

## Fundamentals of Excellence

### Tri-City Chapter, IAAP Professional Development Seminar

March 21, 2009  
8 a.m.—2 p.m.

Comfort Inn  
5380 Oaklawn Blvd.  
Prince George, VA 23875  
804-452-0022

#### Directions:

From I-95 North/South: Take Exit 54 (Temple Avenue), left onto State Route 36. Hotel is 1 block on the right.

From I-295 North/South: Take Exit 9B (Ft. Lee/Petersburg). Hotel is ½ mile on the left.

#### *Session I - Technology Tips – Tools for a more effective office*

In today's market, assistants are constantly being challenged to stay on top of the latest tools and technology available. You are expected to use the resources in your office and train others on making the change. You will be shown simple tools to make your workflow easier, your day more productive, and how to teach others to adapt to the new technology. Participants will learn how to become more confident in using technology to help them verses slowing them down.

- Microsoft 2003 (Word, PowerPoint, Outlook)
- Instant Messaging
- Internet Tools (Workspaces, Online Meetings)

#### *Session II - "I Don't Like You, but I'm Supposed to Work with You"*

Do difficult people or situations sometimes make your job even more challenging? You are not alone. Discover your core strength and how you can help raise the bar for those around you. We will discuss how to see value in others and use their strengths to accomplish your goals. Participants will learn their "conflict style" and how to encourage constructive conflict.

- Finding your strengths
- Constructive verses destructive conflict
- Your conflict style
- Special strategies to use when the person is your boss
- "What's this really about?" (Getting to the root of the problem)

*3 Recertification Points will awarded.*



### *Speaker: Melissa Boyce*

Melissa Boyce is founder and owner of CU Achieve Inc. She specializes in implementing "Experience Training" and real life business development strategies that get results.

Melissa graduated from Old Dominion University in Norfolk, VA with a Major in Communications. Her objective was to change the world through communication.

Melissa has over 6 years of financial marketing and 14 years of successful selling experience. Melissa's credit union career journey started in March 2000 with CU Shopper – a shopping portal offering credit union financing. In February 2001, she began working with a credit union check printer where she consulted credit unions to determine their needs and offered them solutions to meet their financial goals.

She serves on the Board of Directors for the Virginia Southside Chapter of the American Red Cross as Treasurer. Melissa invests her own time in promoting the economic development of her community by being a part of Virginia's Gateway Region and the Crater Workforce Investment Board.

## Fundamentals of Excellence Registration Form

	Price
<input type="checkbox"/> IAAP Member	\$50.00
<input type="checkbox"/> Non-IAAP Member	\$55.00
<input type="checkbox"/> Student	\$25.00
Total:	_____

Name \_\_\_\_\_  
Address \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Phone \_\_\_\_\_

Make Check Payable to: Tri-City Chapter, IAAP  
and mail to:

Melody Day CPS/CAP  
Treasurer  
25801 Hofheimer Way  
Petersburg, VA 23803

**Registration Deadline:**  
**March 13, 2009**  
**NO REFUNDS AFTER THIS**  
**DATE**

### Tri-City Chapter, IAAP

For more information:  
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