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IAAP 2009 Certification Conference

SHARP SKILLS

in

TOUGH TIMES

October 18-21, 2009

Portland, Oregon
Portland Marriott Downtown Waterfront



2009 Certification Conference

Sharp Skills in Tough Times

During tough times there's a temptation to hunker down and wait out the crisis. Often we become cautious, simply wanting to keep our head down, do our job and blend in. There's a better way. Instead of waiting out the storm swirling around you, why not embrace it? Be that person in your company that speaks out with solutions for the problems by taking time out to sharpen your skill set.

The 2009 Certification Conference can help you be the one people go to for answers. We'll give you tips on cost-saving measures you can implement within your company; teach you how to stay resilient, motivated and of key importance to your boss. Through our workshops, you'll discover ways to work smarter. We're also giving you great tips on Office 2007 and additional technology resources.

During this 2 ½ day conference you can network with other admins, share ideas, problems and solutions. Then you can go back and share what you've learned in the office, bringing value back to your employer. If you're an active CPS and/or CAP holder attending this conference, you can gain points toward your required recertification.

This conference will equip you with essential skills and help you move forward and excel even when times are tough.

Schedule

Sunday | Oct 18

1:00p - 2:30p Certification Office Hours

3:30p - 7:00p Registration

Monday | Oct 19

7:00a - 8:00a Registration

8:00a - 11:15p *Success Skills for Highly Demanding Times*

11:15a - 12:30p Networking Lunch

12:30p - 3:45p *Effective, Efficient and Bottom-Line Oriented*

After 3:45p Free Time

Tuesday | Oct 20

8:00a - 11:15p *Build Your Skills to Accomplish More With Office 2007*

11:15a - 12:30p Networking Lunch

12:30p - 3:45p *Sharpening Your Skills Regardless of Your Training Budget*

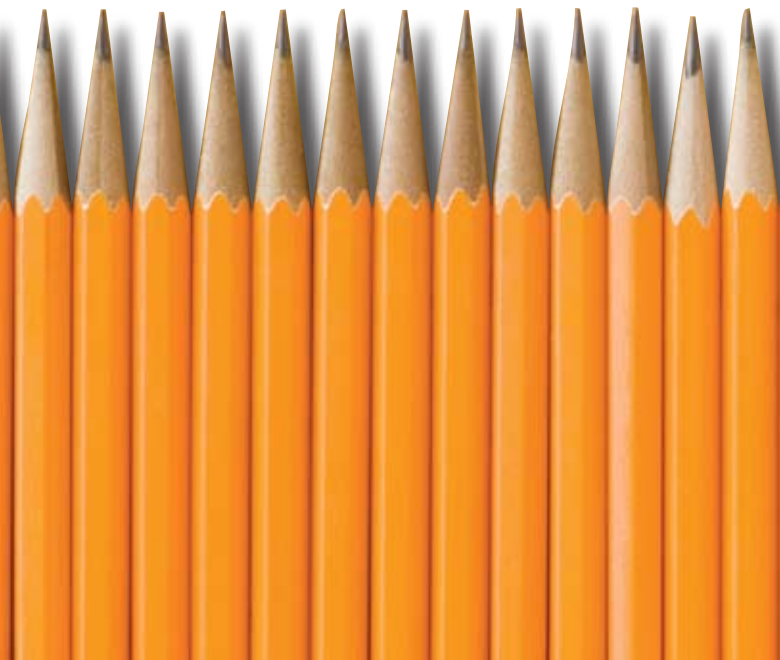
After 3:45p Free Time

Wednesday | Oct 21

7:30a - 8:15a Networking Breakfast

8:30a - 11:30a *Chasing Porcupines: How to Work With Prickly People*

11:30a - 11:45a Closing





MAX LATHAM

She is a frequent speaker to both industry and professional associations. As a published author her credits include several articles published by the *Los Angeles Times*.

Success Skills For Highly Demanding Times

8:00a
to
11:15a

Like rocks thrown into a pond, the news events of the day are creating far-reaching ripples—ripples of chaos and intense demands for you and for business everywhere. Your boss expects miracles and you need to do more with less. In this seminar you will:

- Gain knowledge of how to show your boss you're indispensable.
- Learn down to earth techniques for surviving and thriving in today's (and tomorrow's) pandemonium.
- Learn new skills to make your résumé pop and help you shine in the interview.
- Practice resilience building tools to reduce stress, manage perceptions, deliver peak performance, build relationships and help your company meet its goals.

Effective, Efficient and Bottom-Line Oriented

12:30p
to
3:45p

Among the key competencies of sought after administrative professionals is the ability to make their boss look good. Your boss will look good and so will you, if you can stretch budgets and save money on tasks and projects for which you're responsible. Topics to be discussed include:

- Cost-savings measures within the office
- Little savings versus big savings—every penny counts
- Developing a project or task plan to ensure focus
- Creative, cost-effective meetings
- Making the most of relationship building and networking

Monday ↗

Register Online: www.iaap-hq.org/events/certification

Tuesday



GINI COURTER

Gini Courter is a co-owner of TRIAD Consulting, which provides a complete line of training and consultation of Microsoft Office and Microsoft SharePoint to administrative professionals.

Build Your Skills to Accomplish More with Office 2007

8:00a
to
11:15a

We're all being asked to accomplish more, often with less time and fewer resources. With Office 2007, you can create better looking documents in less time than with Office 2003, but there's a catch. To realize the benefits of the latest version of Office it's not enough to simply find the "new" locations of the "old" Office 2003 features: you actually have to change the way you work. It's time to retool your Office skills to take advantage of the new tools. In this session, you'll learn how to take advantage of the new features in Office 2007. This session includes:

- Quickly format and reformat documents using QuickStyle sets
- Creating and using themes to build professionally formatted documents
- Designing templates to eliminate rework during document assembly
- Creating building blocks for fast page layout
- Using tables and conditional formatting for data presentation
- Creating integrated reports and presentations with Word, Excel, and PowerPoint
- Using the new calendar and meeting features
- Organizing your work life with Outlook 2007

Office 2007 gives you the ability to quickly build powerful documents that communicate your message using Word, Excel, and PowerPoint. The new features in Outlook help you effectively organize not just your e-mail, but your work life. Your organization makes a significant investment in computers and software. With the knowledge you'll take back from this session, you can help your company reap the rewards from their investment and enhance your reputation as an Office guru in your workplace.

Sharpening Your Skills Regardless of Your Training Budget

12:30p
to
3:45p

It's become a familiar story: you arrive at your office on Monday morning, turn on your computer and find that the first task of your work week is teaching yourself the new software that's been installed on your computer over the weekend. While companies continue to install new software, four out of ten U.S. companies reported that they are decreasing their training budgets in 2009. Or perhaps you and your team have been given new responsibilities, but that assignment doesn't include the skill building that would help you succeed. How can you maintain a commitment to learning for yourself, your staff, or your colleagues?

Economic conditions are challenging, but they also provide opportunities for leadership. After a discussion of strategies for launching a workplace training program, we'll take a virtual tour of no-cost and low-cost skill enhancement opportunities suitable for individuals, teams, and large groups. You'll leave this session with the information and inspiration you need to maintain your skills— and those of your colleagues— regardless of your budget.

Wednesday

Chasing Porcupines: How to Work with Prickly People

8:30a
to
11:30a



How do you handle those moments when you encounter uncooperative people? More importantly, how do you direct them to a successful outcome when they are resistant to change? What do you do when you are feeling prickly? This session provides practical methods for communicating and building trust during uncomfortable times. Work with others to a shared success without getting stuck. You will learn:

- Championship principles for improving cooperation
- Practical methods to increase accountability & enhance communication
- How to create a positive environment in your organization
- Redirecting the prickly situation of gossip
- What to do when you are feeling prickly

STEVEN IWERSEN

Steven Iwersen is the founder of the speaking and leadership development firm, Aurora Pointe. His experience in leadership roles have included working in non-profits, business news and employee recruitment.

**Be the one in your office that's indispensable.
Gain sharp skills to help you through tough times
at this year's Certification Conference.**

2009 Certification Conference

Sharp Skills in Tough Times

Hotel Information

The IAAP hotel rate at the Portland Marriott Downtown Waterfront is \$159 single/double. The hotel's ideal location offers convenience to downtown businesses and the Riverplace Marina, cafes and shops while providing amazing views of Mt. Hood and the Willamette River giving a true feel for the Pacific Northwest. Reservations must be made directly with the hotel, phone 800-228-9290. Please ask for the IAAP room rate for the nights of October 18 to October 21 (pre and post nights at group rates are subject to availability). There is limited availability on group rooms. Hotel reservations must be made by September 24, 2009.

The 2009 Certification Conference will provide great educational sessions, time to network, and time to relax or enjoy some fun.

Airline Information

American Airlines provides a 5% IAAP meeting discount for the 2009 Certification Conference.

American Airlines: 800-433-1790 // IAAP Meeting Code: A22H9AB // www.aa.com

From countries other than the U.S.:

Visitors from countries other than the U.S. must have a valid passport, and a visa may be required. Please check with local authorities.

Airport Ground Transportation

The Portland Airport is approximately ten miles from the hotel. One way cab fare is approximately \$35. The airport shuttle fare is \$15 per person one way. Contact Bluestar, 503-249-1837 or www.bluestarbus.com; reservations required.

MAX Light Rail is also available; \$2.30 to downtown then hop on the street car and get off one block from the hotel, www.trimet.org.

You can find more information on the airport's website <http://tinyurl.com/CertConfGround>

Car Rental Information

A special discount has been set up with Avis Rent-A-Car to make traveling to the Conference easier and more affordable.

You can also make reservations online at <http://tinyurl.com/CertConfAvis>.

Portland Information

The City of Roses, one of the US's most livable cities, is a melting pot of ideas and wonder. From majestic mountains to sparkling waters, sumptuous restaurants to unlimited culture, lively entertainment to high-tech industry, Portland is unforgettable.

Conference Dress

The average daily temperature for Portland in October is in the upper 60s Fahrenheit with evening lows in the 40s. Conference sessions will be in a typical hotel environment; it is suggested you dress in layers. The recommended dress for the conference is relaxed professional which includes khakis, blazers or jackets, skirts and blouses, loafers or low heels. Jeans and casual wear are not appropriate. Please help us make the conference a scent free environment. To ensure the comfort of everyone attending the conference, please do NOT wear scented products. Thank you for your understanding and cooperation.

Recertification Points

Those attending all sessions in their entirety will receive 15 recertification points (active CPS and CAP holders) or 1.5 CEU.

Helpful Web Addresses

Portland Marriott Downtown Waterfront

<http://tinyurl.com/CertConfHotel>

Portland Visitors and Tourist Information

www.travelportland.com

For further information, please contact IAAP at meetings@iaap-hq.org or certification@iaap-hq.org

The International Association of Administrative Professionals is a membership association representing admins and office professionals worldwide. The vision of IAAP is to inspire and equip all administrative professionals to attain excellence.

Join IAAP today and receive the benefit of registering for the Conference at a reduced rate and becoming a professional member of IAAP. Visit the web at www.iaap-hq.org to see additional benefits of membership or contact membership@iaap-hq.org.

Registration Form



IAAP Member? Yes No IAAP ID# _____

First and Last Name _____

Company Name _____

Mailing Address _____

City _____ State _____ Zip/PC _____

Daytime Phone _____ Fax _____

E-mail Address _____

May we include your e-mail address in the official registrant's book for this Conference?
 Yes No

Year CPS Certified _____ Year CAP Certified _____ Recertified _____

Vegetarian Diet Yes No

Check here if you require special assistance. Please describe your needs:

QUESTIONS?

Call 816-891-6600, x2234, 2227 or 2225
or e-mail meetings@iaap-hq.org
or certification@iaap-hq.org

CANCELLATIONS

All cancellations must be made by September 21 and are subject to a \$100 administrative fee. No refund for cancellation after September 21.

REGISTRATION FEES

The early bird registration opens June 1, and is for active CPS and CAP holders only. To receive the discounted fee, registrations must be received by IAAP on or before July 31. Registration includes: all education sessions, lunch Monday and Tuesday and continental breakfast Wednesday.

CHECK ONE BOX _____

Received at IAAP HQ

Member

Nonmember

Early Bird by July 31*
August 1 and Later

\$495
 \$605

\$615
 \$725

TOTAL: \$ _____

*Early Bird for active CPS and CAP holders only.

PAYMENT _____

Check payable to IAAP

Visa MasterCard Discover Amex

All fields are required:

Card Number _____

Exp. Date _____/_____/_____

Signature: _____

MAIL


IAAP Certification Conference, PO Box 20404, Kansas City, MO 64195-0404

FAX

816-891-9118

ONLINE

www.iaap-hq.org/events/certification



For More Information

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