

2025 EVENT GUIDE



APRIL 27-30, 2025 • TORONTO, ON

The Future is AI – Administrative Intelligence

April 27-30, 2025, Toronto, ON | The Westin Harbour Castle Hotel





Experience Ontario's Largest Shopping Centre

Discover 330 stores, 100+ eateries, Simons,
Holt Renfrew & The Food District

SQUARE**ONE**



APC Door Prize Sponsors

accent



BASKITS
PURVEYORS of FINE GIFTS



Medieval Times
DINNER & TOURNAMENT



OFFICE CENTRAL



SOHO
HOTEL
TORONTO

Contents

Advisory Board 4

Welcome Letters 5 - 7

Keynote Speakers..... 8 - 9

Symposium Sessions At-A-Glance 10 - 11

Workshops At-A-Glance 12 - 13

Symposium Sessions Descriptions..... 14 - 17

Workshop Descriptions..... 18 - 20

Networking 21

Sponsors 23 - 24

Thank You to the 2025 APC Advisory Board

VICTORIA BARKS
Executive Assistant to
the Director of Education
Nipissing-Parry Sound
Catholic District School
Board

KALEIGH DEMEO
Confederation College
DANIELLE DICKENSON
Executive Assistant to
Michael Gold, President,
Tefron

ERIKA GIESL
Executive Assistant,
Melita Canada

DIONNE GRANT
Administrative Assistant,
Public Works Services Town
of Newmarket

BRENDA MAIN
Executive Assistant

VICKI MCKENZIE
Executive Coordinator –
DGO, Policy and Results,
Economic Analysis & Results
Housing, Infrastructure and
Communities Canada
Government of Canada

ROSANNA MELATTI
Executive Assistant
City Manager’s Office, City
of Hamilton

TERRY ROY
Executive Assistant
-Ataccama

DONNA VENDITTI
Executive Assistant to the
President, MountainView
Homes



Premier of Ontario - Premier ministre de l'Ontario



April 27 – 30, 2025

A MESSAGE FROM PREMIER DOUG FORD

Warm greetings to everyone attending the Administrative Professionals Conference of Canada.

Businesses and organizations recognize the crucial role that administrative staff play as they chart new and innovative pathways to economic success. These unsung heroes keep organizations humming and they embody necessary traits such as dedication, innovation and adaptability — ingredients that keep businesses ready for any challenge. They dutifully work behind the scenes to ensure day-to-day operations are successful and are run smoothly and efficiently.

I recognize the importance of forums like this in assisting administrative professionals to network and collaborate, helping them thrive in their respective careers. Your conference theme *AI: Administrative Excellence* is both timely and relevant given how this nascent technology is altering our work realities and making its presence known in our digital lives. Our government is committed to using artificial intelligence in a trustworthy, responsible and accountable way.

Know that our government remains committed to working with our partners in business and all sectors to boost economic development in ways that will lay the foundation for a prosperous future.

Best wishes for a successful conference.

A handwritten signature in black ink, appearing to read "Doug Ford".

Doug Ford
Premier



MESSAGE FROM THE MAYOR

It is my pleasure to extend a warm welcome to the over 400 administrative professionals taking part in the Administrative Professionals Conference (APC) of Canada.

This year's conference, themed "The Future is AI: Administrative Intelligence," will highlight innovations in artificial intelligence that may benefit administrative professionals. It will also showcase the critical role that administrative professionals play in successfully managing rapidly evolving workplaces.

I would like to thank all administrative professionals for their frontline support of organizations and institutions that help them to function effectively. I would also like to thank APC for providing educational opportunities that assist administrative professionals with their professional development.

On behalf of Toronto City Council, please accept my best wishes for an enjoyable and informative event.

Yours truly,

Olivia Chow
Mayor of Toronto



Welcome to APC 2025 – The Largest Event in Our History!

I'm thrilled to welcome you to the 25th Anniversary of the Administrative Professionals Conference of Canada – and what a milestone it is! With over 500 administrative professionals joining us from coast to coast, and even a few from across the border, this is officially **the largest APC in history!**

This year's theme, **AI: Administrative Intelligence**, celebrates the vital role administrative professionals play in driving organizational success. Far beyond artificial intelligence, we're shining a light on the real intelligence – the kind that keeps teams running, projects on track, and offices thriving.

We heard you loud and clear in last year's feedback, and we've built this year's program with **even more tech-focused content, AI sessions**, and practical tools you can bring back to your workplace. But APC isn't just about learning – it's also about connection, celebration, and community. You're going to meet incredible peers, forge new friendships, and make lifelong connections that will support you throughout your career.

A heartfelt thank you to our **Advisory Board** for their thoughtful guidance, to our **sponsors** for their continued support, and most of all – **to you**, our attendees, for choosing to be here. Your commitment to growth, innovation, and excellence inspires everything we do.

Here's to an unforgettable conference – let's make history together!

Amy Ruddell
Vice President, Macgregor Communications
aruddell@macgregorcom.com

2025 Keynote Speakers

**KEYNOTE**

BETTER TOGETHER IN THE CHANGING WORKPLACE

TINA VARUGHESE

CROSS-CULTURAL COMMUNICATION AND DIVERSITY EXPERT

Monday, April 28 | 8:30am to 9:45am

Are issues like these causing stress, conflict, and confusion in the workplace? · Trevor is always on his iPhone? How does he get any work done!? · I wish Mei-Wen would contribute more in meetings. · Jacqueline is so shy. How can she take on the role of VP of Marketing? Who would respect and listen to her? · George is always in my office. We have Outlook for a reason. He's seriously wasting my time. Successful organizations understand today's increasingly multigenerational, multicultural, and multifaceted workforce brings both opportunities and challenges if not managed effectively. To create trust, collaboration, and creative work environments, inclusive leaders need to effectively communicate, understand, and listen to their fellow employees. Everybody wants to be seen, wants to be heard, and wants to be acknowledged. Learning how to communicate and cooperate in the workplace leads to a healthier, happier, motivating, and inspiring workplace where everybody benefits. Key takeaways: · Are you generationally "savvy"? · Play nice in the sandbox — team building through collaboration and understanding. · Empowering introverts in the workplace. · Individualistic and collectivist cultures: how values change the way we communicate. · What time is it? The difference between monochronic and polychronic cultures and why it matters to the workplace.

**KEYNOTE**

HOW GRATITUDE & CELEBRATION CAN CONNECT YOU BACK TO YOUR WHY

JEFF HARRY

INTERNATIONAL POSITIVE PSYCHOLOGY PLAY SPEAKER

Monday, April 28 | 3:00pm to 4:00pm

Have you ever stopped to reflect on the immense value you bring to your organization? As Administrative Professionals, you are often the backbone of your teams—keeping everything running smoothly, supporting others, and solving problems before they arise. But how often do you feel seen, heard, and truly appreciated for all that you do? In this inspiring session, we'll flip the focus and celebrate you. Discover how recognition and gratitude are more than just nice gestures—they're powerful tools that boost productivity, create meaningful connections, and build a positive workplace culture. Learn how celebrating your own wins (and encouraging others to do the same) can energize your role, foster collaboration, and improve your work environment. Together, we'll explore the science behind gratitude and how it creates ripple effects across teams and organizations. You'll leave this session empowered with simple but impactful strategies to recognize your own contributions and advocate for appreciation in ways that resonate with you and your colleagues.

2025 Keynote Speakers



KEYNOTE

BE FUTURE READY: THE EVOLUTION OF THE ADMIN PROFESSIONAL IN THE AGE OF AI

GREGG BROWN

CHANGE AND FUTURE OF WORK STRATEGIST

Tuesday, April 29 | 8:30am to 9:45am

As AI continues to reshape the workplace and the future of work, the administrative professional is having to evolve to meet new demands and rising expectations. With knowledge workers shifting away from routine, repetitive tasks, the very nature of our work is changing. Amidst talent shortages, multiple generations in the workplace, and concerns about AI replacing jobs, administrative professionals are now challenged to enhance their abilities and envision a future where the value they provide will be key to driving innovation and empowering teams they work with. We all want to know what the future of work holds. Here's a better option: Instead of worrying about the future of work, let's figure out how to make yourself more future ready to not only handle whatever comes up, but to be strategic and step into the future quickly. In this engaging, inspiring and story filled keynote, Gregg will share research based insights combined with actionable strategies so the audience will: • Discover the critical skills required for the future of work. • Explore how to increase your value with the rise of technology • Develop a growth mindset to assist you to step into the future quickly • Explore how brain science can increase your ability to be future ready • Identify ways to take bold action in the face of uncertainty. • Discuss how to build future ready leadership skills - as everyone is a leader regardless of their job title.



KEYNOTE

BRING ON THE JOY! BUILDING RESILIENCE AND ENGAGEMENT IN TIMES OF CHANGE

JESSICA HOLMES

CELEBRATED COMEDIAN | AUTHOR | MENTAL HEALTH ADVOCATE

Tuesday, April 29 | 3:00pm to 4:00pm

Years of flux and uncertainty have left people burnt out and many are still grappling with stress and disconnection. It's an important time to foster a sense of well-being and engagement so people can thrive again. Comedian and Bell Let's Talk ambassador Jessica Holmes presents a moving, funny, and energetic talk that encourages positive mental health and reignites your sense of purpose. Drawing on inspiration from her own journey through depression, Holmes shares how she reconnected with her love of life and work, drawing parallels with this new chance we all have to thrive after setback. Holmes' call to action combines humour with inspiration from the field of positive psychology. She delivers insights into: Simple, sustainable steps to improve mental health. Shifting perspective to increase fulfillment and happiness at work. Moving forward with empathy for yourself and others (one of the most important parts of a successful team!). Renewing your sense of purpose and energy by engaging with your values. This talk honours the courage it has taken to come this far and reconnects audiences with their greatest qualities to bring on personal and professional joy!



Schedule at-a-glance

MONDAY, APRIL 28				
8:30AM - 9:45AM	Keynote: Better Together in the Changing Workplace Tina Varughese, Human Connected Expert			
TRACK	PATH TO POWER HARBOUR A	POWERED BY AI HARBOUR B	TIPS & CLICKS HARBOUR C	PRECISION & PLANNING PIER 7/8
10:15AM - 11:15AM	Leveraging Your Influence for Powerful Impact! Glynis Devine, She-Suite Leaders	AI for EAs: Building Your Technology Toolkit Without Losing the Human Touch Jessica McBride, Tech Savvy Assistant	Streamlining Administrative Tasks with Microsoft Power Automate Drew Tattam, Knack Training	Powerful Prioritization Principles Chrissy Scivicque, CCS Ventures, LLC
11:30AM - 12:30PM	Leadership Without a Title: Empowering Administrative Professionals to Lead with Confidence Peggy Vasquez	AI...From Basics to Brilliance James Spellos, Meeting U	Microsoft Loop: The new Admin multi-tool Denise Tsamouris, Knack Training	Managing Interruptions; The Art of Getting Work Done Rhonda Scharf, On The Right Track
LUNCH				
1:45PM - 2:45PM	Empowering Leaders in Administrative Professions: Building Confidence to Lead and Inspire Sheena Yap Chan, The Tao of Self-Confidence	What You Should Know About AI (and Were Too Afraid to Ask): Essential Tools and Tips to Make AI Work for You Jamie Champagne, Champagne Collaborations	Revamping Boring Presentations in Seconds Neil Malek, Knack Training LLC	Panel Discussion: Best Practices in Event Management Ryan DeSouza, Visit Mississauga Krista Cameron, Encore Hughena Walsh, Westin Harbour Castle Hotel Heather Reid, Planner Protect
3:00PM - 4:00PM	Keynote: How Gratitude & Celebration Can Connect You Back To Your Why Jeff Harry, International Positive Psychology Play Speaker, Rediscover Your Play			

Schedule at-a-glance

TUESDAY, APRIL 29				
8:30AM - 9:45AM	Keynote: Be Future Ready: The Evolution of the Admin Professional in the Age of AI Gregg Brown, Change and Future of Work Strategist, Change Ready Leadership			
TRACK	PATH TO POWER HARBOUR A	POWERED BY AI HARBOUR B	TIPS & CLICKS HARBOUR C	PRECISION & PLANNING PIER 7/8
10:15AM - 11:15AM	Making the Leap from Peer to Team Leader: Start by Managing Yourself Shelagh Donnelly, Exceptional EA	Word for Writers using Copilot Greg Creech, Tachedutainment Services, Inc.	Continuous Improvement for Project & Event Success Tanya Dent, NSP	Using Power Automate to Automate Staff Onboarding Drew Tattam, Knack Training
11:30AM - 12:30PM	The EA Manager: What You Need to Know to Succeed Lisa Olsen, Admin to Admin	AI & You: The Ultimate Productivity Power Duo Leslie Hughes, Punch!media	Mastering Outlook for Administrative Professionals Denise Tsamouris, Knack Training	Advanced Minute Taking – Motions & Voting Rhonda Scharf, On The Right Track
LUNCH				
1:45PM - 2:45PM	Panel Discussion: ...And Breathe. Best Practices for Achieving the Elusive Work Life Balance Karen Roy, Author Heather Sinclair, Co-Evolution Inc Andrea Donsky, Naturally Savvy Linda Franco, Coral Health	Generative AI vs. Degenerative AI: Taming the Communications Beast Phil Barth, Great Things Happen LLC	Grammar and Business Writing Skills for Our Hybrid World Shelagh Donnelly, Exceptional EA	Unlocking Google Workspace: Going Beyond Email and Docs to Maximize Productivity Jamie Champagne, Champagne Collaborations
3:00PM - 4:00PM	Keynote: Bring on the Joy! Building Resilience and Engagement in Times of Change Jessica Holmes , Celebrated Comedian Author Mental Health Advocate			

Workshops at-a-glance

SUNDAY, APRIL 27			
10:00AM - 1:00PM	Harbour A Modern Meetings: Organizing and Presenting with Teams and Microsoft 365 Neil Malek	Harbour B Productivity Power-Up: Administrative Strategies to Boost Efficiency & Maximize Time Jan Vilaca	Harbour C Building it All with Canva Workshop: From Vision to Creation Jamie Champagne
	Pier 7/8 Mastering Strategic Communication for C-Suite Success Peggy Vasquez	Pier 2/3 Next-Level Project Management: Deepen Your Expertise and Overcome Obstacles Chrissy Scivicque	
LUNCH			
2:00PM - 5:00PM	Harbour A Generative AI Unleashed: Hands-On Exploration for Administrative Professionals James Spellos	Harbour B Modern File Management: Leveraging SharePoint, OneDrive, Power Automate, and Copilot Neil Malek	Harbour C Mastering Google Workspace: Hands-On Workshop to Create a Workspace That Works for You Jamie Champagne
	Pier 7/8 Making the LEAP to Strategic Partner Glynis Devine	Pier 2/3 Event Planning Essentials For Administrative Professionals: From Concept to Successful Execution Anh Nguyen	



Workshops at-a-glance

WEDNESDAY, APRIL 30

9:00AM
-12:00PM

Harbour A
Smart Planning with AI: Designing Your Personal and Professional Roadmap
Phil Barth

Harbour B
Microsoft Copilot and Office 365: New productivity
Greg Creech

Harbour C
The Drama Triangle - Leading Yourself and Others Through Difficult Conversations
Amanda Bjorn

Pier 7/8
How to Level Up and Get Noticed: Using the SWOT Success Tool for Visibility and Influence
Lisa Olsen

Pier 2/3
(Almost!) Everything You Wanted to Know About Planning and Recording Meetings, But Were Too Busy Attending Them to Ask
Shelagh Donnelly



Volunteers

BRYAN BROOKER

MORGEN GIESL

REHLEIGH GIESL

ROSIE GIESL

Matched
PROMOTIONS & EVENTS

2025 REWARD CATALOGUE AVAILABLE NOW

SOLUTION PROVIDERS FOR ALL YOUR PROMOTIONAL PRODUCT NEEDS

VISIT OUR WEBSITE AT
WWW.MATCHEDPROMOTIONS.COM
OR CALL US TODAY AT 647-205-0628

PROUD ASI MEMBER #190990

Session Descriptions, Monday April 28

10:15am to 11:15am

ROOM: HARBOUR A
LEVERAGING YOUR INFLUENCE FOR POWERFUL IMPACT!

GLYNIS DEVINE, CERTIFIED SPEAKING PROFESSIONAL (CSP), SHE-SUITE LEADERS

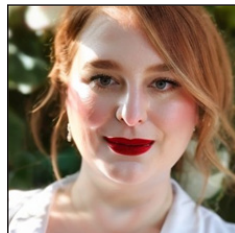


You don't need a title to lead! Influence is a strategy rooted in understanding and leveraging your strengths. Learn how to assertively promote yourself, identify key opportunities, how to say 'no', and how to foster collaboration. This interactive session will empower you to take an influential role in your team, reduce conflict, and increase ownership and cohesiveness. Confident, influential professionals boost performance and morale. Unlock your potential to make a lasting impact!

10:15am to 11:15am

ROOM: HARBOUR B
AI FOR EAS: BUILDING YOUR TECHNOLOGY TOOLKIT WITHOUT LOSING THE HUMAN TOUCH

JESSICA MCBRIDE, TECH SAVVY ASSISTANT



Discover how to build an AI toolkit that enhances your work as an Executive Assistant without losing the personal touch. This session explores tools for event planning, travel, and gift selection, showing how AI can streamline tasks while keeping interactions genuine and impactful. Learn practical strategies to integrate AI thoughtfully, freeing time for strategic contributions and reinforcing your role as an indispensable, tech savvy EA.

10:15am to 11:15am

ROOM: HARBOUR C
STREAMLINING ADMINISTRATIVE TASKS WITH MICROSOFT POWER AUTOMATE

DREW TATTAM, KNACK TRAINING



Discover how administrative professionals can use Microsoft Power Automate to streamline daily tasks, reduce manual effort, and boost productivity. This session covers the basics of no-code automation, identifying repetitive tasks for improvement, and creating simple workflows that integrate with tools like Outlook, Teams, and SharePoint.

10:15am to 11:15am

ROOM: PIER 7/8
POWERFUL PRIORITIZATION PRINCIPLES

CHRISSY SCIVICQUE, PMP, PCM, CCMP, CCS VENTURES, LLC



In today's busy workplace, there's always too much to do and not enough time. Deciding what must be done first (and what can strategically be delayed) is a difficult, often complex problem that each admin must solve. Mastering the skill of prioritization is one of the most essential parts of successful time management—and yet, so many professionals struggle with it. If determining priorities stresses you out, it's time to re-evaluate your practices.

11:30am to 12:30pm

ROOM: HARBOUR A
LEADERSHIP WITHOUT A TITLE: EMPOWERING ADMINISTRATIVE PROFESSIONALS TO LEAD WITH CONFIDENCE

PEGGY VASQUEZ, CEAP, CERTIFIED TRAINER, PEGGY VASQUEZ



This session empowers administrative leaders to influence and inspire their teams, with or without formal authority. Through practical strategies, discover how to build trust, foster open communication, and create a supportive team culture that drives productivity and morale. Ideal for leaders aiming to build high-performing, collaborative teams.

11:30am to 12:30pm

ROOM: HARBOUR B
AI...FROM BASICS TO BRILLIANCE

JAMES SPELLOS, MEETING U



Feel like you've just scratched the surface with Generative AI tools such as ChatGPT? Ready to go deeper into the possibilities Generative AI has to offer? Starting with a review of the essentials, this session goes far beyond the basics, into tools and strategies that provide practical insights into AI efficiency. Along the way, you'll learn about high level prompting strategies, as well as better using image, deep research, social promotion and other tools that enhance your efficiencies. This session will equip you with the knowledge and tools to navigate the evolving landscape of AI with confidence.

Session Descriptions, Monday April 28

11:30am to 12:30pm

ROOM: HARBOUR C

MICROSOFT LOOP: THE NEW ADMIN MULTI-TOOL

DENISE TSAMOURIS, KNACK TRAINING

Discover Microsoft Loop, the revolutionary tool for modern collaboration. Seamlessly integrating with Outlook, Teams, files, and notebooks, it empowers administrators to manage action items, meeting agendas, and more. Microsoft Loop facilitates collaboration before, during, and after Teams meetings, allows real-time editing, and provides a space for collaborative note-taking. Transform workflows, stay organized, and enhance team productivity with Microsoft Loop.



with authenticity. Attendees will learn strategies to advocate for their growth, foster inclusive work environments, and inspire meaningful change within their organizations. This session empowers attendees to confidently elevate their roles and impact.

1:45pm to 2:45pm

ROOM: HARBOUR B

WHAT YOU SHOULD KNOW ABOUT AI (AND WERE TOO AFRAID TO ASK): ESSENTIAL TOOLS AND TIPS TO MAKE AI WORK FOR YOU

JAMIE CHAMPAGNE, CSP, PMP, CBAP, CHAMPAGNE COLLABORATIONS

This session is your guide to using AI tools that make daily tasks easier and boost your productivity. Get an action plan for applying AI to streamline work, from automation to task organization, so you can return to the office ready to make AI work for you.



11:30am to 12:30pm

ROOM: PIER 7/8

MANAGING INTERRUPTIONS; THE ART OF GETTING WORK DONE

RHONDA SCHARF, CSP, HOF, GLOBAL SPEAKING FELLOW, ON THE RIGHT TRACK

Have you ever had one of those days where you ran around like a chicken with its head cut off? You didn't have time for breaks, lunch, or anything on your to-do list? You were insanely busy, yet you didn't get anything done?

Interruptions. When we look at all the times we are interrupted each day, we are not surprised that we didn't get anything done, yet we are interrupted by "OUR JOB!" Come to this workshop to learn to manage your distractions so you can get work done!



1:45pm to 2:45pm

ROOM: HARBOUR C

REVAMPING BORING PRESENTATIONS IN SECONDS

NEIL MALEK, KNACK TRAINING LLC

The presentations your boss creates are boring and poorly made. If it's your job to clean them up and get them ready for prime time, this session is for you. Learn to leverage powerful PowerPoint tools to make dynamic slides and transitions happen, and use essential design concepts to make your presentations more easily understood. This session will give value to even the most experienced presentation professional.



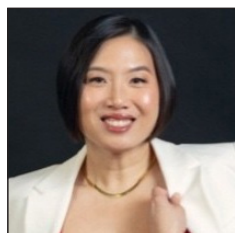
1:45pm to 2:45pm

ROOM: HARBOUR A

EMPOWERING LEADERS IN ADMINISTRATIVE PROFESSIONS: BUILDING CONFIDENCE TO LEAD AND INSPIRE

SHEENA YAP CHAN, THE TAO OF SELF-CONFIDENCE

In "Empowering Leaders in Administrative Professions: Building Confidence to Lead and Inspire," Sheena Yap Chan provides practical tools for administrative professionals to overcome self-doubt, enhance communication skills, and lead

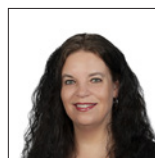


1:45pm to 2:45pm

ROOM: PIER 7/8

PANEL DISCUSSION: BEST PRACTICES IN EVENT MANAGEMENT

**KRISTA CAMERON, ENCORE
RYAN DESOUZA, VISIT MISSISSAUGA
HEATHER REID, PLANNER PROTECT
SCOTT TURK, THE WESTIN HARBOUR CASTLE HOTEL**



Session Descriptions, Tuesday April 29

10:15am to 11:15am

ROOM: HARBOUR A

MAKING THE LEAP FROM PEER TO TEAM LEADER: START BY MANAGING YOURSELF

**SHELAGH DONNELLY,
EXCEPTIONAL EA**



Making the move from peer to team leader can be both rewarding and challenging. To be perceived and trusted as a leader, we need to first be able to manage ourselves. Join Shelagh Donnelly to gain strategies for self-management, and to hone skills associated emotional intelligence (EQ/IQ), which is essential for impactful leadership. You'll gain insights and actionable tips to help you be perceived as leadership material, and to build confidence and resilience as a trusted, effective leader.

10:15am to 11:15am

ROOM: HARBOUR B

WORD FOR WRITERS USING COPILOT

**GREG CREECH, MCT, COMP
CTT+, TECHEDUTAINMENT
SERVICES, INC.**



As a writer, we all need an editor and with Copilot and other applications you can have a terrific editor plus rewrite and generate text. Microsoft 365's Word app has tremendous editing features and tons of options to explore. One of the most important items is selecting proofing options. After the settings, we will use the Editor to examine and suggest punctuation, grammatical, and other options based on your selections. Word processing has never been easier or more intelligent.

10:15am to 11:15am

ROOM: HARBOUR C

USING POWER AUTOMATE TO AUTOMATE STAFF ONBOARDING

**DREW TATTAM, KNACK
TRAINING**



Learn how to simplify the staff onboarding process using Microsoft Power Automate. This session covers creating automated workflows to send communications, assign tasks, and manage onboarding steps using tools like Teams and SharePoint, making onboarding more efficient and consistent.

10:15am to 11:15am

ROOM: PIER 7/8

CONTINUOUS IMPROVEMENT FOR PROJECT & EVENT SUCCESS

TANYA DENT, NSP



Join Tanya Dent for an interactive session designed to help administrative professionals embrace continuous improvement. Through hands-on activities and real-world collaboration, you'll practice identifying key areas for growth, prioritizing impactful changes, and turning everyday challenges into opportunities. Walk away with actionable insights and tools to drive lasting, positive change in your projects, teams, and workflows.

11:30am to 12:30pm

ROOM: HARBOUR A

THE EA MANAGER: WHAT YOU NEED TO KNOW TO SUCCEED

**LISA OLSEN, CWCA, ADMIN TO
ADMIN**



Many administrative professionals feel they are equipped to step into a management or team lead position. Going from a peer to a manager can be tricky and create some work dynamics that can be uncomfortable. The role requires specific leadership attributes to be successful. Assistants who want to manage a team, must be ready to be fair, be a good communicator, understand HR policies, be prepared to conduct effective performance reviews, and recognize the team comes first.

11:30am to 12:30pm

ROOM: HARBOUR B

AI & YOU: THE ULTIMATE PRODUCTIVITY POWER DUO

**LESLIE HUGHES, CM,
PUNCH!MEDIA**



Discover how AI can be your "digital BFF," tackling the repetitive tasks so you can focus on what makes you indispensable. From polishing your professional presence to streamlining daily tasks, you'll learn actionable ways to integrate AI into your routine to boost productivity and showcase your personal brand. This session will empower you to embrace AI as a supportive tool that enhances your unique strengths, helping you build relationships, increase efficiency, and shine in an AI-driven world.

Session Descriptions, Tuesday April 29

11:30am to 12:30pm

ROOM: HARBOUR C

ADVANCED MINUTE TAKING – MOTIONS & VOTING

**RHONDA SCHARF, CSP, HOF,
GLOBAL SPEAKING FELLOW,
ON THE RIGHT TRACK**



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 its officers.

11:30am to 12:30pm

ROOM: PIER 7/8

MASTERING OUTLOOK FOR ADMINISTRATIVE PROFESSIONALS

**DENISE TSAMOURIS, KNACK
TRAINING**



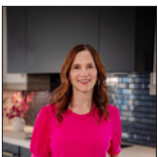
Boost your productivity with our "Mastering Inbox Management and Microsoft 365 Integrations" course! Learn to streamline email workflows, automate tasks, and integrate with Microsoft 365 apps like OneNote, Loop, and Planner. Organize your inbox with categories, rules, and Quick Steps, and explore advanced techniques like search folders. Enhance collaboration with SharePoint and Teams. Transform your email management skills and elevate your productivity today!

1:45pm to 2:45pm

ROOM: HARBOUR A

PANEL DISCUSSION : ...AND BREATHE. BEST PRACTICES FOR ACHIEVING THE ELUSIVE WORK LIFE BALANCE

**ANDREA DONSKY , NATURALLY SAVVY
MARIELLA CREE, BILANCIA SPA
KAREN ROY, AUTHOR
HEATHER SINCLAIR , CO-EVOLUTION INC**



1:45pm to 2:45pm

ROOM: HARBOUR B

GENERATIVE AI VS. DEGENERATIVE AI: TAMING THE COMMUNICATIONS BEAST

**PHIL BARTH, PMP, GREAT
THINGS HAPPEN LLC**



In this engaging session, Phil Barth will dive into the practical applications of generative AI for improving your communication processes. Administrative professionals are often tasked with crafting messages that need to be clear, effective, and engaging—whether communicating with senior leadership or colleagues. Generative AI can help, but it can also go terribly wrong if not managed properly.

1:45pm to 2:45pm

ROOM: HARBOUR C

UNLOCKING GOOGLE WORKSPACE: GOING BEYOND EMAIL AND DOCS TO MAXIMIZE PRODUCTIVITY

**JAMIE CHAMPAGNE, CSP,
PMP, CBAP, CHAMPAGNE
COLLABORATIONS**



Discover how to make the most of Google Workspace beyond email and Docs. This session introduces powerful tools like Sheets, Forms, and Calendar, plus integrations that save time and streamline tasks. Ideal for administrative pros, you'll learn actionable skills to boost productivity and collaboration across Google's suite of apps.

1:45pm to 2:45pm

ROOM: PIER 7/8

GRAMMAR AND BUSINESS WRITING SKILLS FOR OUR HYBRID WORLD

**SHELAGH DONNELLY,
EXCEPTIONAL EA**



In this hybrid world of ours, there's more potential than ever for communication miscues and misinterpretations. We need to write with clarity, insight and professionalism. We'll begin by identifying some of the most common errors in business writing and how to prepare concise communications underpinned by good grammar, proper punctuation and organizational knowledge. Along the way, we'll look at communication faux pas that can happen with auto correct or when we treat proofreading as a luxury.

Workshop Descriptions, Sunday, April 27

10:00am to 1:00pm

ROOM: HARBOUR A

MODERN MEETINGS: ORGANIZING AND PRESENTING WITH TEAMS AND MICROSOFT 365

**NEIL MALEK, KNACK
TRAINING LLC**



Online meetings with Microsoft Teams give us an incredible opportunity to integrate what we do in the meeting with the rest of our work, making sure that details don't fall through the cracks. Because Teams can leverage recordings, transcripts, and Microsoft Copilot, the information discussed during the meeting can be turned into tasks and other useful artifacts. In this session, we'll prepare every stage of the online meeting - scheduling, setup, presenting, and wrapping up.

Canva, you can organize events, plan meetings, or simply enhance your visuals.

10:00am to 1:00pm

ROOM: PIER 7/8

MASTERING STRATEGIC COMMUNICATION FOR C-SUITE SUCCESS

**PEGGY VASQUEZ, CEAP,
CERTIFIED TRAINER, PEGGY
VASQUEZ**



"Strategic Engagement" equips administrative professionals with the tools to step confidently into leadership conversations. Through interactive exercises, develop the mindset, communication skills, and self-leadership strategies necessary to bridge gaps and make impactful contributions in high-stakes discussions, reinforcing your value as a strategic partner.

10:00am to 1:00pm

ROOM: HARBOUR B

PRODUCTIVITY POWER- UP: ADMINISTRATIVE STRATEGIES TO BOOST EFFICIENCY & MAXIMIZE TIME

**JAN VILACA, CERTIFIED
SUCCESS COACH, CREATE YOUR VIRTUAL
INFLUENCE, COACHING & CONSULTING**



Productivity Power-Up is a workshop for administrative professionals, managers, and leaders to boost productivity and time efficiency. It will offer practical tools to streamline workflows, reduce stress, and focus on high-impact tasks. Participants learn to overcome productivity barriers, prioritize effectively, and how to avoid burnout. Attendees will leave feeling ready to implement positive change that fosters efficiency in their organization.

10:00am to 1:00pm

ROOM: PIER 2/3

NEXT-LEVEL PROJECT MANAGEMENT: DEEPEN YOUR EXPERTISE AND OVERCOME OBSTACLES

**CHRISSY SCIVICQUE, PMP,
PCM, CCMP, CCS VENTURES,
LLC**



If you've been managing projects for a little while, you know how challenging it can be, especially as an administrative professional. If you've never had any formal project management training, it's likely you've experienced times where your limited knowledge of the process has hindered your success. Sure, anyone can stumble their way through project management, but with the help of this session, you'll gain the real-world tools required to take your PM work to the next level.

10:00am to 1:00pm

ROOM: HARBOUR C

BUILDING IT ALL WITH CANVA WORKSHOP: FROM VISION TO CREATION

**JAMIE CHAMPAGNE, CSP,
PMP, CBAP, CHAMPAGNE
COLLABORATIONS**



Canva isn't just another marketing tool -- it's the secret weapon behind countless successful projects, from small businesses to large corporations. You don't have to be a marketing pro to use Canva! With

2:00pm to 5:00pm

ROOM: HARBOUR A

GENERATIVE AI UNLEASHED: HANDS-ON EXPLORATION FOR ADMINISTRATIVE PROFESSIONALS

JAMES SPELLOS, MEETING U



Step into the dynamic world of Generative AI with this hands-on workshop designed to elevate your understanding and practical skills.

Workshop Descriptions, Sunday, April 27

Perfect for those with basic to intermediate experience, we'll dive into popular tools like ChatGPT, Claude, MidJourney, and Leonardo, along with a range of other cutting-edge platforms. While prompting is a key part of the puzzle, this session goes beyond, showcasing how these tools can revolutionize the way you work, create, and innovate. You'll explore applications you can use in your daily administrative work, experiment with various tools, and discover new ways to bring your ideas to life. By the end of the session, you'll have the knowledge and confidence to harness the power of Generative AI in your day-to-day projects.

2:00pm to 5:00pm

ROOM: HARBOUR B

MODERN FILE MANAGEMENT: LEVERAGING SHAREPOINT, ONEDRIVE, POWER AUTOMATE, AND COPILOT

NEIL MALEK, KNACK TRAINING LLC



The improvement to the Microsoft 365 environment for working with files is staggering. There are incredible new tools and features built into our everyday applications - OneDrive, SharePoint, and Teams - and the addition of automation and artificial intelligence make nearly anything possible. In this session, we'll cover the core best practices of storing, managing, editing, and finding files in Microsoft 365, as well as leveraging Microsoft Copilot and Power Automate to supercharge our work.

2:00pm to 5:00pm

ROOM: HARBOUR C

MASTERING GOOGLE WORKSPACE: HANDS-ON WORKSHOP TO CREATE A WORKSPACE THAT WORKS FOR YOU

JAMIE CHAMPAGNE, CSP, PMP, CBAP, CHAMPAGNE COLLABORATIONS



Get hands-on with Google Workspace in this interactive workshop. Go beyond email and Docs to set up Sheets, Calendar, Drive, and more to fit your workflow and maximize productivity. You'll customize your workspace, discover time-saving integrations, and leave with a streamlined, personalized setup that makes your Google tools work for you. Ideal for administrative professionals ready to master Google's suite for better organization and collaboration.

2:00pm to 5:00pm

ROOM: PIER 7/8

MAKING THE LEAP TO STRATEGIC PARTNER

GLYNIS DEVINE, CERTIFIED SPEAKING PROFESSIONAL (CSP), SHE-SUITE LEADERS



Step into a transformative opportunity! In today's evolving business landscape, support roles are no longer task-focused but strategic. Our cutting-edge workshop explores the *seven pillars of strategic partnership*, empowering you to influence key decisions, elevate your role, and amplify your impact. Become a Strategic Business Partner whose insights shape success. Don't just contribute—drive your organization's strategy. Ready to redefine your career? Register now to transform your future!

2:00pm to 5:00pm

ROOM: PIER 2/3

EVENT PLANNING ESSENTIALS FOR ADMINISTRATIVE PROFESSIONALS: FROM CONCEPT TO SUCCESSFUL EXECUTION

ANH NGUYEN, SPARK EVENT MANAGEMENT



Learn essential event planning skills in this practical, hands-on workshop designed for administrative professionals. From meetings to corporate gatherings, you'll practice organizing events through real-world scenarios and group exercises. Take home a complete toolkit of templates, checklists, and proven strategies to manage events with confidence. This session will cover everything from strategic planning, budget management, to event production to help you deliver successful events.

Workshop Descriptions, Wednesday, April 30

9:00am to 12:00pm

ROOM: HARBOUR A

SMART PLANNING WITH AI: DESIGNING YOUR PERSONAL AND PROFESSIONAL ROADMAP

PHIL BARTH, PMP, GREAT THINGS HAPPEN LLC



Participants will learn how to leverage AI to break down long-term goals into manageable steps, prioritize tasks, and design a clear, structured roadmap for success. Whether you're managing complex projects or balancing personal goals with professional responsibilities, this session provides practical, AI-driven solutions to improve your planning and productivity. By the end of this interactive workshop, you'll walk away with a personalized roadmap and a deeper understanding of how AI can enhance your planning process.

unproductive dynamics. In this engaging, hands-on workshop, you'll learn practical tools to shift out of these roles and step into a healthier, more empowering mindset. Leave with strategies to reduce anxiety, increase confidence, and achieve more productive, positive outcomes in your interactions.

9:00am to 12:00pm

ROOM: PIER 7/8

HOW TO LEVEL UP AND GET NOTICED: USING THE SWOT SUCCESS TOOL FOR VISIBILITY AND INFLUENCE

LISA OLSEN, CWCA, ADMIN TO ADMIN



Taking time to do a personal assessment of our strengths, weaknesses, opportunities and threats (or obstacles) is a valuable exercise that can unlock areas that need refinement, improvement or professional development.

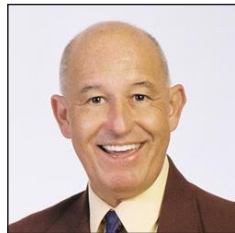
The workshop will unpack the SWOT analysis and offer attendees an opportunity to dive into specific areas of growth that will help them level up. Specific success tools will be introduced and discussed. The personal SWOT can be a blueprint for every administrative professional.

9:00am to 12:00pm

ROOM: HARBOUR B

MICROSOFT COPILOT AND OFFICE 365: NEW PRODUCTIVITY

GREG CREECH, MCT, COMP CTT+, TECHEDUTAINMENT SERVICES, INC.



With artificial intelligence our Microsoft 365 apps have many new features and enhancements to existing features. This interactive workshop will explore using Copilot in Word, Excel, PowerPoint, Teams, and Outlook. We encourage participants to share their productive ways of using these applications with Copilot and other AI apps. A terrific feature of Copilot is summarizing information based on the app or website; this feature is particularly useful in summarizing emails, meetings, website.

9:00am to 12:00pm

ROOM: PIER 2/3

(ALMOST!) EVERYTHING YOU WANTED TO KNOW ABOUT PLANNING AND RECORDING MEETINGS, BUT WERE TOO BUSY ATTENDING THEM TO ASK

SHELAGH DONNELLY, EXCEPTIONAL EA



When it comes to meetings, a good assistant is like an air traffic controller. You coordinating multiple moving parts. Others may be flying the planes/ chairing the meetings, yet you need to be skilled, informed, attentive, and a good communicator. Shelagh knows, because she's been there. She developed and is sharing strategies and practices that helped her succeed. This workshop can boost your confidence and skills in preparing for meetings, and producing minutes that reflect current standards.

9:00am to 12:00pm

ROOM: HARBOUR C

THE DRAMA TRIANGLE - LEADING YOURSELF AND OTHERS THROUGH DIFFICULT CONVERSATIONS

AMANDA BJORN, HUMANISTIC SYSTEMS AT WORK



Are you tired of getting caught in cycles of conflict at work? Discover a way to break free. The Drama Triangle reveals the roles we unconsciously slip into—Victim, Persecutor, and Rescuer—that fuel

Networking



FIRST TIME ATTENDEE RECEPTION

Sunday, April 27, 5:00 PM – 6:00 PM

Are you a first-time attendee to APC Canada? Join us in the Regatta Room, 5:00 – 6:00PM! Meet the Advisory Board, Staff and a few Speakers – let's help you maximize your time at the event!



NETWORKING RECEPTION

Monday, April 28, 4:00 – 5:30PM

Mix and mingle with fellow APC Canada attendees, sponsors and speakers at the 26th APC Networking Reception. Enjoy your drink of choice while you connect with fellow attendees, play a few games and win some prizes!

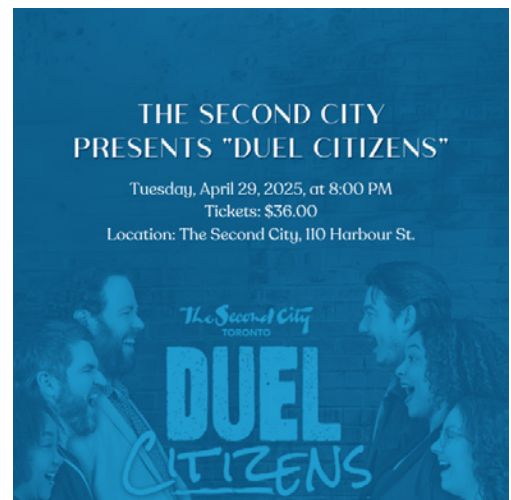


WALKING TOUR WITH "THE TOUR GUYS!"

Monday, April 28, 6:00PM – 8:30PM, Fee : \$15

This itinerary is perfect for first time visitors to Toronto, new residents, and locals interested in the city's origins and development from a military outpost to industrial hub to modern multicultural metropolis.

Highlights include stops at Union Station, Old City Hall, The Financial District, City Hall (with the "Toronto" sign), Yonge Dundas Square, The Cathedral Church of St James, and the famous St Lawrence Market.



THE SECOND CITY PRESENTS "DUEL CITIZENS"

Tuesday, April 29, 2025, at 8:00 PM, Fee: \$36

Proudly celebrating 52 years in Toronto, The Second City presents their 90th Mainstage revue! *Duel Citizens* is a fast-paced comedy spectacle stacked with razor-sharp satire, hilarious songs, ridiculous characters and, of course, the signature improv comedy that The Second City is world famous for. Written and performed by a completely Canadian cast and crew, this show joyfully skewers politics, pop culture, and everything in between. From full-blown national tantrums to the absurdities of daily life, come laugh with The Second City as we turn chaos into comedy.

Proudly
CANADIAN
since 1985

BASKITS®
PURVEYORS of FINE GIFTS®
— EST. • 1985 —



baskits.com

GO GREEN. MEET SMART!

WHY CHOOSE US?

ECO-FRIENDLY PRACTICES

- We're committed to sustainability, utilizing eco-friendly materials and supplies wherever possible.
- Our guest room amenities are organic with minimal fragrance. Our soaps are plant-based, with gentle formulations, have responsible sourcing of ingredients and dispenser solutions that reduce packaging waste.
- All meeting rooms include energy-saving lighting, recycling bins and water and juices served in recyclable containers and/or reusable glasses.
- Low energy lighting is installed in the Resort.
- Our composting program allows us to reuse material and divert it from the landfill.
- Pay per use FLO chargers for hybrid vehicles
- Our water is drawn naturally from a well, filtered and treated on site.
- Water irrigation and snowmaking only utilizes water obtained from a natural spring on the property and is recycled back into the environment.
- Regular stream/river testing is commissioned by the Resort and executed by the Nottawasaga Valley Conservation Authority to help maintain clean streams and waterways throughout our property.

LOCAL SOURCING. GLOBAL IMPACT.

Food in our signature restaurant cabin, is locally sourced where possible from our own garden and local farmers with a focus on 100KM's sourcing, promoting biodiversity while reducing food miles.

CREATIVE ENVIRONMENTS

Our meeting rooms blend modern design with natural elements to inspire creativity.

Join us in shaping a brighter, sustainable future, one meeting at a time.


HOCKLEY
VALLEY RESORT



HOCKLEY.COM
OR CALL 519-942-0754

2025 CONFERENCE SPONSORS

GOLD SPONSORS



At Encore, we've been creating memorable event experiences that connect, inspire, engage and transform organizations for decades. With a customer-first mindset, we have an unmatched breadth and depth of event production services to support our customers through every step in the event planning and management process. In partnership with event planners, hotels, venues, and staging customers, we create and execute thousands of events annually – in person, virtual and hybrid – of any size, at any venue, anywhere in the world. Our team members are highly trained experts that intuitively combine creative, production and technology services to deliver unparalleled service excellence.



Visit Mississauga, is the official destination marketing organization (DMO) for the City of Mississauga. The organization is industry-led and responsible for developing a tourism strategy and leading tourism marketing and development efforts for Mississauga. Visit Mississauga is committed to promoting local businesses, driving tourism and attracting business and sport events to the City.

Come and say hello and learn about our business event incentive program to help you bring your next meeting, event, or tradeshow to Mississauga!

SILVER SPONSORS



Planning an upcoming event? All Star Game Rentals provides interactive games and fun food rentals that will make your next event a hit! We transform your event from just another dull, boring, handshaking snoozefest—to an exciting, hands on, interactive experience.

Contact us now if you have an upcoming company barbeque, trade show, open house, golf tournament, holiday party, or any other type of event where people gather. Integrated branding is available on most of our games. And in many cases—at no extra cost! We also do free site inspections to make sure that your game selection is a good fit. The devil's in the details.

We've been in the serious business of fun for 24 years and counting. We'll help you with planning your event for space allocation, electrical load, and room flow.

We have the experience and know how to make you look like an All Star!



At Canadiana Flowers we are committed to providing our customers with nothing less than the finest floral products, backed with service that is fast, friendly and always professional.

Family owned & operated for over 50 years. Canadianflowershop.ca delivers to all addresses within Canada through our affiliated members in FTD. We are one of Canada's top FTD members and we strive to make your online flower experience a fun, safe, and enjoyable one. Our skilled staff of professionals are dedicated to the safety, beauty and timeliness of your order.



We are Agnostic and we believe there's always room for better thinking. As a strategic communications agency, we are senior industry experts with an unmatched drive for uncovering better insights, stronger creative and delivering business strategy with impact across the corporate, consumer, technology and health spaces. We dare ourselves and our clients to seek out better thinking. It's the only way to reach uncharted territory for your business and achieve more. How do we do it? With our personalized, one-style-fits-none approach to communications.

<https://www.thinkagnostic.com/>

BRONZE SPONSORS



PURVEYORS of FINE GIFTS

For over 30 years, Baskits Inc. has been trusted by Canada's top corporations, professionals and individuals to deliver impressive gifts on their behalf. Keeping up with the latest trends, while sourcing the best products and brands from Canada and around the world, you can always count on us to deliver a gift that is thoughtfully curated with impressive standalone products. It is our full-time job to ensure our customers are sending and receiving the best.

With a 25,000 square foot production facility, a fully equipped contact centre, multiple Toronto store locations, an easy-to-use website for online ordering and a passionate team of gift artists and specialists, we have earned our reputation as the premier gift delivery service in Canada by putting our customers at the center of everything we do and by ensuring we consistently exceed their expectations. After all, it's our goal to make thoughtful gifting quick and easy!



Welcome to Hockley Valley Resort!

Hockley Valley Resort is a premier year-round destination, nestled in the heart of Ontario's scenic countryside just 45 minutes from Toronto. Offering 108 guest rooms, extensive meeting facilities, full-service spa, championship golf course, ski runs and terrain park, and 10 km of mountain biking trails, the resort caters to the diverse needs of both leisure and corporate guests. With a steadfast commitment to delivering exceptional experiences and creating unforgettable memories, Hockley Valley Resort offers its guests a welcoming, natural setting, ensuring a memorable stay.

BRONZE SPONSORS



We are a promotional product distributor and proud member of the Advertising Specialty Institute. Promotional products, also known as ad specialties, make up a nearly \$22 billion dollar industry and are used by virtually every business in America. Why? Items like mugs, pens and t-shirts are memorable and provide a better cost per impression for advertisers than almost every major marketing effort like TV, magazines and the Internet. We are able to supply your company with every possible promotional product from over 3000 suppliers. With so many ad specialties available there is a huge opportunity for professionals like you to boost ROI and leave a lasting impression with your customers. Our mission is to help you create long-lasting relationships with your clients through the power of promotional products.
<https://www.matchedpromotions.com/>



Embracing change with confidence, feeling inspired, empowered and ready for the next chapter.

Join us to uncover evidence-based solutions and practical strategies for perimenopause, menopause, to post-menopause. Discover a supportive community, embrace change confidently, and step into your next chapter.
<https://nationalmenopauseshow.com/>

MEDIA PARTNER



Ignite magazine is Canada's leading FREE source of ideas and inspiration for those who plan business events. Ignite provides five issues per year in print and fully interactive digital edition (complete with video, slideshows, downloads and more)! Plus, visit our website for more helpful tools and resources. Tired of trying to find relevant info on the internet? Check out a refreshing way to research destinations, venues and more in Ignite's Inspiration Room. Visit us at ignitemag.ca and sign up for your flexible FREE subscription.

ASSOCIATION PARTNER



The Association provides many benefits to office professionals in today's diversified business world. Belonging to a professional association demonstrates a commitment to lifelong learning, the desire to keep on top of emerging trends and technologies, and the willingness to share expertise with members from across Canada.
<https://canadianadmin.ca/>



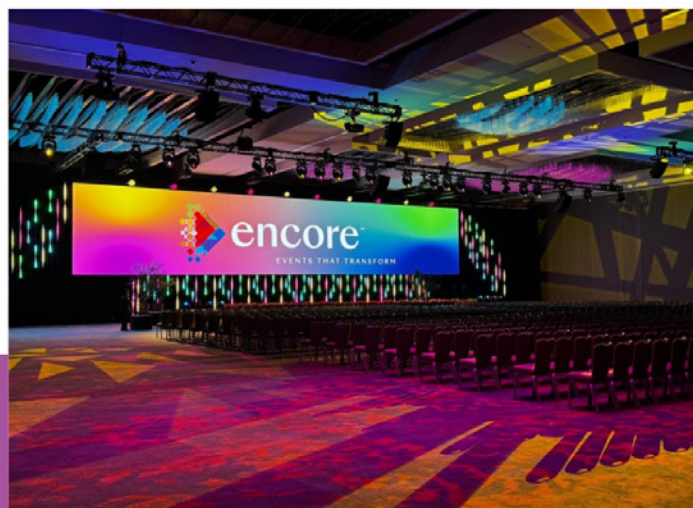
At Encore, great events start with your ideas, guests, and goals. As a full-service production partner, we provide award-winning service, skilled technical teams, and advanced technology to create tailored events that meet your needs and budget.

Our comprehensive range of services includes:

- Cutting-edge audiovisual technology
- Innovative stage design
- Expert event strategy
- Dynamic creative services
- Digital solutions
- Seamless production management

Whether you're planning a corporate meeting, trade show, gala, immersive experience, or hybrid event, we provide customized solutions that elevate your experience and engage your audience.

That's what makes every Encore event extraordinary and memorable. Ready to make your next event unforgettable? We're ready, too.



For more information, please reach out to Alyssa at alyssa.rego@encoreglobal.com
encore-can.com

