surplus of volunteers!

Cynthia D'Amour



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 18. 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



Tamra L. Goodall, CPS/CAP

Charleston Chapter, Virginia-West Virginia Division, Southeast District

Coordinator of educational services reporting to Joseph M. Letnaunchyn, president and CEO, West Virginia Hospital Association; with West Virginia Hospital Association four years. Prior: West Virginia Conservation Agency and HNTB Corporation.

Associate's degree in office administration, West Virginia State University; ongoing seminars and workshops.

International: 2009–10 vice president; 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:** 2008–09, 2002–03, 1999–2000 Professional Member of the Year; 2004–06 parliamentary; 1999–2000 president; 1998–99 first vice president; 1997–98 second vice president. **Member:** 2008–09 Member of Excellence. Chaired and/or served on numerous chapter and division committees.

Other: Notary; 1996 to present secretary of Academic Advisory Committee for Business Studies, Kanawha Valley Community and Technical College (formerly 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: Together we can turn recovery into sustainable prosperity through creative innovation that will position IAAP as the undisputed leader in admin education, community building and leadership development. By solidifying visibility within our profession, we will raise our profile as a resource alliance in the business community.

Candidate for Vice President



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 28 years.

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

International: 2008–10 treasurer; 2006–08 director, Southwest District. **Division:** 2005–06 president; 2004–05 president-elect; 2003–04 vice president; 2001–03 treasurer; 2001 annual meeting coordinator. **Chapter:** 1998–2000 president; 1996–98 vice president; 1993–96 treasurer; 1998 Professional Secretary's Day luncheon chair. **Member:** 2008–09 Member of Excellence. 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: As career-minded administrative professionals, the international board must continue to develop and deliver a strategic plan that leads us to becoming a remarkable association. The vice president must have the commitment, experience and inner drive required to advance the programs and services our association needs to achieve this distinction.

Candidates for Secretary



Valerie S. King, CPS/CAP

Rochester Chapter, Minnesota-North Dakota-South Dakota Division, Northwest District

Nursing data specialist reporting to Katherine Dickson, director of operational analytics, Mayo Clinic; with Mayo Clinic eight years.

Associate of science degree, executive secretary/legal, Rochester Community College; currently enrolled at Cardinal Stritch University, bachelor of science, strategic management of information systems program; ongoing seminars and workshops.

International: 2008–10 director, Northwest District; 2006–08 co-coordinator, 2009 international convention. **Division:** 2005–06 president, Distinguished Division President, Outstanding Division President in Membership, Outstanding Division President in New Chapter Development; 2004–05 president-elect; 2002–04 secretary; 2001–02 annual meeting co-chair. **Chapter:** 2000–01 immediate past president; 1999–2000 president; 1998–99 president-elect. **Member:** 2008–09 Member of Excellence. Chaired and/or served on numerous chapter and division committees.

Platform: IAAP's most unique strength, and perhaps greatest challenge, is the diversity of our membership. We must ensure our leadership reflects and embraces that diversity, seeks insight from those who think differently, and works collaboratively to make certain that as we move forward IAAP continues to remain vital to our members.



Antoinette Smith, CPS/CAP

St. Louis Chapter, Missouri Division, Southwest District

Executive office administrator reporting to John M. Meersman, senior director, Corporate Development, The Boeing Company; with The Boeing Company 35 years.

Secretarial science studies, Ferris State University; inter-company technology and compliance training, career development and train-the-trainer courses; ongoing courses, seminars and workshops.

International: 2008–10 director, Southwest District; 2006 international convention workshop presenter. **Division:** 2005–06 president; 2004–05 president-elect; 2003–04 secretary. **Chapter:** 2007–08 Rose M. Tettenhorst Member of the Year; 2002–03 director; 2001–02 president; 2000–01 president-elect; 2000–01 Three Rivers Council secretary; 1999–2000 vice president. **Member:** 2008–09 Member of Excellence. Chaired and/or served on numerous chapter and division committees.

Other: St. Louis Community College Advisory Board; Boeing Administrative Support Process Improvement Network advisor; Boeing Leadership Association.

Platform: Member engagement continues to be my focus for the association. I am committed to translating strategy into actionable objectives and plans, create an environment where career-minded administrative professionals are engaged and empowered to raise the bar continuously through commitment, learning and stretched goals that align with the IAAP mission.

Candidate for Treasurer



Judith A. Yannarelli, CPS/CAP

New Jersey Division Member-at-Large, Northeast District

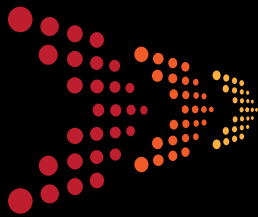
Senior administrator associate to Jeffrey R. Clayton, central gas division manager, Public Service Electric & Gas; with Public Service Electric & Gas 12 years.

B.A., Montclair State University, english major, women's studies minor.

International: 2008–10 director, Northeast District; 2006–08 bylaws and standing rules committee. **Division:** 2005–06 president, Distinguished Division President; 2004–05 vice president; 2003–04 treasurer; 1998–2001 new chapter builder. **Chapter:** (North Jersey) 1998–99 SOTY recipient; 1997–98 first vice president; 1996–97 treasurer. **Member:** 2008–09 Member of Excellence. Chaired and/or served on numerous chapter and division committees.

Other: American Society of Administrative Professionals; PSEG Board Director, Pathways to Independence; NJAfter3, peer reviewer.

Platform: Serve with fiduciary responsibility and in compliance with the IAAP's Standards of Integrity and Core Values. Role priority is to act in the interest of members, while maintaining the responsibilities of an international director. Ensure the association's financial stability both present and future, to support the mission and vision.



Candidate for Director, Northeast District



Bianca M. Constance

New York City Chapter, New York State Division

Executive assistant to Ileana F. Rosenthal, executive vice president, Securities Industry & Financial Markets Association; with Securities Industry & Financial Markets Association 11.5 years.

Voice and opera artist's diplomas, Hartt School of Music; bachelor of music in vocal performance, Virginia Commonwealth University; Brainbench Certificate in MS Word; certificates of completion in Excel, PowerPoint and Word at intermediate and advanced levels, New Horizons Computer Learning Centers.

Division: 2009–10 president; 2008–09 vice president (assumed presidency April 2009), 2007–08 treasurer; 2003–04 annual meeting program chair. **Chapter:** 2006–07 vice president; 2005–06 president, Distinguished Chapter President; 2003–05 corresponding secretary. 2003–04 Inter-County Council, recording secretary. **Member:** 2008–09 Member of Excellence. Chaired and/or served on numerous chapter and division committees.

Other: American Society of Administrative Professionals; 2007–08 Cambridge Who's Who honored member.

Platform: As an active member of IAAP on the chapter and division level, I know the value of leaders who compassionately connect with their members. As Northeast District Director, I will help to develop the leaders of tomorrow through training, open lines of communication and mentoring.

Candidates for Director, Northwest District



Linda M. Cook, CAP

Washington-Evergreen Chapter, Washington-Alaska Division

Executive office administrator to Jack V. Trunnell, director, Fleet Support Engineering, The Boeing Company; with The Boeing Company 24 years.

College courses majoring in education, computer science and business; ongoing courses, seminars and workshops.

International: 2003–07 trustee, Retirement Trust Foundation; 2001–03 Institute for Certification IAAP Focus Group. **Division:** 2009–10 president; 2008–09 president-elect; 2007–08 vice president; 2004–05, 2002–03 parliamentarian; 2001–02 annual meeting co-chair. **Chapter:** 2001–02 parliamentarian; 1996–98 president; 1995–96 vice president; 1996–06 webmaster. **Member:** 2008–09 Member of Excellence. Chaired and/or served on chapter and division committees.

Platform: The changing climate of the workplace requires changing attitudes and skills of today's worker. Equipping our members with the tools and training they need to succeed, developing future leaders, providing the skills and knowledge needed to lead our association, and being leaders in the workplace should be our foremost priorities.



Kristi Rotvold, CPS/CAP

Red River Chapter, Minnesota-North Dakota-South Dakota Division

Executive assistant – corporate reporting to Lisa Carlson, SHM, CFO, Sanford Health-MeritCare; with Sanford Health-MeritCare 15 years.

Working on completing degree; completed 3.5 years of college, 12 credits short of by B.S. degree in sociology with a business minor.

International: 2009 co-coordinator, International Education Forum and Annual Meeting. **Division:** 2008–09 president; 2007–08 president-elect; 2007 annual meeting co-chair; 2006–07 secretary; 2005–06 treasurer. **Chapter:** 2004–05 president; 2003–04 president-elect; 2001–03 secretary. **Member:** 2008–09 Member of Excellence. Chaired and/or served on several division and chapter committees.

Platform: IAAP's focus on supporting career-minded professionals has hit a right chord with me. I want to participate in making our organization a stronger group that will benefit all administrative professionals. I envision IAAP as the place to go for all admins looking for education, leadership opportunities and networking.

Candidates for Director, Southwest District



Marsha R. Bryan, CPS/CAP

American Fidelity Corporate Chapter, Arkansas-Oklahoma Division

Paralegal to William R. Corum, vice president and sr. legal counsel, American Fidelity Corporation; with American Fidelity Corporation 15 years.

Associate's degree in paralegal/legal assistant, Oklahoma Junior College; associate, customer service (ACS), designation related to insurance industry; MOUS Microsoft Word 97 proficiency; Fellow, Life Management Institute (FLMI), designation related to insurance industry; Microsoft Word 2000 Office Specialist Certification.

Division: 2008–10, 2005–06 president; 2007–08 vice president; 2004–05 president-elect; 2003–04 treasurer; 2002–03 secretary; 2002 annual meeting co-coordinator. **Chapter:** (American Fidelity) 2001–02 president; 2000–01 president-elect; 1999–2000 vice president; (Oklahoma City) 1998–99 secretary. **Member:** 2008–09 Member of Excellence. Chaired and/or served on numerous division and chapter committees.

Other: Conducted CPS review classes at American Fidelity and Francis Tuttle Vo-Tech; taught legal office procedures and legal billing at Oklahoma City Community College.

Platform: I will serve our members, ask for input, and listen to concerns. This remarkable association really *is* all about the members. Passion for IAAP and critical thinking skills will guide me as I make recommendations to the international board and headquarters staff that will amplify the voice of our members.



Suzanne Dunbar, CPS/CAP

Woodlands Area Chapter, Texas-Louisiana Division

Executive assistant to Rick Roberts, senior vice president, manufacturing, Chevron Phillips Chemical Company; with Chevron Phillips Chemical Company 21 years.

Courses at Rogers State University; inter-company training; ongoing seminars and workshops.

International: 2009 EFAM elections and tellers committee. **Division:** 2008–09 president, division of excellence; 2007–08 president-elect; 2006–07 vice president; 2005–06 secretary; 1995 annual meeting co-coordinator. **Chapter:** (Woodlands Area) 2004–05 president, Distinguished Chapter President; 2003–04 secretary; (Bartlesville, Arkansas-Oklahoma) 1996–97, 1992–93 president, 1996–97 Distinguished Chapter President; 1991–92 president-elect; 1990–91 vice president; 1997–98, 1993–95 chapter advisory council; 1996 Outstanding Member of the Year. **Member:** 2008–09 Member of Excellence. Chaired and/or served on numerous division and chapter committees.

Other: 2004 to present Lone Star College Administrative Profession Advisory Board.

Platform: Innovation, resilience and passion are essential in leading our diverse organization for career-minded professionals. True leaders have confidence standing alone, courage for tough decisions and compassion listening to other's needs. I will forge a successful path for our membership with dedication and strive to ensure all members' voices are heard.



Dortha W. Gray, CPS/CAP

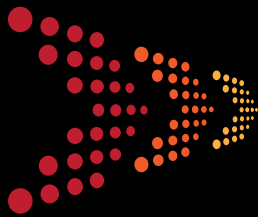
Houston Chapter, Texas-Louisiana Division

Executive assistant to Timothy K. Driggers, vice president and chief financial officer, EOG Resources, Inc., with EOG Resources, Inc. 35 years.

International: 2009–10 (chair), 2002–03 international bylaws and standing rules committee.

Division: 2007–08 president; 2006–07 president-elect; 2005–06 vice president; 2003–05 treasurer. **Chapter:** 2000–03, 1997–99, 1981–82 treasurer; 1999–2000, 1993–94, 1990–91, 1984–86 director; 1996–97 immediate past president; 1995–96 president; 1994–95 president-elect; 1988, 1983–84 recording secretary. Chaired and/or served on numerous division and chapter committees.

Platform: I am dedicated to serving the Southwest District members and the association. I bring enthusiasm and determination to meet the needs of all members while embracing our mission to enhance the success of career-minded administrative professionals. Together we can make a difference in IAAP and bring our association great success.



Candidate for Affiliate Representative



Leanne M. Fisher, GradCert Bus, JP

Australian Institute of Office Professionals, Australia

Secretariat officer, University Secretary's Department, the University of Melbourne; with the University of Melbourne three years. Prior: Queensland Government.

Graduate certificate in business (executive administration); certificate in medical terminology; diploma in accounting; justice of the peace in South Australia and Victoria states; fellow of the Australian Institute of Office Professional; honorary life member of the Australian Institute of Office Professionals; ongoing seminars and workshops.

IAAP: 2007–08 special liaison officer to affiliate associations; 2005–07 affiliate representative. **Association:** 2006–09 (co-chair), 2005–06 (inaugural chair) international advisory committee, International Office Professionals Summit; 2004–07 Australian Institute of Office Professionals company secretary and national administration director; 2001–04 Australian Institute of Office Professionals national president and chair.

Other: Australian Institute of Company Directors; Chartered Secretaries Australia; Women on Boards in Australia.

Platform: To maintain the impetus of international liaison between IAAP and other like-minded associations throughout the world. I enjoy working with associations around the world, to provide them with a common link with each other. To provide value to the international board of directors and IAAP and its members.

Candidates for RTF Trustee



Judith M. Pazerski, CPS/CAP

Charleston Chapter, Virginia-West Virginia Division, Southeast District

Executive assistant to David A. Clayman, Ph.D., director, Clayman & Associates, PLLC; with Clayman & Associates five and a half years.

International: 2008–09 Retirement Trust Foundation committee. **Division:** 2009–10 western regional representative board member; 2004–06 president; 2006 Professional Member of the Year; 2003–04 president-elect; 1998–2000 secretary. **Chapter:** 2006 Professional Member of the Year; 2001–03 president, 2001–02 Distinguished Chapter President; 2000–01 president-elect; 1998–99 Secretary of the Year; 1996–97, 1993–95 secretary. **Member:** 2008–09 Member of Excellence. Chaired and/or served on numerous chapter and division committees.

Other: 2009 to present Kanawha Valley Community and Technical College Business Administration Advisory Committee; 2006–09 West Virginia State Community and Technical College Business Administration Advisory Committee.



Carolyn L. Prather, CPS

Hallmark Chapter, Missouri Division, Southwest District

Retired January 31, 2010 from Hallmark Cards, Inc.; with Hallmark Cards 20 years.

Workshops and seminars through IAAP chapter, division and international levels.

International: 2006–08 Retirement Trust Foundation committee; 2002 master expert panel, content validity study for CPS/CAP exams. **Division:** (Missouri) 2004–06 bylaws and standing rules committee chair; (Kansas) 1990–92 treasurer. **Chapter:** (Hallmark) 2002–03 president; 1997–98 committee to nominate Hallmark Cards for Award for Excellence; 1994–97 Kansas City Area Council/Executive Advisory Board chair; (Johnson County, Kansas) 1989–90 president; 1988–89 vice president; 1987–90 Kansas City Area Council representative. Chaired and/or served on numerous chapter and division committees.

Other: 2008 Youth Friends Program; 2004 to present Vatterott College Kansas City Missouri Campus Business and General Education Advisory Board; past 10 years present workshops at the 4H Global Conference incorporating IAAP and Hallmark Cards experiences.

Candidates for RTF Trustee



Kelly A. Reggio, CAP

Kalamazoo Chapter, Michigan Division, Great Lakes District

Administrative specialist to William R. Leonard, director and Jeffrey M. Thompson, director, business technology, veterinary medicine, research and development, Pfizer, Inc.; with Pfizer, Inc. seven and a half years.

Associate degree, office administration program major, honors graduate, Kalamazoo Valley Community College; court and conference reporting major, Ferris State College and Northern Technical School of Business; ongoing seminars and workshops.

International: 2008–10 trustee, Retirement Trust Foundation; 2007–08 Retirement Trust Foundation committee. **Division:** 2007–08 team leader for new chapter development; 2006–07 president, Distinguished Division President, Outstanding Division President in New Chapter Development and Outstanding Division President in Membership; 2005–06 president-elect; 2004–05 vice president. **Chapter:** 2002–04 president; 2001–02 president-elect; 2000–01 treasurer. **Member:** 2008–09 Member of Excellence. Chaired and/or served on numerous chapter and division committees.

Other: 2000 to present KRESA Business Advisory member, past chair, vice chair and interview committee chair— high school business advisory; 1983 to present WIBC league bowler and past secretary of several leagues; 2005 to present Portage Northern Wrestling Booster Parent treasurer/committee member, team parent, banquet coordinator.



Patricia D. Row, CPS/CAP

Oak Ridge Chapter, Tennessee Division, Southeast District

Freelance virtual assistant to Jean A. Norris CPS/CAP, president, Autobuild, Inc.; with Autobuild one and a half years. Prior: AutoBuild, Inc. and SAIC.

Business administration (46 hrs) Roane State Community College; 1998 Toastmasters speech crafters class certification.

International: 2008–10 trustee, Retirement Trust Foundation; 2007–08, 2004–06 Retirement Trust Foundation committee. **Division:** 2004–05 past presidents council chairman; 2003–04 advisor; 2002–03 president; 2001–02 president-elect; 1999–2001 treasurer; 1998 Secretary of the Year; 1997 annual meeting co-coordinator. **Chapter:** 1998 Secretary of the Year; 1992–94 president, 1993–94 Distinguished Chapter President; 1990–92 vice president; 1989–90 corresponding secretary; 1987–89 treasurer. **Member:** 2008–09 Member of Excellence. Chaired and/or served on numerous chapter and division committees.

Other: 2010 office assistant, Remove Intoxicated Drivers (RID), Oak Ridge Affiliate; 1997–2008 The University of Tennessee Arboretum Society Board of Directors, 2004–08 treasurer, 1997–99 secretary; Tennessee Disciples Women's Ministries, Christian Church (Disciples of Christ) in Tennessee, 2006–10 president, 2005–06 eastern area coordinator, 2004–05 district 1 director, eastern area; Oak Ridge First Christian Church (Disciples of Christ), 2010–2013, 1998–2001 trustee, 2004–05 elder; 2001–03 deacon; volunteer at Methodist Medical Center; volunteer at Hardin Valley Elementary School Clinic; past volunteer for Habitat for Humanity of Anderson County Speakers Bureau and Publicity Committee; MS walk and bikeathon; American Heart Association; March of Dimes; recording for the blind and dyslexic.

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

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 17

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 June 28, 2010

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 Keynotes, Evening of Welcome,

Tuesday/Wednesday Educational Workshops, Office Expo* and Banquet (per person rate)

	Discount Rate by May 27	Regular Rate by June 25	Late June 26 or after	\$ Amounts
Member or Affiliate	<input type="checkbox"/> \$495	<input type="checkbox"/> \$545	<input type="checkbox"/> \$595	_____
Student/Advisor♦	<input type="checkbox"/> \$170	<input type="checkbox"/> \$220	<input type="checkbox"/> \$245	_____
Nonmember❖	<input type="checkbox"/> \$595	<input type="checkbox"/> \$645	<input type="checkbox"/> \$695	_____

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

❖This rate includes a one year membership to IAAP. For new members residing outside the U.S., Canada, Puerto Rico or Virgin Islands,

add \$18 to become International Member-at-Large. If you wish to decline this membership, please check here:

*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 (a.m. session number _____; p.m. 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	<input type="checkbox"/> Sunday	<input type="checkbox"/> Monday	x	<input type="checkbox"/> \$55 each x _____ number of guests	_____
Tuesday Keynotes	<input type="checkbox"/> Morning	<input type="checkbox"/> Afternoon	x	<input type="checkbox"/> \$60 each x _____ number of guests	_____
Evening of Welcome				<input type="checkbox"/> \$60 each x _____ number of guests	_____
Tuesday/Wednesday Workshops (list workshop choices on next page)					
			1 hour	<input type="checkbox"/> \$65 each x _____ number of workshops	_____
			2 hours	<input type="checkbox"/> \$75 each x _____ number of workshops	_____
			3 hours	<input type="checkbox"/> \$90 each x _____ number of workshops	_____
Banquet				<input type="checkbox"/> \$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 Morning, July 20, Educational Workshops (included in Full Meeting package)

10:30–11:30 a.m. (workshops 300–307)

1 st Choice

2 nd Choice

3 rd Choice

Tuesday Afternoon, July 20, Educational Workshops (included in Full Meeting package)

1:00–3:00 p.m. (workshops 400–407)

1 st Choice

2 nd Choice

3 rd Choice

3:30–4:30 p.m. (workshops 420–427)

(7) Wednesday Morning, July 21, Educational Workshops (included in Full Meeting package)

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

8:00–11:15 a.m. (workshops 500–504)

OR

8:00–9:00 a.m. (workshops 520–522)

9:30–10:30 a.m. (workshops 530–532)

11:00 a.m.–Noon (workshops 540–542)

1 st Choice
OR

2 nd Choice
OR

3 rd Choice
OR

Wednesday Afternoon, July 21, Educational Workshops (included in Full Meeting package)

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

1:30–3:30 p.m. (workshops 550–554)

OR

1:30–2:30 p.m. (workshops 560–562)

3:00–4:00 p.m. (workshops 570–572)

1 st Choice
OR

2 nd Choice
OR

3 rd Choice
OR

(8) Payment Information

Only U.S. 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 U.S. dollars.

Credit Card

Visa MasterCard Discover American Express

Card Number _____ Expiration Date _____

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

Authorization Signature (required for processing) _____

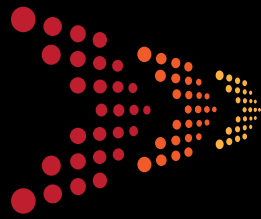
How To Register

You can [register online](#)
Fax **with** credit card or
purchase order informa-
tion to 816-891-9118

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

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.



Registration Form

Discount rate registration deadline is May 27, 2010.

- *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 a.m. and p.m.:** Indicate your choices for educational workshops.
- (7) **Wednesday a.m. and p.m.:** Indicate your choices for educational workshops. Please double-check for conflicting times.
- (8) **Payment Information:** Indicate form of payment (**U.S. 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 43.

Policies

Cancellation/Refund Policy

Cancellations must be received by June 15, 2010 to be eligible for a partial refund, less a \$100 processing fee. There will be no refunds for cancellations received at headquarters June 16 or after.

ADA

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 June 28, 2010.

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

Boston

The average temperature in Boston 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

Photo Okay Clause

I agree that the International Association of Administrative Professionals may use such photographs and/or video with or without my name and for any lawful purpose, including for example such purposes as publicity, illustration, advertising and web content.

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.

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 15–17 and each workshop description.

IAAP Book Nook

Make the IAAP Book Nook your “one-stop shop” for books and educational products. The Book Nook offers an opportunity to purchase materials by speakers or topics that supplement the workshops.

IAAP Membership and Certification Departments Office Hours

The membership and certification departments will have office hours this year. If you have questions or concerns involving membership, taking the certification exams, recertification or anything involving these departments, stop by and visit with them.

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 and Keynotes: Business Attire

Evening of Welcome: Casual

Educational Workshops: Business Attire or Business Casual

Banquet: Business attire, cocktail or after-five wear

The
Administrative
Edge



Hynes Convention Center, Boston, Mass.

July 18-21, 2010