The Premier Training Event for Administrative Professionals and Executive Assistants

2019 PROGRAM GUIDE

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A diversified event

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Administrative Professionals Conference 2019

FEATURING

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STAPLES Business Advantage
Dear Colleagues,

Welcome to APC 2019! I can’t believe we are finally here. It was just a year ago that I had the honor of becoming the Executive Director of the Administrative Professionals Conference and The American Society of Administrative Professionals. What a year it has been!

I am grateful for the opportunities to meet some of you over the course of the year. The insights you shared have been incredibly valuable as we planned this year’s event and for the future.

There are a few changes in the event this year that I want to point out. First - our keynotes will all be in a basketball arena. That is crazy, right? But this was a very carefully thought-out decision. In March, we were seeing such an incredible response to the event that we knew we either had to close registration very early or find an alternative to ensure you all had a great experience. Moving the keynotes not only allowed us to include as many people as possible, but it ensured that the breakout rooms worked well for the important educational sessions we had planned. We truly thank you for your flexibility and willingness to walk a little further this year so we could all be together to experience this event.

The other change I wanted to mention is the way we recognize you at APC. In the past, some of you may recall we had Goldie Gifts, MVPs and other recognition programs. We love that so many of you have been coming for many years - thank you! But we also love that we have new attendees, and people new to the role, joining us too! And we know there are a lot of outside factors in your attendance (another reason we hated the idea of closing the event early). Some of you don’t always get approval to come every year, or it just doesn’t work with your schedule or boss’ schedule. All that to say, this year we want to recognize all of you. Each and every one you stepped up and asked for approval to come. You are all eager to grow professionally and personally and be an active member of this amazing community. Our goal is that you feel valuable and celebrated throughout the conference from the gift bag to mask making, fun snacks and other surprises sprinkled into the event.

Finally, this year you will see the APC team in branded t-shirts. I hope that this will help you to find us so we can answer questions, get you logged into the app, find your session room, or get a chance to meet you! Without your feedback we couldn’t bring you the experience you expect from APC so keep talking. We are here for you.

I’m excited to kick-off the 2019 event with you!

Megan

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Welcome

Megan Hall
Executive Director

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WiFi

WiFi is available in meeting rooms, public spaces, and the Exhibit Hall.

Network: @Hyatt_meeting
Password: apcnola2019
Hyatt Regency, New Orleans
APC times may differ from EA Summit times.
The EA Summit Schedule appears on page 11.

To view speaker bios, workshop descriptions, session learning objectives, and more, visit the mobile app at apcevent.com/app.

SATURDAY, SEPTEMBER 21
8:00 am – 5:00 pm  PACE Exam Prep Course  (Separate registration and fee applies)  ..................................................  Empire C
2:00 pm – 6:00 pm  Conference Registration/Customer Service Desk Open  ..................................................  Empire Foyer

SUNDAY, SEPTEMBER 22
7:00 am – 5:00 pm  Conference Registration/Customer Service Open  ..................................................  Empire Foyer
8:30 am – 3:30 pm  FULL-DAY WORKSHOPS  (*pre-registration required)
(W1) Business Writing Intensive: Better Writing in Just One Day  ..................................................  Empire D
Mandi Stanley, CSP, Founder, Mandi Stanley Seminars LLC
(W2) Exploring and Living In The Google Ecosystem  ..................................................  Empire C
Anne Truger, Innovation Technology Consultant and Google-Certified Educator, Innovator & Trainer

8:30 am – 11:30 am & 12:30 pm – 3:30 pm  HALF-DAY WORKSHOPS  (*pre-registration required)
(W3) Working Well with Others  ..................................................  Celestin D
Christy Crump, Director of Operations, RCS Training
(W4) Next-Level Project Management: Deepen Your Expertise and Overcome Obstacles  ..................................................  Celestin E
Chrissy Scivicque, PCM, ATD, Career Coach and Corporate Trainer, EatYourCareer.com

11:30 am – 12:30 pm  Workshop Lunch  ..................................................  Storyville
4:00 pm – 5:15 pm  Best Practice Discussion Groups  (see page 18)
4:00 pm – 5:15 pm  Networking by Industry  (see page 19)
4:15 pm – 5:15 pm  Conference Orientation  (see page 18) ..................................................  Celestin DC
5:30 pm – 7:00 pm  Welcome Reception / Exhibit Hall Opening  ..................................................  Elite Hall

Everything you need is in our Mobile App!
Head to apcevent.com/app
MONDAY, SEPTEMBER 23

7:00 am – 4:30 pm  
Conference Registration/Customer Service Desk Open .................................................. Empire Foyer

7:30 am – 8:30 am  
Breakfast .................................................................................................................. Smoothie King Center

8:45 am – 10:15 am  
**Keynote:** Sekou Andrews “How to Awesomify Your Life!” .................................................. Smoothie King Center

10:30 am – 11:15 am  
Beverage Break w/ Exhibits / Meet and Greet ................................................................. Elite Hall & Foyer

11:15 am – 12:30 pm  
**CONCURRENT SESSIONS** (repeated in the afternoon, with one exception)

*Meeting and Event Tips to Survive and Thrive (‘only runs once)!* .................................................. Bolden 5

**Jordan D. Clark, Managing Partner**
Your position and responsibilities have you at the epicenter of your company. People count on you to make things happen, and you deliver! You’ve EARNED the reputation for bringing things over the finish line. That’s why they’ve asked YOU to handle the company meeting, in all your spare time (ha). This presentation will give you the fundamental knowledge you need from an expert in the meetings industry. You’ll learn processes that will keep you on track, make certain you don’t miss any details, large or small, and most importantly, protect and elevate your amazing reputation.

**Meet and Greet Microsoft Office 365** ........................................................................... Celestin FGH

*Corinne Hoisington, Professor of IT, Central Virginia Community College*
Let’s head into the exciting features of Office 365! Join us for an engaging journey as your company upgrades to Microsoft Office 365! We will start with understanding how Office 365 differs from older versions as a subscription-based service hosted on Microsoft servers. To leverage the latest in productivity, examine the new features in Word such as the LinkedIn Assistant; in Excel – see new analysis tools; in PowerPoint – check out new 3D animations and models; in Outlook – take a look at new multi-time-zone tools, and OneNote – now part of Windows! And let’s not forget the many new cloud apps such as OneDrive, Sway, Power BI, and much more. Become the go-to person in your realm for Office productivity and cloud finesse!

**Gmail and Beyond: Must-have Tools to Work Smarter, Faster and More Efficiently** ..................... Bolden 6

*Anne Truger, Innovation Technology Consultant and Google-Certified Educator, Innovator & Trainer*
You may not know Gmail as well as you think. Did you ever want to save an email to multiple folders to make searching and organizing infinitely easier? Done. Snooze an email so that it temporarily disappears and comes back when you choose? Done. See your calendar next to your inbox for instant scheduling? Done. Connect your to do list to your calendar and contacts? Done. Google Tools work together to provide a comprehensive communication experience. Take a tour through the seamless connections of Gmail, GCal (Calendar) and Google Meet (a video conferencing tool) to learn how these tools work together so that you can work smarter. When they are used together, you have a powerful toolbox at your fingertips. And, take a deep dive into settings that smoothly move you from one task to another.

**Build and Motivate a Team to Greatness: Overcoming Dysfunctional Behaviors** ......................... Celestin ABC

*Christy Crump, Director of Operations, RCS Training*
Back by popular demand! You can’t succeed unless your team succeeds. And, your team can’t perform if it is mired in dysfunctional behaviors and attitudes. Based on Patrick Lencioni’s ground-breaking book, “The Five Dysfunctions of a Team,” this session addresses common team problems including: absence of trust; fear of conflict; lack of commitment; avoidance of accountability; and inattention to results. When managing a team – directly or indirectly – you are challenged to understand the dysfunctions, and work with staff to overcome them. Learn how to guide a team to work more cohesively, efficiently, and effectively and lead them to victory.

**Developing Your Executive Presence: How to Project Poise, Confidence, and Composure** .......... Celestin E

*Mandi Stanley, Founder, Mandi Stanley Seminars LLC*
Throughout your workplace and especially in meetings, you can probably identify the leaders easily through observation alone. It isn’t just what leaders say and do so much as it is how they say and do it. That kind of leadership presence encourages people to take you seriously, sometimes even without words. It is communicated by the way you carry yourself, the way you talk (and listen), and in your social interactions. Learn how to communicate strength through your body language, voice and vocal habits, and even the way you conduct yourself in meetings. Get techniques for developing a confident mindset and for projecting poise.

**Strategic Alignment for Top-Notch Management Support** ..................................................... Celestin D

*Lisa Olsen, CEO, Admin to Admin, Executive Coordinator, Dignity Health*
What does it mean to provide executive support? What is strategic alignment? Answer those questions and hear fresh ideas about how to effectively merge into your executive’s lane in order to build a solid partnership and demonstrate leadership influence. Establishing and maintaining a collaborative partnership with your manager or executive is one of the most challenging, rewarding and critical aspects of your job. Creating that partnership is rarely taught; rather it is achieved with purpose, experience, reflection and frequent two-way communication. Discover the legacy principle and why it matters; how to get around relationship obstacles; proven communication strategies; and why your manager or executive needs you to lead.
Mastering Social Media for Your Best Online Presence
Lucy Brazier, CEO, Publisher, Marcham Publishing, Executive Secretary Magazine
We all know social media is no longer a nice-to-have; it’s a business imperative. There are separate and unique benefits of each of the four major platforms (Facebook, LinkedIn, Twitter and Instagram) and you need to know how to use them together to build and grow your business and your own presence online. How do you build your profiles and cross-pollinate between platforms? How can you take advantage of the power of connection? What is the best way to minimize time spent managing your accounts, while maximizing solid results? This is a must-attend session for anyone that doesn’t understand why social media is a crucial skill set for administrative professionals, or how you can lead your team to victory once you have mastered it.

Take the Lead: Best Practices for Your Special Projects
Crystal J. Richards, PMP, PMI-ACP, Mosaic Resource Group, LLC
This session is intended for the staff member who regularly ends up as the default project manager in their organization—the "accidental project manager." Oftentimes, this individual is charged with implementing a new initiative in their organization while at the same time expected to keep up with their daily tasks and assignments. Good project management practices don’t mean you need to read a textbook or get certified. At the end of this session, participants will be able to: define a project; identify the core key stages of project management; recognize the use of everyday tools to manage projects; and, discover time management tips to better manage projects.

Time Management for Admins: Working with the Unique Challenges
Chrissy Scivicque, Career Coach and Corporate Trainer, EatYourCareer.com
In essence, as a support professional, your time is not your own. Your job is (primarily) to help others accomplish their goals. Therefore, when they need something, you’re supposed to drop what you’re doing and help. To make matters worse, they often need things that are both unexpected and urgent. Simply closing your door and focusing on your own priorities isn’t an option. All of this can make time management feel like a nearly impossible task! But take heart…there are strategies that will help you make the most of your time, while still being appropriately responsive to the needs of the people you support. Learn exactly how to work with these challenges, so you can be productive, even when you’re pulled in a million different directions at once.

Unleash the Power of Influence
Rhonda Scharf, Certified Speaking Professional, Trainer & Author, On The Right Track- Training and Consulting™ Inc.
Unlock your potential today, and step into your role as a strategic business partner. Have you exercised your leadership muscle? Are you ready for the next stage of your career? Are you comfortable sitting at any boardroom table as an equal? This session is about you—your influence and your leadership. Learn what you need to do to become a strategic business partner, how to achieve the right balance, and how to ensure that you are the leader that your Executive needs you to be. Step up to your potential and walk away with "how to’s" that aid your ability to lead and influence immediately!

Understanding SharePoint and OneDrive
Neil Malek, Founder and Lead Instructor, Knack Training, LLC
In 2019, Microsoft is pushing us more and more to use ‘cloud storage’ solutions, rather than working from our hard drives. By using tools like OneDrive and SharePoint, we can access our files from any computer, tablet, or phone – what does that interaction look like? What happens when we’re on a plane? Do these files synchronize easily? What security concerns should we worry about? To participate hands-on, bring a laptop with an Office 365 subscription that you have access to with a regular internet connection. Others may follow along without Office 365 access.

CONCURRENT SESSIONS
*The Art and Science of Site Selection for Meetings and Events (*only runs once!)
Jordan D. Clark, Managing Partner
Site selection and contracting can completely derail your meeting or event if not done correctly. During this incredibly informative session, we’ll have you looking at proper site inspections in a whole new way. You’ll learn exactly what to look for, no matter the situation, and the importance of getting it right. We’ll help make sure that hotels sell you what YOU need, as opposed to what they want to sell you. Perhaps most importantly, you’ll learn some tips for negotiating the best business deal for your organization, while making sure your financial exposure is kept to a minimum. Your organization is counting on you to deliver, and we’ll help you make sure you avoid pitfalls and look like a hero in the process.

Beverage Break w/ Exhibits
Elite Hall

Feature Sessions (see page 20)

Monday Night Out (Separate pre-registration and fee were required)
**TUESDAY, SEPTEMBER 24**

7:00 am – 5:00 pm
Conference Registration/Customer Service Desk Open ....................................................... Empire Foyer

7:30 am – 8:30 am
Breakfast .................................................................................................................................. Smoothie King Center

8:45 am – 10:00 am
5th Annual Eureka! Award & Keynote: Erica Dhawan, MPA, MBA, “Get Big Things Done: The Power of Connectional Intelligence” ....................................................... Smoothie King Center

10:15 am – 11:00 am
Beverage Break ......................................................................................................................... Various Foyers
Book Signing ............................................................................................................................... Elite Foyers
Books will be available in limited quantities and will be distributed on a first come, first served basis

11:00 am – 12:15 pm
CONCURRENT SESSIONS (repeated in the afternoon, with one exception)

- *Mind Mapping: Understanding the Concept and Managing the Ideas* (*only runs once!* ..................................................... Bolden 5
  Brandon Conrad, Director

  Mind Mapping is a technique that improves visualization, brainstorming, and collaboration. In this interactive presentation, attendees will be guided through Mind Mapping best practices for visualizing the “big picture”, enhancing communication concepts, and improving project management. When utilizing Mind Mapping software like MindView, productivity increases because mind maps can be exported to MS Office.

- The Big Office Year: Updates of Office 365/2019 and Advanced Features ................................................................. Celestin ABC
  Corinne Hoisington, Professor of IT, Central Virginia Community College

  The new Office 2019/365 updates are out! Microsoft has released their next version of Office — drum roll — Office 2019/365, which is simply the present version of Office 365. Let’s work together as we dive into Excel and experience data insights, 3D data maps, and powerful pivot tables with slicers. Wait until you see the Office 3D visual animations live, new Office apps that leverage powerful new ways to leverage our workload with Microsoft Stream storing video and adding closed captioning, Microsoft Teams changing how we interact, Microsoft Forms collecting customer interactions, and Microsoft Flow automated approvals.

- Exploring Excel Power Query and Flash Fill ...................................................................................... Empire D
  Anne Marie DelPrincipe, Adjunct Professor, Raritan Valley Community College (RVCC), and Owner, Mastering Software Unlimited

  Tired of cleaning, merging and writing formulas for the data you received? Instead, use Power Query with its Query Editor, a powerful tool for shaping and transforming data so it’s ready for your models and visualizations. Or use Flash Fill to eliminate the RIGHT, LEFT, MID, and CONCATENATE formulas and clean your data in nanoseconds. Working with your data is now easy and quick. Attendees should be competent with Excel already; laptops are required. Preferred installations: Power Query in Microsoft Excel 2013 only. Flash Fill is not a function in Microsoft 2013. Flash Fill is part of Microsoft 2016.

- Dealing with Difficult Behavior at Work – without Losing It! ................................................................. Celestin D
  Lorinda Lewis, President, Lorinda Lewis, LLC

  Are there strong differences of opinion where you work? Personality conflicts? Downright difficult people? Sticky situations, negativity or confrontations? Every worker is confronted with difficult behaviors, difficult people, and general conflict throughout their career. This session will give you an 11 step process for dealing with difficult situations and techniques for coping with the common types of chronically difficult people while staying calm and composed. Whether you are dealing with garden variety personality differences or with those exploders, snipers, complainers and blamers at work, take back ideas to try at work, including coping mechanisms to keep things from getting under your skin.

- Developing Your Inner Circle ...................................................................................... Strand 11
  Peggy Vasquez, Chief Executive Assistant, International Speaker and Author; Not Just an Admin

  Who’s in your inner circle? Are your closest relationships healthy ones? Are they a diverse group or people just like you? Are you modeling behaviors that attract meaningful connection? Would you want to connect with you? Whether you realize it or not, you are part of an inner circle and are likely helping someone else move closer to their goals, dreams and desires. Use this successful technique in your own life and develop a powerful inner circle of your own. With the help of your inner circle, you can gain greater momentum to carry you closer to your goals, dreams, and desires.

- Powerful PowerPoint: Creating Slides with Pizazz ...................................................................................... Strand 10
  Lee Silber, Best Selling Author, Creative-Lee Speaking

  Why are so many PowerPoint presentations, well, awful? Explore what works best design-wise when creating slides and slide decks. Take a deep dive into the colors that work best and why, which fonts to use (and which to avoid), how to include a lot of information but emphasize what’s most important, and how to create and use infographics. Learn why many slide decks look amateurish, and how to grab the audience and draw them in with both words and layout. This design-focused session is highly interactive, fun and funny, and the things you learn are not only applicable to your PowerPoint slides, but to everything you create—flyers, posters, brochures, newsletters, and correspondence. This is design for non-designers, taught in a way that even if you are not artistic, you will look like you are.
11:00 am – 12:15 pm

Divergent Thinking: Problem-solving Revisited
Kisha Allen, Corporate Trainer/ Public Speaker, eBeyond Motivation, LLC Training & Development

The human brain is a miracle – an invaluable asset that yields immeasurable results when challenged. However, it is highly underutilized, particularly as we rely more heavily on technology. This robotic response can mask and distort your ability to see the full spectrum of possibilities. As administrative professionals are asked to take on greater and more challenging responsibilities, divergent thinking will help you produce better results and become the problem-solver every manager prizes. Divergent thinkers are powerful decision-makers, collaborators, and influencers who can step outside problems and assess them from a higher vantage point. They defer judgement and provide solutions amidst turmoil. Stand out and advance in your industry by leveraging this powerful asset, and conquering problems that would rob your time, power, voice and fulfillment.

Multi-Tasking: Strategies for Taking Control of Your Time
Sandy Geroux, CEO, Trainer, WOWplace International

The days of limited duties with spare time in the day are long gone. Today’s administrative professionals typically not only have routine daily tasks, but also undertake special projects, managerial responsibilities, and teamwork challenges, not to mention the unexpected assignments that arise on an almost hourly basis. This interactive session provides realistic techniques for separating myth from fact when it comes to multi-tasking, as well as ideas for setting priorities, boosting your ability to focus and reduce distractions and managing your time so the unexpected doesn’t control you.

It’s App-tastic: 60 Apps in 75 Minutes
Jim Spellos, President, Meeting U.

You thought you have all the apps that you need? Perhaps, but as more and more mobile apps are developed, business professionals are finding new ways of saving time and increasing their productivity. Whether you’re looking for tools to help manage your social connections, connect and communicate with your team, supercharge your office, or looking for that needle in a haystack that will save you endless time, this session is sure to provide you that information. Attendees are encouraged to bring their mobile devices and share their favorite apps with their peers.

Building Personalized, Powerful PDFs for Your Team with Acrobat Pro
Neil Malek, Founder and Lead Instructor, Knack Training, LLC

Anyone can create a PDF from a document in any of the Office documents. Unfortunately, ‘Save As PDF’ is as far as most people go. If you have a subscription to Acrobat Pro, there are powerful ways to customize and personalize your PDFs to make them more useful and easier to navigate. Additionally, you can make them easier to download and preview, or print and scan. Please come with Adobe PRO installed OR the 30 day trial of Adobe Pro already installed. Adobe Reader will not be sufficient for this session.

Onboarding New Colleagues: How to Maximize Value While Saving Your Sanity
Shelagh Donnelly, Speaker and Administrative Consultant, Founder, Exceptional EA

Do you find yourself being the point person for bringing new colleagues up to speed in the office? Are you and other assistants asked the same questions each time there’s a new hire? If so, you have a tremendous opportunity to add value. Given the investments of time and financial resources in recruiting new employees, it makes sense to provide a solid ROI once they arrive in your office. You can do so by planning and documenting onboarding processes that complement HR’s orientation program. Explore onboarding, and elements of a proposal you can make to establish or refine an onboarding program for your office.

12:15 pm – 1:30 pm

Lunch

1:45 pm – 3:00 pm

CONCURRENT SESSIONS

*MeetingBooster: Learn How Optimize Your Meeting Process (‘only runs once’)
Ulrik Merrild, Director

Are you spending too much time creating agendas and meeting minutes? In this session, you will learn how to utilize a meeting management tool which will help you generate agendas faster, “run” meetings easier and generate minutes. A built-in task system will help turn discussions into action plans. These meeting tools will save you time and effort with the paperwork involved in a meeting. You will walk away from this session with a tangible way to make your meetings more efficient.

3:00 pm – 3:30 pm

Beverage Break

3:30 pm – 4:30 pm

Best Practice Discussion Groups (see page 18)

3:30 pm – 4:30 pm

Networking by Region (see page 19)

3:30 pm – 4:30 pm

Feature Session (see page 20)

6:30 pm – 9:00 pm

Moonlight Masquerade at Generations Hall

Shuttles will be provided. (see page 17)
WEDNESDAY, SEPTEMBER 25

8:00 am – 1:30 pm
Conference Registration/ Customer Service Open .......................................................... Empire Foyer
Continental Breakfast ...................................................................................................... Storyville

7:30 am – 8:15 am

9:00 am – 10:15 am
CONCURRENT SESSIONS

Leadership Bingo™ ................................................................. Celestin D
Sandy Geroux, CEO, Trainer, WOWplace International
Whether titled or untitled, your success depends on your ability to objectively assess and evolve your leadership style, behaviors and consistency to meet the demands of an ever-changing workforce. Join Sandy for this fast-paced, interactive, enlightening and FUN session, where you will play a round of her proprietary leadership assessment tool, Leadership Bingo™, to help you quickly identify your strengths, as well as any gaps or “blind spots” that may exist in your leadership skill set. You will receive 25+ ideas on a Bingo card you can take with you to remind yourself of what you should do every day.

The Gift of Gab: Becoming a Comfortable and Compelling Communicator ......................... Celestin E
Lee Silber, Best Selling Author, Creative-Lee Speaking
Not everyone was born with the “gift” of gab; most of us don’t find it easy to speak to just about anyone, anywhere or to express our beliefs and ideas so that others are interested and want to listen. Both introverts and extroverts can use specific techniques to build their confidence, improve their approach, break the ice and communicate more persuasively. This session offers proven methods for finding common ground whether speaking face to face, on the phone, or even in writing. Learn the art connecting with others to create a strong bond, expand your influence, and build strong business relationships.

Finding Your Healthy Work/Life Balance ..................................................................... Celestin FGH
Lorinda Lewis, President, Lorinda Lewis, LLC
In today’s fast-paced, always “on” society, administrative professionals find juggling work responsibilities and personal obligations of themselves and others harder than ever. It’s easy to get out of balance – with either work distracting you during personal time or your personal issues intruding during the workday. How can we set the right boundaries and reach the right balance? Hear about five positive life-changing techniques you can implement right now for a dramatic effect on your sanity and productivity. Explore how to manage stressing factors and monitor your P’s and E’s to ensure you are healthy!

Advanced Minute Taking – Motions and Voting ......................................................... Empire C
Rhonda Scharf, Certified Speaking Professional, Trainer & Author, On The Right Track - Training and Consulting™ INC.
Do you ever second-guess yourself when taking minutes? Do you wonder if you really are completing your minutes in the proper/legal way? How much is too much information and how much isn’t enough when documenting decisions, discussions, and voting? Minute Taking is a skill that needs to be learned and perfected. Just taking down what happens in the meeting isn’t going to be enough if your minutes end up in court. Learn how to protect your company and it’s officers. Discuss what needs to be captured during discussions and decisions, and why. Take your Minute Taking skills to the next level with our advanced session on Motions and Voting.

Root Cause Analysis: Figuring Out What Happened & How to Make Your Best Next Move .................. Strand 10
Madeline Cate, Administrative Coordinator, Martin’s Point Healthcare Management System
Alert: this isn’t your typical problem-solving session! People have a natural tendency to jump to solutions when we encounter a problem, to be action-oriented. Too often though, we don’t ask “what happened” and “why did this happen?” And if we haven’t truly uncovered the root cause of a problem, we end up merely transforming one problem into another, wasting valuable time and resources. Like Marie Kondo’s KonMari method of organizing, we can use Lean methodology to uncover the value of solutions or practices like “5S” organizing and standardized work. Get ready to refine your thinking to make better decisions and never return to the same problem again.

LinkedIn Masterclass: A Career Game Changer .................................................................. Empire D
Melissa Peoples, EA Coach and Trainer, Founder, Admin Gurus
Take control of your personal and professional brand on LinkedIn! In this masterclass, you will discover how to build a powerful online presence on LinkedIn, how to showcase your personal brand and learn tips and tricks that will be a game changer in your career development. Regardless if you are looking for your next role or if you are simply serious about your career development, then this is a class that you will not want to miss! Laptops are required.

Getting to Better Collaboration ......................................................................................... Strand 12
Brian Childers, Training Manager, United States Air Force
In a world full of apps and programs, the ability to communicate face-to-face is becoming a lost art, making it more valuable than ever. And yet, our colleagues’ success and efficiency are often central to our own success, so we may find ourselves in a position where we need to teach, train, or share information with our coworkers – a particularly challenging type of communication. No two people are the same, so it’s natural that people absorb information in different ways. Rapport and trust are vital to someone being open to learn what’s being shared. By using a knowledge of different learning styles, you can boost your interpersonal communications so that you build rapport, transmit information better, and increase understanding.
9:00 am – 10:15 am

Coordinating Hotel RFPs and Contracts Smoothly

Kelly Phinney, Senior National Account Manager, Experient

In today’s fast-paced business environment, you may feel pressure to compromise when selecting venues for meetings and events. But negotiating event contracts is challenging, and hotels have more negotiating power than ever. Finding the right venue and executing the best deal takes additional time to ensure you receive the strongest rate and terms you can while delivering on the preferred dates, space, and city.

So You Want to Become a Virtual Assistant?

Kelly Phinney, Senior National Account Manager, Experient

In today’s fast-paced business environment, you may feel pressure to compromise when selecting venues for meetings and events. But negotiating event contracts is challenging, and hotels have more negotiating power than ever. Finding the right venue and executing the best deal takes additional time to ensure you receive the strongest rate and terms you can while delivering on the preferred dates, space, and city.

So You Want to Become a Virtual Assistant?

Tawnya Sutherland

Operating a successful Virtual Assistant (VA) business has given many administrative professionals the opportunity for increased autonomy, flexibility, and satisfaction in their work. But while the freedom to control your own income can be enticing, it can also feel risky. If you’ve ever been curious what it would be like to be the boss of your own service business, but don’t know where to start, or want to understand the realities of operating as a VA, this is for you. Answer the most popular questions about becoming a VA, including: WHO is a VA? WHAT services can a VA offer? WHERE do VAs find clients? WHEN do VAs get paid? WHY do VAs need a marketing plan? HOW do VAs grow their business?

[Tips and Tricks to] Manage Your Office Like a Rockstar

Stephanie Powley, Senior Office Manager, Executive Assistant to CEO, Seer Interactive

Administrative professionals often find themselves with the additional task of being the “office manager” for their company. Not only are you doing the work of two (or more) people, but sometimes you — literally — need to be in multiple places at the same time, coordinating efforts for a company with offices in multiple locations. It’s a daunting task, but it doesn’t have to be. Learn how to take an organized and assertive approach to supporting your company and effortlessly combine a diverse range of responsibilities ensuring that office processes and activities are managed seamlessly. The session will cover a wide variety of topics not limited to internal and external communication, facilities management, and emergency response plans.

10:15 am – 10:45 am

Beverage Break

10:45 am – 12:00 pm

Keynote: Ben Nemtin: “5 Steps to Make the Impossible Possible”

12:15 pm – 1:15 pm

Lunch

1:30 pm – 4:30 pm

WORKSHOPS & POST-CON ACTIVITIES (*pre-registration required)

(W5) On the Hunt in The Big Easy: Lessons in Leadership and Influence

Conducted by strayboots

(W6) Creating & Using a Skills Portfolio to Reach Your Goals

Sandy Geroux, CEO, Trainer, WOWplace International

(W7) Start Monday Right: Seize Opportunities & Make Things Happen

April Stallworth, Executive Team Assistant, Niles Township High School District
Peggy Vasquez, Executive Assistant, Pacific Northwest National Laboratory

(W8) Maximizing Your Influence at Work

Lorinda Lewis, President, Lorinda Lewis, LLC

(W9) Unleash the Full Power of Microsoft Excel

Anne Marie DelPrincipe, Adjunct Professor, Raritan Valley Community College (RVCC), and Owner, Mastering Software Unlimited
# EA Summit Schedule

Sessions in blue are exclusive to the EA Summit attendees only. EA Summit times may differ from APC times.

To view speaker details, learning objectives and more, visit the mobile app or [apcevent.com/app](http://apcevent.com/app).

## SUNDAY, SEPTEMBER 22

<table>
<thead>
<tr>
<th>Time</th>
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<tr>
<td>7:00 am – 5:00 pm</td>
<td>Conference Registration/Customer Service Open</td>
<td>Empire Foyer</td>
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<tr>
<td>8:00 am – 9:15 am</td>
<td>EA Summit Continental Breakfast</td>
<td>Storyville</td>
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<tr>
<td>9:15 am – 9:30 am</td>
<td>EA Summit Briefing &amp; Orientation</td>
<td>Empire AB</td>
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<tr>
<td>9:30 am – 10:30 am</td>
<td>EA Summit Showcase Presentation: Dealing With Social Politics In Your Organization</td>
<td>Empire AB</td>
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<td></td>
<td>Crystal J. Richards, PMP, PMI-ACP, Principal, Mosaic Resource Group</td>
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<td></td>
<td>Like the show Survivor, players have to adapt to the game of social</td>
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<td>politics to make alliances and meet their goal of success. This</td>
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<td>session will delve into social politics at work which entails that</td>
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<td>we know how to effectively deal with office politics, have a strong</td>
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<td>sense of self, and develop good negotiation skills in order to forge</td>
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<td>effective working relationships with our peers and our teams.</td>
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<tr>
<td>10:30 am – 11:00 am</td>
<td>Beverage Break</td>
<td>Empire CD Foyer</td>
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<tr>
<td>11:00 am – 12:15 pm</td>
<td>EA Summit Quick Start Networking</td>
<td>Empire AB</td>
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<tr>
<td>12:15 pm – 1:15 pm</td>
<td>EA Summit Lunch</td>
<td>Storyville</td>
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<tr>
<td>1:30 pm – 4:30 pm</td>
<td><strong>EA SUMMIT WORKSHOPS</strong> (<em>pre-registration required; descriptions may be found in the Mobile App)</em></td>
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<td></td>
<td>(EW1) Outlook 365 Power User: The Power Tools of Productivity</td>
<td>Empire C</td>
</tr>
<tr>
<td></td>
<td>Corinne Hoisington, Professor of IT, Central Virginia Community College</td>
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<tr>
<td></td>
<td>(EW2) The Empowered Assistant</td>
<td>Empire B</td>
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<td>Lisa Olsen, MS, CEO, Admin to Admin, Executive Coordinator, Dignity Health</td>
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<tr>
<td>4:30 pm – 5:30 pm</td>
<td>Exclusive Early Access to Welcome Reception</td>
<td>Elite Hall</td>
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<tr>
<td>5:30 pm – 7:00 pm</td>
<td>Welcome Reception/Exhibit Hall Opening</td>
<td>Elite Hall</td>
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## MONDAY, SEPTEMBER 23

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<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Location</th>
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<tbody>
<tr>
<td>7:00 am – 4:30 pm</td>
<td>Conference Registration/Customer Service Desk Open</td>
<td>Empire Foyer</td>
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<tr>
<td>7:30 am – 8:30 am</td>
<td>Continental Breakfast</td>
<td>Smoothie King Center</td>
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<tr>
<td>8:45 am – 10:15 am</td>
<td><strong>Keynote: Sekou Andrews</strong> “How to Awesomify Your Life!”</td>
<td>Smoothie King Center</td>
</tr>
<tr>
<td>10:30 am – 11:15 am</td>
<td>Beverage Break with Exhibits / Meet and Greet</td>
<td>Elite Hall &amp; Foyer</td>
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11:15 am – 12:30 pm

EA SUMMIT CONCURRENT SESSIONS

Create Extraordinary Power Pivot Tables With Power View, Power Maps (3D Map), Slicers And Timeline
Anne Marie DelPrincipe, Adjunct Professor, Raritan Valley Community College (RVCC), and Owner, Mastering Software Unlimited

You create Pivot Tables using one table. Imagine creating a Pivot Table that takes information from multiple sheets using Power Pivot! Now add Power View to create interactive charts; 3D Maps where you can plot geographic and temporal data on a 3-D globe or custom map, show it over time, and create visual tours you can share with other people; add Slicers and Timeline to quickly filter your data. Combining these visualization tools provides an immersive experience for making discoveries in your data – things that might have never been seen in the traditional spreadsheet. Attendees should be competent with Excel already; laptops are required. Preferred installations: Silverlight and Power Map in Microsoft Excel 2013 and Power View in Excel 2016.

Lead from Where You Are: The Assistant’s Guide to Emerging as a Leader
Kisha Allen, Corporate Trainer, eBeyond Motivation, LLC Training & Development

Leaders are necessary and welcome at all levels of today’s organizations. Executive assistants must have the capacity to shift from supporting to leading at a moment’s notice. Your CEOs, Presidents, Directors and VP’s are consumed each day by competing priorities and distractions. You must to be their eyes, ears, hands and feet on the ground; you must keep their path clear. Executives rely on the power, order, balance and expertise that you bring. It’s time for executive assistants to use their superpowers, step out from behind the curtain, and reveal themselves to the world (okay, your office.) Learn to view your role from a different perspective and exercise your influence to get things done.

12:30 pm – 1:45 pm

Lunch/ Exhibits Open

1:45 pm – 3:00 pm

EA SUMMIT CONCURRENT SESSIONS

Great Expectations: Board Management and Relations
Shelagh Donnelly, Speaker and Administrative Consultant, Founder, Exceptional EA

Expectations of boards are high, and your contributions to the board’s success are also held to a high standard. You need to communicate effectively and produce quality meeting packages in addition to navigating sensitive situations and maintaining confidentiality. Relationship management skills are key to your success as you collaborate with directors, various stakeholders, C-level colleagues, and their EAs. Technical skills aside, it’s your emotional and cultural intelligence that help secure deliverables, produce relevant meeting packages in a timely manner and gain stakeholders’ respect. Learn to manage relationships and expectations, and get the job done through influence rather than authority. Session to include a case study examination.

The Ultimate Tech Hackathon: 30 Tools & Shortcuts To Use Technology More Effectivel
Jim Spellos, President, Meeting U.

So you’re at your computer, or on your mobile device all day long. But did you know that there are dozens of ways to save you time using the tools that dominate your computer day…as well as new tools that you need to know about. From Windows and MS Office tips & tricks to information portals, social media shortcuts to the latest time saving applications, this session will save you and your organization valuable time & money.
11:00 am – 12:15 pm

**EA SUMMIT CONCURRENT SESSIONS**

**Budgeting Made Easy** ................................................................. Empire A

*Judy Bicking, Senior Trainer, Institute of Finance & Management*

Do you have responsibilities for your department’s budget? Do you approve or track expenses, monitor revenue, or produce budget update reports? Maybe you’re even assisting with projections or project forecasting. Often it is assumed that you know how to manage a budget, can carry out all the requirements, and can manage the closing process accurately and efficiently. Learn about some of the things you need to watch out for, like, financial records rules, or, why you need to be concerned with budget variances. In this interactive session, examine (in everyday language) the budget process, basic accounting procedures, accounting terms, the impact of tracking and coding expenses accurately, and how you can play a major role in assuring your company’s budget reports and financial statements are accurate, useful, and timely.

**I’ve Been Assigned a Project – Now What?** ...................................................... Empire B

*Rhonda Scharf, Certified Speaking Professional, On The Right Track - Training and Consulting™ INC.*

You’ve been tasked with something that is new; and naturally you accepted. Now what? Take the mystery out of successful project management by attending this interactive workshop designed for senior administrative professionals. The odds are you are already familiar with project management. The odds are you are already doing a lot of project management, yet there are regular trip wires that will catch you each time! Come learn in this fun and engaging session the secrets of success project management.

12:15 pm – 1:30 pm

**Lunch** .................................................................................................................. Elite Hall

1:45 pm – 3:00 pm

**EA SUMMIT CONCURRENT SESSIONS**

**Revolutionize Meeting Management with Outlook + OneNote + Teams** .................................. Empire A

*Melissa Peoples, Founder, EA Coach, AdminGurus*

Stop the meeting madness and revolutionize how meetings are managed with Outlook + OneNote + Teams! Meeting management is central to the role of an Executive Assistant, but are you using the built-in tools to drive effective meetings? Microsoft OneNote and Teams are powerful tools individually, but when they are used together, they are a match made in cyber heaven and will revolutionize your company’s meeting culture. Laptops are required, and attendees should have either Skype for Business or Microsoft Teams installed on their systems.

**Become a Change Champion: How to Support Positive & Productive Change** .................. Empire B

*Chrissy Scivicque, Career Coach and Corporate Trainer, EatYourCareer.com*

Nothing is constant—except for change. It’s an inevitable part of modern work life. Even under the best of circumstances, change is a disruptive force and, for many professionals, it’s a trigger for stress, fear and anxiety. If not carefully managed, it can destroy morale, decrease productivity, and wreak havoc on the organization. As an EA, you are in a unique position to be a champion for change—to not only support others as they adapt to it, but to also advocate for changes that are needed. This session will show you how to embrace the spirit of change and become an informal change management leader in your organization.

3:00 pm – 3:30 pm

**Beverage Break – Various Foyers**

3:30 pm – 4:30 pm

**Best Practice Discussion Groups** (see page 18)

3:30 pm – 4:30 pm

**Networking by Region** (see page 19)

3:30 pm – 4:30 pm

**Feature Session** (see page 20)

6:30 pm – 9:00 pm

**Moonlight Masquerade at Generations Hall (offsite)**

Shuttles will be provided. (see page 17)

**Everything you need is in our Mobile App!**

Head to apcevent.com/app
**WEDNESDAY, SEPTEMBER 25**

8:00 am – 1:30 pm  
Conference Registration/ Customer Service Open  
Empire Foyer

7:30 am – 8:15 am  
Breakfast  
Empire AB

8:30 am – 9:15 am  
EA Summit Debriefing with Peers  
Empire AB

9:30 am – 10:30 am  
**EA Summit Showcase Presentation: Passport To Leadership**  
*Dima Ghawi, Leadership Speaker & Executive Coach, Dima Ghawi, LLC*  
Get ready for a journey through three key elements of successful leadership. Dima utilizes her global business experience and background in leadership training with Fortune 100 companies to communicate the essence of leadership. The presentation focuses in three ways. Dare: Leadership starts internally with confidence, self-awareness, and self-worth. To be effective, individuals must face the internal negative beliefs that inhibit personal and career growth; they must dare to shatter their fear of failure, the worry of being judged, and the pursuit of perfection. Rise: Great leaders focus on the human element, support their team every step of the way, and stay connected with them as they climb the mountain of leadership. Inspire: Great leaders challenge the norm and envision how things could be better than they are. They take bold actions to create a better future for their team, their organization, and themselves.

10:30 am – 10:30 am  
Beverage Break  
Smoothie King Center

10:45 am – 12:00 pm  
**Keynote: Ben Nemtin “5 Steps to Make the Impossible Possible”**  
Smoothie King Center

12:15 pm – 1:15 pm  
Lunch  
Storyville

12:15 pm – 1:15 pm  
Book Signing  
Smoothie King Center

1:30 pm – 4:30 pm  
**EA SUMMIT WORKSHOPS & POST-CON ACTIVITIES**  
(*pre-registration required; descriptions may be found in the Mobile App*)

**strayboots**

(W5) **On the Hunt in The Big Easy: Lessons in Leadership and Influence**  
Conducted by strayboots

(W6) **Creating & Using a Skills Portfolio to Reach Your Goals**  
*Sandy Geroux, CEO, Trainer, WOWplace International*  
Empire C

(W7) **Start Monday Right: Seize Opportunities & Make Things Happen**  
*April Stallworth, Executive Team Assistant, Niles Township High School District*  
*Peggy Vasquez, Executive Assistant, Pacific Northwest National Laboratory*  
Celestin ABC

(W8) **Maximizing Your Influence at Work**  
*Lorinda Lewis, President, Lorinda Lewis, LLC*  
Celestin D

(W9) **Unleash the Full Power of Microsoft Excel**  
*Anne Marie DelPrincipe, Adjunct Professor, Raritan Valley Community College (RVCC), and Owner, Mastering Software Unlimited*  
Empire D
APC Mobile App
The APC Mobile App makes it simple to keep yourself organized and helps make the most of your conference experience. Get important alerts, create your personal schedule, access session materials, network with fellow attendees, and much more! If you have not downloaded the app, go to www.apcevent.com/app.
No mobile device? No problem! The APC mobile app works in most modern web browsers. Just click the Download Now link on the APC site and you will be redirected to the web app. Trouble downloading the app or have questions on how to use it? Visit one of our Information Booths - we’re here to help!

Conference Materials
We do not print or distribute our speakers’ presentations. They are available to you online for reference, note-taking, or to print before, during or after the conference. They may be accessed through a link in the APC mobile app on your phone or on your computer, or at: apcevent.com/materials.
NOTE: Pre- and Post-Event Workshop materials will be provided to each pre-registered Workshop attendee. These are not available to download electronically.

Sessions & Event Access
1. Your conference name badge is required. Please wear it at all times for access to sessions, meals, and events.
2. If you want to be sure you can attend a specific session, get to the session room as early as possible. Seating is first come, first seated. Session preferences you submitted were for capacity planning and do not guarantee a seat in the room. Note: in full sessions, PLEASE do not place personal items on empty seats. Help your colleagues find open seats as they arrive!
3. Attendance Record: If you need proof of attendance in sessions for your company or any other reason, please use the “Check-In” functionality in the mobile app. This will allow you to check into each session you attend. We cannot provide a record of your attendance in specific sessions if you do not use this function. For assistance email info@apcevent.com. Reports may take up to four weeks for receipt.

Exhibit Hall Hours
Exhibits will be on display in Elite Hall:
Sunday, September 22: 5:30 pm – 7:00 pm
Monday, September 23: 10:30 am – 11:15 am; 12:30 pm – 1:45 pm; 3:00 pm – 4:00 pm

ASAP Booth
Come learn about all of our FREE, member benefits to help you keep your career on track and help you grow in your role. Articles, Webinars, Discussion Forum, digital downloads, and more! You’ll also find information about the PACE Certification here. Note: open Sunday and Monday during all Exhibit Hall hours.

Professional Photo Lounge
Make sure your virtual presence reflects your best you. Take some time while you’re on-site to check out this popular feature in the Exhibit Hall. Get a polished new photo, and make sure your online professional profile is up-to-date! Note: open Sunday and Monday during all Exhibit Hall hours, first come, first served, in the Exhibit Hall!

Earn CEUs onsite!
If you require documentation of the educational sessions check-in to your sessions in the APC Mobile App.
APC Conference Pass = 1.0 CEUs (10 hours)
APC Value Pass = 1.9 CEUs (19 hours)
EA Summit = 1.8 CEUs (18 hours)

Note: Professional certification bodies typically do not award CEUs for Keynotes.

Consent to use photographic images
Registration and attendance at the APC and EA Summit constitutes an agreement by the registrant, attendee, or speaker to APC’s use and distribution (now and in the future) of the registrant, attendee or speaker’s image in future communications and promotional material (print, electronic or other media, ASAP or APC websites). All photographs become the sole property of ASAP and may be displayed, distributed, or used by ASAP for any purpose.
Keynotes

Monday, September 23

Sekou Andrews
How to Awesomefy Your Life!

Sekou's anthem of awesome examines personal excellence, passion, and work-life balance, all while nudging you toward bolder thinking. Prepare to leave with renewed confidence to embrace change and become a wavemaker!

What must it be like to perform for the President in Oprah Winfrey's backyard? Sekou Andrews is the creator of Poetic Voice, a new, cutting-edge speaking style that seamlessly fuses inspirational speaking with spoken word poetry to make messages more moving and memorable. This schoolteacher turned actor, musician, two-time national poetry slam champion, and entrepreneur has become the world's leading “Poetic Voice”. Forbes calls Sekou “the de facto poet laureate of corporate America”. But Sekou does more than inspire us with his story; he inspires us with our story.

Tuesday, September 24

Erica Dhawan, MPA, MBA
Get Big Things Done: The Power of Connectional Intelligence

Get ready for Erica to show YOU how to combine your knowledge, ambition, and human capital to accelerate your career with the power of connections.

Erica Dhawan is the co-author of the bestselling book: Get Big Things Done: The Power of Connectional Intelligence rated #1 on What Corporate America is Reading. After working at Lehman Brothers, Barclays Capital, and serving as a research fellow at Harvard's Center for Public Leadership, she founded Cotential, a global consultancy that helps organizations transform by delivering collaboration across teams, business units, customers and other stakeholders. Erica earned her MPA from Harvard Kennedy School, her MBA from MIT Sloan, and BS at UPENN's Wharton School.

Wednesday, September 25

Ben Nemtin
5 Steps to Make the Impossible Possible

Let Ben equip YOU to tackle the insurmountable. Don’t look back and regret the things you never did. It’s never too late to start your list – let’s start now!

Ben Nemtin is on a mission to achieve the unthinkable. The Buried Life grew from 100 impossible dreams scribbled on a piece of paper into a global movement of millions and skillfully connects his story to the fabric of our daily lives. Ben wrote a #1 New York Times Bestselling book, starred in his own MTV show, played basketball with President Obama at the White House, has been interviewed by Oprah and has been living his dreams for the past decade. Ben’s system of achieving impossible goals demystifies daunting tasks by turning ‘dreams’ into ‘projects’ and creating a digestible pathway to success. He motivates people to shake off mediocrity, achieve more, and unbury the life you want.

Meet Our Emcee!

Robyn Hatcher

Robyn Hatcher is a communication expert who helps business professionals speak better on stage, off-stage and in between stages. Robyn uses her decades of writing for TV and film and her extensive acting experience to help you organize and deliver complex content that gets heard. Her training as a certified Neural Linguistic Programming (NLP) practitioner, gives her a powerful, combination of creative tools and scientific research that maximizes your potential and sky-rockets your confidence. Her energy and polish will wow you!
Getting Around

APC DISTRICT WALKING PATHS

If you are staying at an official APC hotel, we have created walking paths to get you to and from the Hyatt Regency and Smoothie King Center.

APC Staff will be at each APC District hotel every morning to walk the group through the APC District over to the Hyatt for conference events and the Smoothie King Center for keynote presentations. Groups will go to the Hyatt Saturday, Sunday and Wednesday. Groups will go to Smoothie King Center Monday and Tuesday.

Walking groups will meet in the hotel lobby at 7:25 AM each day, and depart the hotel at 7:30 AM.

Walking home? Because there are so many options for evening activities, we do not have specific walking groups to head back to the hotels. We encourage you to connect with each other in person and on the app so that you can coordinate if you choose. If you have any questions, please don’t hesitate to reach out to APC staff!

While we encourage all attendees to walk, limited shuttle service will be available for those with mobility difficulties or if there is inclement weather. If you need ADA Assistance, please contact: info@apcevent.com and we will ensure you have shuttle service. Please refer to the APC Mobile App for more information on shuttles.

SHUTTLE INFORMATION FOR MOONLIGHT MASQUERADE

The Moonlight Masquerade on Tuesday evening will be held offsite at Generations Hall (310 Andrew Higgins Blvd, New Orleans, LA 70130). Shuttles will pick-up from designated spots during the hours below. For more information please see the mobile app!

TUESDAY, SEPTEMBER 24, 2019

Shuttle Hours and Frequency

6:15 pm – 9:30 pm All hotels to Generations Hall 10-15 Minute Frequency

If you require ADA assistance with shuttles for the conference, please call the transportation supervisory to schedule a pick-up. If possible, please call at least one hour prior to departure. Call 1-888-570-9684.
Best Practice Discussion Groups

Locations may be found in the Mobile App!

These discussions are an opportunity for self-directed conversation and exchange of ideas. Come, ready to discuss resources, challenges, practices, and ideas that help you do your job. The following topics will be offered twice:

Sunday, September 22 4:00 pm – 5:15 pm and again, on Tuesday, September 24 3:30 pm – 4:30 pm.

• **Managing Calendars & Scheduling:** One of the core responsibilities of an assistant is managing the boss’s appointments and schedule. What are the tools and techniques you use to keep your boss on track?

• **Planning Travel:** If your executive travels a lot, you know how complex travel planning can get, especially international travel. Come share questions and resources with your peers.

• **Office Management:** Managing an office means juggling complex and important tasks. What skills do you feel are most important, and where do you go for support and help? Share your success stories and your key challenges as an office manager.

• **Event Planning:** You’ve been tasked with planning a company event - where do you start? Join your fellow admins who are in the same boat. Share your best practices on venue selection, catering, AV, Logistics and more.

• **Budget & Expense Tracking:** Exchange techniques and tools you use to track budgets and expenses most efficiently. Come with one thing that is working for you – a template, checklist, app, or process – and one challenge or need you have that someone else may be able to help with!

• **Staying on Top of Tech Trends:** No matter what industry they work in, admins are expected to be up to speed on the latest office technology. What new tech is affecting your job? What apps and online resources do you love? What new tech is coming down the pike? (We’re looking at you AI)

• **Working Remotely:** How do you stay connected when you are not in the office with the rest of your team? Talk with your peers who are in the same position and share best practices on how to build teamwork while getting the job done efficiently when working remotely.

• **Juggling Multiple Priorities and Tasks:** Your manager expects you to be able to prioritize and multi-task effectively. There’s even more pressure when you work for multiple managers. Get together to share prioritization techniques that work and how to maximize your workflow.
Networking That Makes Sense

We heard you! You asked to meet people that face similar challenges to you; admins with whom you have something in common. Your priorities were meeting people in the same industry and the same region as you. This year for the first time, get together on Sunday and Tuesday to build your own personal advisory board.

NETWORKING BY INDUSTRY
Sunday, September 22, 4:00 – 5:15 pm
*Locations may be found in the Mobile App!
• Federal Government/Military/Contractors
• State/Local Govt
• Education
• Banking/Finance
• Medical/Healthcare/Pharma/Bio/Devices
• Technology/Software

NETWORKING BY REGION
Tuesday, September 24, 3:30 – 4:30 pm
*Locations may be found in the Mobile App!
• Northeast (New England + NY, NJ)
• Mid-Atlantic (DC, MD, VA, PA, DE)
• Texas and Southwest
• Pacific NW, CA, and West
• Midwest
• South

Welcome Reception in Elite Hall
Sunday, September 22, 5:30 pm – 7:00 pm
Join us in Elite Hall for a magical welcome! You’ll experience “A Taste of New Orleans” with food and drinks while you explore our exhibits! Get creative when you make your own mask for Tuesday’s Moonlight Masquerade Party, sit for a free professional headshot in the Professional Photo Lounge, and snap some fun pictures at the ASAP Booth!

Moonlight Masquerade Party
Generations Hall (offsite)
Tuesday, September 24, 6:30 pm – 9:00 pm
You won’t want to miss the Moonlight Masquerade themed Tuesday Night Party! Delight in delicious local food and beverages, play in the photo booth, or cut a rug and groove to the live New Orleans cover band! Dress code: blue jeans to ballgowns and everything in between. Masks are encouraged but not required! If you made one, don’t forget to bring your mask from the Welcome Reception! Shuttles will pick-up from the designated pickup areas beginning at 6:15 pm and running until 9:30 pm. See page 17 for more details.
Monday, September 23, 4:15 – 5:15 pm

The Administrative Profession: Today and Beyond

Empire AB
Moderator: Megan Hall, Executive Director, ASAP and APC
Panelists:
Eth Lloyd, Chairman, WASummit Advisory Council
Lucy Brazier, CEO, Executive Secretary Magazine
Veronica Cochran, CEO, IAAP
Melba Duncan, President, The Duncan Group Inc.

Last fall, delegates from professional organizations from 22 countries around the world gathered at the 10th World Administrators’ Summit to give administrative professionals in their countries a voice in discussions about the status and the future of their profession. In between summits, the Advisory Council conducts research for the benefit of administrative professionals and receives guidance from the global community, and national organizations, on what topics are most pressing to make the gathering fruitful. Our esteemed panel will discuss where the work is at right now, and the focus in the future to help inform your career, and drive awareness and change for administrative professionals all around the world.

Closing the Gap Between Average & Excellence

Celestin D
Dr. Samuel L. Jones, Life Changing Presentations

In challenging times, many of us end our days feeling overworked and overwhelmed. When that happens, “average” tendencies can creep into our normal day-to-day performance. Dr. Jones’ presentation is designed to support you in overcoming any inclination to be satisfied with “good enough” and, instead, create patterns of excellence in your work that raise the bar and that motivate both you and your colleagues to reach new heights.

Dr. Jones inspires you to transform your beliefs into actions that achieve a desired result. He shares ways to re-energize, re-engage, and re-spark your inner drive, improve results and maximize productivity.

Simplify! Practical Changes to Keep Your Life and Priorities in Order

Celestin FGH
Mary Carlomagno, Principal, Order

Bulging files, cluttered calendars, drawers that barely close...all these weigh on your mind whether you are conscious of them or not. Hear thoughtful advice on how to create and maintain order in a hectic world. Tackle the problem with a straightforward approach that reinforces Mary's philosophy that organizing is not "one size fits all." From eliminating time wasters and inefficient multitasking, to overcoming procrastination, creating an everyday plan and gaining more energy, you'll see the way to cultivate a happy life through organizing. Mary shows how practical changes that bring order can make room for what's really important. And in the process of simplifying, free your mind of clutter.

Your Business Will Never Be The Same: Hot Technologies in 2019

Celestin E
Jim Spellos, President, Meeting U.

How are you keeping up with the technological advancements that impact your job and career? Do you find that you’re barely able to keep pace with the latest developments? This session reviews what’s new and way cool in technology in this fun, fast-paced look at what’s here for us to use now and what’s coming in the near future, including the latest information about virtual reality & augmented reality, artificial intelligence, and other important tech trends.

Grow Your Skills in the Changing World of Work

Celestin ABC
Sponsored by Staples
Alanna Vallee, Senior Director, Staples’ Worklife Programs

We’ve heard you share your stories about how the world of work is changing. And in response, we’re here to provide tips and tools to help you be more productive, connected and inspired. As part of this session, you’re getting a copy of Staples Worklife magazine, where you’ll find practical insights, real-world examples and peer advice that inform your decisions and build your expertise. We’ll dive into: how to deal with five difficult workplace personalities; how to thrive in the face of common workplace challenges; how to build morale and avoid burnout; and insights and trends to inform your worklife.

Tuesday, September 24, 3:30 – 4:30 pm

*Best Practice Discussion Groups and Networking Events will also be held at this time.

Engaging Teams Across Generations

Empire AB
Dima Ghawi, Leadership Speaker & Executive Coach, Dima Ghawi, LLC

In this session, Dima shares lessons derived from her experience globally training, developing, and engaging over 500 millennials for Fortune 100 companies. She explores the keys to unlocking the millennial mind in order to better engage them in the workplace, give them the purpose they crave in their work, and inspire them to overachieve. Dima guides the audience members through a shift in perception that is essential in order to prepare companies for Gen Z. By bridging the disconnect between generations, companies will be able to harness the creative and innovative talents of their employees while keeping them dedicated to the company’s mission.
APC thanks our Exhibitors & Sponsors

4imprint ......................................................Booth #127

AmTrav Corporate Travel ..................Booth #220

ASAP .........................................................Booth #712

Bostitch Office ........................................Booth #31

Cabinet, Inc .................................................Booth #216

Capital One® Spring™ .........................Booth #121

Clif Family Winery .................................Booth #710

DoubleTree Disney Springs & Embassy
Suites I Drive Convention Center.........Booth #623

Executive Secretary Magazine ..........Booth #609

Experient ..................................................Booth #113

First Place Awards and Promotions ...Booth #621

Fooda ......................................................Booth #115

Frosch ......................................................Booth #708

GGT WORLDWISE/GlobalGround
Transport ..................................................Booth # 214

GroundLink
GroundLink ..............................................Booth #222

Hammermill Paper .........................Booth #123

HPN Global ..............................................Booth #601

IAAP ........................................................Booth #611

Image Masters .........................................Booth #224

Just Candy ..............................................Booth #226

LeaderFulcrum ......................................Booth #619
Leviate Air Charter .........................Booth #212

LoopUp ........................................Booth #702

Madison Area Technical College........Booth #218

Main Event Entertainment ...............Booth #109

Meetings & Incentives Worldwide......Booth #125

MezzoPrint .......................................Booth #119

Mosaic Meetings and Events .............Booth #700

Nestle Professional .......................Booth #103

Olive Promotions ............................Booth #208

Origin Event Planning.....................Booth #204

Passageways’ OnBoard - Board Management Software ........ Booth #714

Potbelly Sandwich Shop .................Booth #613

ScanSnap ........................................Booth #706

Spoonful of Comfort......................Booth #603

Staples ...........................................Booth #105

Strayboots ......................................Booth #111

Ticket Finders/Event Finders USA .....Booth #210

U.S. Department of State ...............Booth #615

Violet Hill Events .............................Booth #117

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