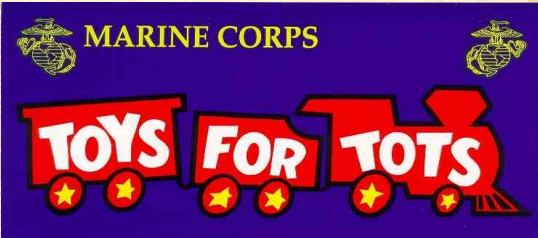
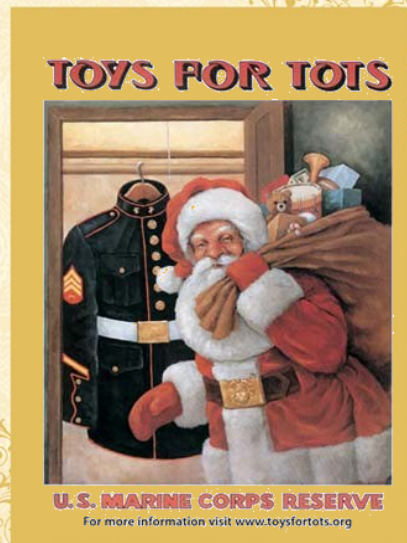


Community Service Project



Every new, unwrapped toy brought will earn a ticket for a special drawing after Seminar on Saturday.



John L. Johnson, CCDP/AP

Through many varied *work* and *life* experiences John has earned a wide range of certificates and certifications. John currently serves (since 7/2001) as the Executive Director of the Hampton Citizens' Unity Commission for the City of Hampton. John has recently started his own diversity consulting business called TouchStone Consulting Services and serves on the faculty of The Diversity Institute at Old Dominion University in Norfolk, leading modules on Generational Diversity and Navigating Gender Issues.

John has seen and experienced work and life from a number of very different perspectives. His experiences has also brought him into relationships with people from many different backgrounds, races, cultures, religions, ages, genders, and experiences. John has explored human diversity through many travels throughout the United States and to several foreign countries, always adding to his "*store of knowledge*" from each of these learning experiences.

For the first time in our nation's history, there are four distinct generations in the workplace at the same time. Each of these age groups has different expectations and different demands; to ignore these differences is to invite turmoil in our workplaces.

Generational conflict costs billions of dollars in lost productivity and increased turnover, not to mention the incalculable effects on motivation and morale. This workshop will empower and equip participants with critical knowledge regarding the different experiences, expectations and needs of each generation. Participants will learn techniques and strategies needed to handle cross-generational communication problems, avoid conflict, and maximize performance and productivity.

2009 IAAP Professional Development Seminar

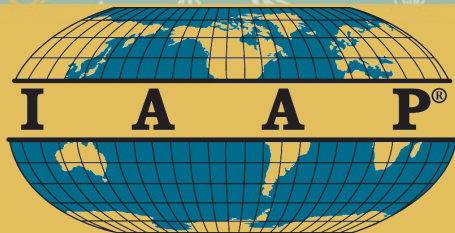
Virginia - West Virginia Division

Mixing and Managing Four Generations In The Workplace

John L. Johnson CCDP/AP

*November 13 - 14, 2009
Kingsmill, Williamsburg, VA*

POWER
of
Commitment
Peninsula Chapter



**International Association of
Administrative Professionals®
Virginia-West Virginia Division**

Lodging



Country Inn & Suites
7135 Pocahontas Trail
Williamsburg, VA 23185
757-229-6900

Holding 20 rooms until 11/06

\$79 (regardless of number) + tax

Continental Breakfast Included

PROGRAM

Friday, November 13, 2009
11 Winster Fax, Williamsburg, VA 23185

IAAP Social 7:00 - 10:00 pm

Food * Fun & Games * Fellowship

Dinner (\$5) : Lasagna, Garlic Bread, Dessert, Drinks, Snacks

Saturday, November 14, 2009
Kingsmill Recreation Center

8:00 - 9:00 am Registration - Light Breakfast
9:00 - 9:30 am Welcome & Announcements
9:30 - 11:30 am Seminar Part I
11:30 - 12:00 pm Lunch
12:00 - 2:00 pm Seminar Part II
2:00 - 2:30 pm Division Update & Door Prizes

4 Recertification Points Awarded

Business casual attire requested

Mail Registration To:
Beth Hoss CPS/CAP
1847 Kensington Drive
Hampton, VA 23663

Registration Deadline:
November 5, 2009

No refunds after this date

Please make checks payable
to:
Virginia/West Virginia
Division IAAP



Name _____ CPS / CAP (Circle one or both)
Home Address _____ City/State/Zip _____
Phone (work) _____ (home) _____
Email _____ Chapter _____
Employer _____

Fees	Friday Dinner (optional)	Saturday Seminar	Total Due:
Non Member	\$5.00	\$60.00	_____
IAAP Member	\$5.00	\$50.00	_____
Host Chapter	\$5.00	\$40.00	_____
Student	\$5.00	\$30.00	_____

LUNCH
(price included in registration)
Sandwiches include a bag of chips, brownie and can drink

_____ Turkey Breast & Swiss
_____ Buffet Ham & Swiss
_____ Pastrami & Swiss