



Illinois Division Education Bank 2009-2010

One of the 2009-2010 Illinois Division strategic goals is to have 75% of the division's chapters provide programs eligible for recertification points. In order to assist chapters in locating programs, we are collecting information on presentations and speaker contact information.

This list is not inclusive and additional programs will be added as submitted to ID.

September 2009

Presentations

Finding and Following Your Professional Passion

- What does it mean to live and follow your passion
- How can we find passion in the workplace
- Small Steps
- Obstacles on the path
- Take action to follow your passion



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Back to Square One - How to Package Yourself For a New Job

- The many facets of a resume: why you need more than one
- How to format your paper resumes to command attention
- How to format your electronic resumes for SEO (search engine optimization)
- Sell Yourself: learn how to tap into merchandiser secrets to land your dream job
- On Stage: how to give your best performance from beginning to end and beyond

Pros and Cons of Becoming a Virtual Assistant

- Telecommuting: an overview of the industry
- Tasks a VA can perform for money
- I'm the Boss of Me: what it looks like to be the boss AND the employee
- Count the Cost: how to make sure you can cover your expenses, etc.
- Ready, Set, Go! How to get started and bring in the bacon



Cheryl Semick CAP
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Action-Packed Writing

- Respect the Vehicle: writing is a powerful means of transportation and can take you where you want to go
- Map it Out: know your destination and purpose for writing
- Pack Light: only use words that aim at and support your purpose
- Check your list - twice: why you need to objectively reread your writing



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Organize Your Office for Success

This presentation is ideal for everyone who has an office whether it's a home-based business office or an employee of a business. The presentation will cover organizing techniques that will enhance your ability to be more productive and feel less stress. It can be presented as an employee perk or to a group of business people as a part of a meeting.

Time Management for the Business Professional

This presentation is full of ideas on how to realize where you are wasting time and how to solve it. Do you have time robbers that you want to get rid of? This one is great for an employee brown bag seminar or any group of professionals.

Get Organized To Reduce Stress

This presentation will help individuals realize where their stresses are coming from and how to solve them. It will address work, home, time, kids, travel and money stress. A great presentation for employees. This presentation is 1 ½ hours long.

Beth Randall, CPO
Joe Organizer, LLC
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Program Fee: \$250.00

There may be an additional fee depending on distance to the location of the presentation.

Technology

- Word Tips and Tricks
- Word: Forms
- Excel Tips and Tricks
- Excel: Formulas
- Excel: Data Manipulation/Analysis Options
- Excel: Pivot Tables
- PowerPoint: Finessing Your Presentations
- Microsoft Office: Sharing Data Between Programs
- Outlook Tips and Tricks
- Windows Tips and Tricks
- PowerSearching the Internet
- Social Networking: Getting the most out of it for your career
- Making The Mobile Warrior (Latest technology and what is on the horizon)

Job Searching

- The Electronic Job Search
- Negotiating Your Career (Job Offers and Performance Reviews)

Professional Development

- Building Your Skills Portfolio
 - Fitting More Tasks Into Less Time
 - Becoming the Renaissance Admin



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Listed above are the programs Marie has given, several of which she can present with little advance notice. If you have a last minute speaker cancellation, feel free to try contacting her to see if she can fill in (it doesn't hurt to ask!).

In addition, she is happy to work with chapters whenever possible to customize programs or create new programs.

These programs were presented to the Two Rivers Chapter in 2008-2009.
Contact presenters for additional information:

"Make Your First Impression Positively Powerful"

Susan Fignar, Pur*Sue, Inc., 233 S. Wacker Dr., Suite 5025, Chicago, IL 60606

"Communicate with Credibility"

Jeff Hornstein, The Speakers Choice, Adams Communication Consulting, Inc., 2774 E. Main St., #125, St. Charles, IL 60174

"Creating An Awesome Company Event"

Deborah Borsum, The Meetinghouse Companies, 781 N. Church Rd, Elmhurst, IL 60126

"How to Make a Presentation Without Passing Out"

Jerilyn Willin, JWillin Consulting, Ltd., 133 Chambord Ct., Bloomingdale, IL 60108

"Creating Dynamic PowerPoint Presentations"

Jim Demikis, Directions Training Center, 2625 Butterfield Rd., Suite 209E, Oakbrook, IL 60523

"Networking 3.0 - How to Network in Business and Socially"

Terry Bass, Chadons Resources Group, 2337 W. Winnemac Ave., Chicago, IL 60625

Chapter Educational Programs from IAAP HQ Website

**Training Programs Available for Chapter/Member Use –
May Be Used as IAAP Chapter Activities or Presented by IAAP Members at Their Companies
- Everything You Need to Give a Standing-Ovation Presentation.**

The Education and Professional Development Department at IAAP Headquarters now offers selected training programs to members at no charge in electronic format. Programs are set up for you or a chapter member to facilitate. These programs are 1 to 2 hours in length and may be used as IAAP chapter activities or presented by IAAP members at their companies. You'll receive: program description and step-by-step instructions; equipment requirements; a complete script or detailed notes; and handout masters. Please limit your request to one selection per month. **To request a presentation, send e-mail request with your title selection from the list below to education@iaap-hq.org.**

The following programs are available:

Succession Planning (1 hr)

Author: Mary Ramsay-Drow

Every day of our lives, in some way or another, we experience the opportunity to lead or to follow. In order for each of us to be successful in our professional and personal lives, it is essential that we are able to recognize the qualities of a good leader to be an active contributing member of the team, and to know when to lead and when to follow.

Succession planning is a process to help define who our future leaders are and how to help them reach their fullest potential, through leadership training, succession planning and mentoring, which will help us establish a solid leadership foundation for the future.

This session will:

- Provide an overview of the indispensable qualities of leaders and what individuals can do to cultivate those qualities.
- Analyze succession planning steps to lay the foundation for the future of your chapter or division.
- Discuss mentoring as a tool for leaders to use as part of the succession planning process.

Success By Design: Your Professional Skills Portfolio (2 hrs.)

Author - Susan Fenner PhD

In today's marketplace, you must continually prove your value. Learn how to showcase skills you've developed in IAAP by incorporating them into your own Professional Skills Portfolio. Reword your accomplishments and volunteer experiences to highlight workplace attributes that spell recognition, promotion, and increased responsibilities. Discover the buzzwords that grab the attention of employers and learn better ways to entice members to volunteer for IAAP responsibilities.

Participants will:

- Gain insight into how they can benefit, personally and professionally, from involvement in IAAP, to get training not available on the job.
- Discover that accepting challenging roles in IAAP will pay off in skill development and competing in today's ever-changing workplace.
- Experience opportunities to examine wording typically used by chapters and divisions to recruit volunteers and analyze why it's not working as expected.
- Learn how to reframe volunteer job descriptions to emphasize skill benefits for members and their employers that translate into professional recognition.
- Leave with a plan for highlighting the skills already developed through IAAP and a course of action for getting the skills still needed.

Business Etiquette For The Business Professional (1.5 hrs.)

Author - Susan Fenner PhD

Today's administrative professional is being asked to assume new roles in the workplace. Along with this increased responsibility comes the need to acquire new behaviors and to demonstrate proper business etiquette in various social situations.

Actual demonstrations of business scenarios will provide the audience with opportunities to critique the protocol, manners, and social conventions in four settings. Test your current knowledge of business etiquette and brush up on the changes that have evolved as the workforce becomes more diverse.

This workshop will prepare you for those occasions when you are asked to conduct business in social settings outside the office environment, participate in interviews that affect hiring decisions, and effectively function in team decision making.

We've Got To Stop Meeting Like This (1.5 hrs.)

Author - Susan Fenner PhD

The new administrative skill being required by employers is the ability to facilitate progress in work teams. Admin staff no longer just prepares agendas from rough copy or merely sends out meeting announcements with attachments for their executives. They are being asked to actively participate in work teams and demonstrate good facilitation skills to create group affinity, focus the group on outcomes, negotiate the group through inevitable conflicts, and lead the group to consensus decision making.

Learn what can go awry when groups are not prepared to function on a team basis. Gain valuable facilitation skills that you can use – in your company or within IAAP.

Communication Across Generations (1.5 hrs.)

Author - Susan Fenner PhD

Due to medical breakthroughs and an emphasis on healthy living, it is not uncommon for seniors to remain active and involved well into their 80s and 90s. Youngsters begin their education much earlier, studying what used to be college-level subjects, and can actually demonstrate computer literacy before they graduate from middle school. The sandwich generation may have multiple dependents living under one roof and be stretched to meet the needs of toddlers, adolescents, mid-lifers, and septuagenarians. Many employees report to supervisors half their age; Gen Xers may find their career paths thwarted by all the Baby Boomers occupying upper-level positions.

While communicating across generations has never been easy, it is becoming more difficult today as the number of generations involved increases and there is more of a need for co-dependency to get the results we want – whether at home, at work, or in the community.

This session will look at the value systems of generations and explain the driving forces that shape their beliefs and motivations. Exercises will provide insight into each group's thinking process, teach participants successful techniques for communicating across groups, and will focus on the unique contributions that each brings to the work team.

Market Like A Pro (1.5 hrs.)

Author - Susan Fenner PhD

At some time in our lives, we will all be called upon to display effective marketing skills. For some of us, it may be selling ourselves to a potential employer by creating a dynamic, all-telling resume. For others, we may be asked to develop eye-catching promotional pieces to highlight a new product or service provided by our companies or associations. And all of us, at some time or another, will have to present an idea to a group of individuals to try and gain their acceptance and support for a specific endeavor. The ultimate success or failure of each of these scenarios depends upon how well we position the vitae, items, or concept.

This workshop will provide participants with time-proven methods for reaching audiences and getting them to embark upon a specified course of action – to hire, perform, buy, enroll, or volunteer. Interactive exercises will provide attendees with hands-on experiences to get targeted groups to say "yes." The information provided will be useful for participants to obtain buy-in in the workplace, at home, and in volunteer settings. Lots of take-home ideas and sure-fire suggestions will be provided that will help you sell yourself, your company's products and services, and IAAP as a top-notch professional association.

People Reading: The Vital Role That Active Listening Play In Effective Communication (1.5 hrs.)

Author - Susan Fenner PhD

In today's fast-paced and highly communicative business world, admins must interact with execs, customers and clients, colleagues, vendors, and virtual teammates via cell phones, faxes, e-mail, teleconferences, and face-to-face encounters in both real and cyber time. Customers can be wooed or shooed; execs impressed or distressed; teammates buoyed or annoyed. It all depends on you and how well you listen, *really listen*, each time you interface with another individual.

This interactive workshop will improve your listening skills by:

- Assessing your present listening quotient (LQ).
- Describing the communication process and the role that active listening plays.
- Pointing out the most common barriers to effective listening.
- Perfecting your ability to be empathetic, and feel the message, as well as hear it.
- Discussing proven techniques for enhancing your listening LQ.
- Examining what you can do to keep the conversation going.
- Helping you to decide when to use silence, when to ask questions – and what kind.
- Providing tips for sending a message of care and concern by using appropriate body signals.
- Exploring universal conversation stoppers and what they do to maim healthy interactions.
- Giving attendees opportunities to experience and improve their communication responses through role play and active group participation.

Learn how to become an exceptional communicator by fine-tuning your listening skills and engaging others. Become the empathetic listener who is noted for bringing out the best in others, and in the process, developing the best in yourself.

The Land Of Ah's: Storytelling As A Powerful New Business Communications Tool (1.5 hrs.)

Author - Susan Fenner PhD

Whether you are opening a business meeting, interviewing a candidate for a new position, or trying to coach a recalcitrant co-worker, the hottest new technique used in workplaces today is storytelling. It has become a critical tool for communicating on a deeper, more personal level. And by learning the elements of effectively using stories to get your point across, you can sharpen your social skills, make a memorable impression, and get the results you want.

This workshop will:

- Examine the ways in which stories can become powerful intermediaries – better received and more often remembered than traditional information vehicles.
- Open the possibilities as to how stories can be used in your everyday work and home life.
- Offer valuable tips for analyzing your audience and mentally formulating a message that hits the mark.
- Hone your skills for developing a strong story plot, with characters that enliven and enhance the message.
- Suggest proven accoutrements that can bring your story to life and actively engage the audience.
- Provide opportunities for you to demonstrate your storytelling skills and learn from your peers what motivates, inspires, and moves an audience to action.
- Increase your ability to get your point across with humor and sensitivity, by delivering a powerful visual message.

Building Trust (1.5 hrs.)

Author - Susan Fenner PhD

No one can be successful – personally or professionally – without having the ability to establish, build, and maintain trusting relationships. In truth, trust is the key element in effective communication, gaining commitment, and achieving results. But how do you get others to trust you and your ideas and what do you do if you somehow lose that trust? Can you ever regain it? What's the secret to getting people to trust you when you have never met them in person or if the relationship is long distance?

This session will:

- Explore the basics of trust and why it is so important in any relationship.
- Look at the characteristics of a trustworthy person.
- Provide a self-assessment to measure your individual trust level and trustworthiness as perceived by others.
- Outline an environment that fosters trust.
- Discuss what happens when trust is lost and whether it can ever be retrieved.
- Focus on how to develop trust when the relationship is virtual and/or long distance.
- Analyze why trust is an essential skill for all successful professionals today and in the future.

Grace Under Pressure: Techniques For Maintaining Your Cool When Things Get Really

Hot (1.5 hrs.)

Author - Susan Fenner PhD

Script & PowerPoint Presentation - Revised by Mary Ramsay-Drow CPS/CAP

It seems like a perfect morning, everything is under control; you're on top of things, when all heck breaks loose. A belligerent customer is on the phone demanding to speak to your exec. You spy a memo that calls for all department staff to meet in the conference room at 9:30 to discuss restructuring. You read on your computer screen that the usual annual report deadline has been moved up two weeks to accommodate the printer's schedule. Suddenly, your life is chaos. All your careful planning and self assurance have been supplanted with a racing heart, sweaty palms, and a mind bouncing in a hundred different directions.

Been there? Done That? Don't want to do it again? Then this workshop is for you. Designed especially for busy people who have high expectations for themselves and the various roles they play - at work, home, and in the community - this session will:

- Help you better anticipate who, what, where, why, and how things can go wrong and ways to avert disasters before they happen.
- Analyze your strengths and weaknesses to uncover flaws that could get you in trouble down the line.
- Give you the insight to understand what people mean, in spite of what they say.
- Offer you effective tips for maintaining your cool that go beyond counting to ten, taking a deep breath, and biting your tongue.
- Suggest phrases, techniques, and strategies that will enhance your professional presence and increase your credibility, no matter what your actual authority might be.
- Elevate you to a calm, rational, compassionate, and capable problem solver role model that others can look to for guidance and inspiration.

Avery Dennison Chapter Call Program

Avery Dennison has been working with IAAP for over 18 years to provide a number of valuable programs and services to members. One of the most popular programs is the IAAP/Avery Dennison Chapter Call Program in which Avery® offers a productivity seminar that can be presented at your IAAP event at no charge. The Avery Dennison seminar is a one-hour multimedia presentation that is informative, fun and proven to increase productivity in the workplace. Each IAAP member attending an Avery seminar will also receive a free sample pack.

It's easy to schedule an Avery Dennison seminar. Simply call the dedicated toll-free Avery Dennison/IAAP line at 800-556-0786, Option 1 or send an email to iaap-officeproducts@averydennison.com. Schedule a date and time (at least six weeks prior to the actual date). Reserve a meeting room.

Please note: Avery will try to accommodate as many IAAP seminar requests as possible. Please understand, however, that the program is dependent upon a **minimum attendance of 25** and **the proximity and availability of an Avery representative**.

Avery Dennison will provide:

- A custom flyer to generate attendance.
- A one-hour presentation.
- A sample pack for each attendee.
- A raffle prize.

Annually, Avery conducts approximately 100 productivity seminars for IAAP events. Many chapters report that the Avery Dennison seminars have been among the most popular programs they have hosted all year, and that they are a great way to generate additional attendance for chapter meetings. So why not consider an Avery Seminar for your next IAAP event?

Current Avery seminar topics include:

Business Solutions for Greater Productivity

- Timesaving tips, image-enhancing ideas and cost-saving options for the office
- Innovative software techniques designed to maximize work efficiency

Go Green With Avery

Hear about new and current Avery products that help you reduce, reuse and recycle in your workplace and home office.

Make It Easy On Yourself

Avery will show you ways to make it just a bit easier by helping you work smarter, not harder, using the latest Avery products, software and templates.

Get Organized!

- Workplace organization tips to increase productivity and reduce stress
- Effective methods to process electronic information and improve time management

When the Impossible is Due Now!

- Ideas to help prepare, plan and execute successful meetings and events
- Learn about the latest Avery products, and the online Avery Meetings and Events Solutions Center

Administrative Professionals Week (Available 4/1 thru 6/30)

- A special seminar to celebrate office professionals
- New products and solutions to make you look both professional and creative

Product & Printing Solutions

- Live software and template demonstrations show you the best options for quick and easy formatting of your favorite Avery products, including mail merge.
- View the latest in new products designed to save you time and money, while giving you that professional edge.

Healthcare Solution

- Find the right Avery products for managing or organizing a medical office, preparing patient mailing, or presenting lab reports.
- See how Avery makes formatting and printing your favorite Avery products easier than ever.

Legal Solutions

- If you present legal documents to clients, store case documents, organize pages of testimony or manage large mailing, Avery has products to make your job easier.
- Live software and template demonstrations will show you the best options for quick and easy formatting, including mail merge.

It's easy to schedule an Avery Dennison seminar. Simply call the dedicated **toll-free Avery Dennison/IAAP line at 800-556-0786**, Option 1 or send an email to iaap-officeproducts@averydennison.com. Schedule a date and time (at least six weeks prior to the actual date).



Program Options for Chapters from Office Team

OfficeTeam has developed a number of presentations that are available at no charge to IAAP chapters/divisions and corporations – and all of the programs below qualify for recertification credit!

Contact OfficeTeam to determine local spokesperson availability for programs. To locate the nearest office, call 1.800.804.8364 or search online.

Illinois Contacts:

Cynthia Kong (Cynthia.kong@officeteam.com) 650.234.6298
 Abby Goodman (abby.goodman@officeteam.com) 650.234.6289
 Jennifer DiGrande (iaap@officeteam.com) 650.234.6444

Employee/Job Seeker-focused Presentations

- Changing Places, Changing Faces
- Fitting In and Standing Out in the Workplace
- Get the Recognition You Deserve
- How to Recession-Proof Your Career
- How to Write the Perfect Resume and Cover Letter
- Landing Your Next Job in a Tough Economy
- Making It Click: Successful Relationships Between Managers and Administrative Professionals (Employee Version)
- Ten Tips for Communicating with Your Boss