

Harrahs

**SPRING
CONFERENCE**

Admins
Star
In Support

Las Vegas
March 4-7



Schedule

Sunday, March 4

***The registration materials will be available at 8:30 a.m. for attendees of this session.**

9:00a – 12:00p	Lights, Camera, Action*	Gini Courter
Noon – 1:30p	Lunch	
1:30 – 4:30p	Powerfully Perfect PowerPoint And More	Gini Courter
3:00 – 6:00p	General Registration	
3:00 – 6:00p	Complimentary Cocktail Reception for Sunday Sessions and Full-Conference Attendees	

Monday, March 5

7:00 – 8:15a	Registration	
8:00 – 9:00a	Reframing The Story: Turning Conflict Into Opportunity	Bonnie Curtis
9:15 – 11:30a	Maintain Courage Under Fire	Allison Blankenship
11:45a – 12:45p	Complimentary Networking Lunch	
1:00 – 4:00p	Working Off The Same Script	Allison Blankenship

Tuesday, March 6

8:00a – 4:15p	Book Nook	
8:30 – 11:30a	Creating Productive, Multi-Generational Work Teams	Wilny Audain
11:45a – 12:45p	Complimentary Networking Lunch	
1:00 – 4:00p	Going Global: It's A Small World	Wilny Audain

Wednesday, March 7

8:00 – 10:30a	Book Nook	
8:30 – 11:30a	Mission Possible: Rescript Your Career	Rebecca Pace
11:30a – Noon	Farewell - IAAP International President	Tamra Goodall, CAP-OM

RECOMMENDED ATTIRE:

The recommended dress for the conference is business professional. Dressing in layers is highly recommended.

Receive 15 recertification points or 21 recertification points with the optional technology workshop.

Speakers

Gini Courter of TRIAD Consulting needs no introduction. No IAAP-hosted educational event would be complete without this tech guru and audience favorite. If anyone knows what admins want and need, it is Gini. She has all the latest information on Microsoft Office shortcuts, new tricks with old software, and the latest, greatest, and hottest resources. She's always looking for free and inexpensive applications that take admins where they ought to be headed. As a video instructor on Lynda.com and author of many tech books, she manages to keep her fingers on the pulse of technology...and aren't we glad?

Bonnie Curtis has been in the movie-making business for over 20 years, 15 of them working beside Steven Spielberg. She's worked on movies *Hook* and *Jurassic Park* and became a production associate on *Schindler's List*. She's served as associate producer on *The Lost World: Jurassic Park* and *Amistad*. In 1998, she co-produced the epic *Saving Private Ryan*, for which she received the Producer of the Year Award from the Producer's Guild of America. She's worked with Tom Cruise, Glenn Close, Ralph Fiennes, Diane Keaton and Jamie Bell.

Allison Blankenship's life story is a series of adventures and adapting to changes in the business world. She became the first female regional director at The Ritz-Carlton Hotel Company and their first regional director of PR over Florida and Mexico. Allison has co-authored three books, appeared in the show *Life Divas: A Woman's Journey*, and developed two breakthrough systems for communicating under pressure, *Precision Speaking System™* for creating confident communicators and *Organic Success™* which identifies how people's natural abilities and strengths can partner or polarize the people around them.

Wilny Audain loves the admin audience – and they love him! Whenever he's spoken at IAAP-hosted conferences, they clamor for more. He has degrees in social work, religion and social sciences, and a diploma from the London Royal School of Music in Vocal Performance. Wilny's been interviewed by CBS Network, National Public Radio, and the British Broadcasting Corporation, to name a few. Some of his best and favorite topics include management and leadership, teamwork, self-esteem, relationship building, and how to thrive in today's volatile workplace.

Rebecca Pace sees everything as an adventure and nothing as insurmountable. She once was a manager of 42 employees and achieved the highest performance rating for 19 consecutive months. With a Bachelor's degree in Business Management and contributor to the book, *The Princess Principle: Women Helping Women Find Their Own Royal Support*, she is perfectly positioned to help others assume leadership roles, increase their productivity and become empowered. Some of her clients include Circuit City, General Electric, and Habitat For Humanity.



Monday Opening



March 5

Special Guest – Bonnie Curtis

Reframing The Story: Turning Conflict Into Opportunity

8:00 - 9:00a

Bonnie Curtis takes the lessons she's learned from high-stakes, multi-faceted projects, such as working on movies *Schindler's List*, *Saving Private Ryan*, and the *Minority Report* and applies them to today's office environment. Having the ability to turn conflict into opportunity is imperative.

Hear how to effectively and efficiently create, nurture, and build your teams to achieve greater success from someone who has led and managed one of the most diverse and time-constrained work groups in the world.

Monday Morning



Allison Blankenship

Maintain Courage Under Fire

9:15 - 11:30a

The workplace has become ever more challenging over the past few years. You may be asking yourself, "Is this as good as it gets?" Office dynamics have been turned upside down as changes wreak havoc on once stable industries. It seems we are in the middle of the perfect storm. Learn to maintain courage under fire:

- Identify many of the factors causing chaos in the workplace. Topics include the global office, short-term planning for long-term profits, innovation and more.
- Understand the positive and negative consequences of change.
- Analyze your own personal reaction to stress.
- Learn how best to deal office stressors—the ones you can't control and the ones you might be able to manage.
- Examine techniques for coping with uncertainty when everything is on the line including your company, your job, your career and your future.
- Find hidden opportunities when it looks like you've run out of ideas and your back is against the wall.
- Develop an attitude that welcomes and embraces the new and different.

Monday Afternoon

Allison Blankenship

Working Off The Same Script

1:00 - 4:00p

With all the chaos we endure every day at work, it's only reasonable to assume that our co-workers won't always behave in the most professional manner. We all have our dominant, i.e. usual, personality and communication styles. But when turbulence happens, we tend to react in the extreme, and yes, even become the jerk. Once we understand the factors affecting our workplace, we'll learn how to better manage ourselves and get along with others.

- Identify people in the contemporary workplace who can morph into Rambo in a flash. Take a look at the disengaged, the insecure, the blamers, the back-stabbers, the climbers, the defiant ones and others.
- Understand what situations can provoke unacceptable behaviors, what's going on behind the scenes in your co-worker's thought processes and how to respond without taking it personally.
- Discover why emotional intelligence must be center stage and how developing a high EQ can set you up for a promotion.
- Learn to empathize with someone's emotional state without contributing to, or escalating, the problem.