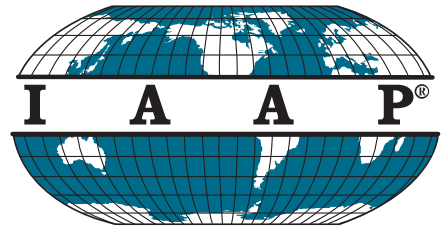


TRI-COUNTY CHAPTER MEETING ANNOUNCEMENT

www.iaap-tricounty.org

Elevating Admins to Excel in Today's Office



International Association of
Administrative Professionals®
Tri-County Chapter

DATE: **May 7, 2013**
WHAT: IAAP Tri-County Chapter Monthly Meeting
WHEN: 5:15 p.m. Networking/Dinner • 6:00-6:30 p.m. Business Meeting • 6:30-7:30 p.m. Education
WHERE: OSF Saint Francis Medical Center • Gandhi Conference Room
Park in North Parking Deck.
TOPIC: ***Juggling Multiple Priorities***
COST: Free to attend meeting (not necessary to be a member to attend)
MEAL: Dinner cost \$8.00
RSVP: Call or E-mail Mary Pyatt at 309-282-1614 / mary.pyatt@osfhealthcare.org by 5/3/13
RECERT: 1 Recertification Point

Juggling Multiple Priorities

*Presented by Lisa Plantamura, Professional Trainer/Manager,
Workforce Learning and OD, AAIM Employ.*

Providing excellent service is a rewarding job, but it is also a demanding job. It is particularly difficult for admin professionals who are required to wear many hats. Being proficient at each of the various roles is a difficult task that can increase stress and burn out. To help participants contribute positively while managing stress; participants will:



- Learn self-management skills
- Develop goal-setting skills

***Join us for the meeting only
or
Dinner + Meeting***

Dinner Option: \$8.00 per person

Baked Potato Bar w/Chilli & Fixin's incl beverage & dessert.

Please RSVP to attend the meeting or the dinner + meeting to Mary Pyatt at 309-282-1614 / mary.pyatt@osfhealthcare.org by May 3, 2013.

Please make checks out to Tri- County IAAP.

REMINDER: You are **responsible** for your dinner in full if you cancel any time after 5/3 or if you are no show at the dinner.



***Lisa Plantamura, MBA,
Peoria AAIM Employers' Association***

Lisa has worked in the training industry for the past 20 years, specializing in leadership development training and coaching with an extensive background in call center management, customer service and personal development topics, quality management and team development. She earned her Master's degree in Business Administration from Dominican University in River Forest IL and received her Bachelor's degree in Marketing from Northern IL University in DeKalb, IL. She is a 2002 graduate of the Peoria Area Chamber of Commerce Community Leadership School and in 2003 was named one of Peoria's 25 Women in Leadership and one of Peoria's 40 Leaders under 40. She joined the Employers' Association in 2000 where she has conducted public training and onsite training for over 50 member companies since then and represented AAIM EA at both local and national conferences. Prior to joining AAIM EA she worked for Allstate Life Insurance Company for ten years as a call center manager and trainer. She now currently focuses primarily on leadership training for the manufacturing and healthcare service sectors.