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Ontario

Premier of Ontario - Premier ministre de l'Ontario



April 23 – 26, 2023

A MESSAGE FROM PREMIER DOUG FORD

Warm greetings to everyone taking part in the Administrative Professionals Conference of Canada.

Administrative professionals play a key role in the success of every organization and business. They work behind the scenes, driving crucial day-to-day functions to ensure that offices run smoothly and efficiently.

A big shout out to the amazing team at Macgregor Communications for organizing this conference. This is an amazing opportunity for administrative professionals to learn about new workplace developments and acquire leadership, problem-solving and collaboration skills.

Best wishes for a successful conference.

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

Doug Ford
Premier



Message from the Deputy Mayor

It is my pleasure to extend greetings and a warm welcome to everyone participating in Macgregor Communications' Administrative Professionals Conference of Canada.

This year's conference, themed "Celebrating Administrative Excellence," provides a wonderful platform to network and participate in various workshops, and learn from distinguished guests and key note speakers. I would like to extend my thanks to the administrative, clerical and office professionals whose hard work contributes to the success of many organizations.

As Canada's largest city and the fourth largest in North America, Toronto is a global centre for business, finance, arts and culture and is dedicated to being a model of sustainable development. I welcome everyone to our city and encourage you to enjoy Toronto and explore our vibrant neighbourhoods.

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

Yours truly,

Jennifer McKelvie
Deputy Mayor of Toronto



Welcome to APC 2023!

For over two decades, The Administrative Professionals Conference of Canada has set the standard for excellence in AA and EA training and networking.

Recognized as 'the event' where corporate Canada sends their admins to become Empowered, Enlightened, Engaged and Excel, this conference provides all-inclusive educational opportunities in a wide range of carefully designed and interactive presentations.

I would like to thank and recognize the 2023 Advisory Board for lending their insight to the development of this program. I would also like to thank all past participants who have provided fundamental feedback and suggestions. We could not improve and evolve the event without your guidance and input.

Thank you for choosing APC Canada as your training conference. It's time to celebrate you!

Amy Ruddell
Vice President
Macgregor Communications

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2023 KEYNOTE SPEAKERS



Monday, April 24 | 8:30am - 9:45am

Communication, Collaboration, Improvisation... Oh My!

In this highly interactive and fun session, Kupe, an Improvisational Actor, focuses on key improvisation lessons that will help you be a more attentive and flexible team member. You will walk away with lessons to help you suspend judgment, keep conversations moving forward, listen generously, and take collaboration to new levels. With Kupe's business background, he will be able to help you directly apply these skills on the job. Why is this so important? The speed of business today requires teams to decide fast, learn fast and gain buy-in from all stakeholders involved. In Daniel Pink's book, *To Sell is Human: The Surprising Truth About Moving Others*, he highlights improv skills as a necessary competency for everyone. This quote sums it up. "In improv, you never try to get someone to do something. That's coercion, not creativity," Salit says. "You make offers, you accept offers—and a conversation, a relationship, a scene, and other possibilities emerge." Your role is to help move others to accomplish agreed upon goals. Using the critical and communication skills learned you'll see how your job just got easier! We're unleashing Tyler to change your Monday morning blues, into a Friday! state of mind.



Monday, April 24 | 3:45pm - 4:45pm

How Authenticity Fosters Human Connection & Inclusive Leadership

In our lives, workplaces, and communities, too often we find ourselves struggling to present a "perfect" self, battling imposter syndrome, dismissing accomplishments, and walking around in a prison of judgement with others holding the key. We are bombarded daily with messages from society about whom we should aspire to be and how to express ourselves. As a result, we develop beliefs, thoughts, emotions, and behaviours that keep us acting in the ways we were taught to act. These subliminal messages around us chip away at our ability to be our authentic selves. This leads to bouts of anxiety, fear of rejection, impostor syndrome and simply feeling we are not enough. Samra explores, however, that when we embrace our vulnerabilities and show up authentically, we foster genuine trust, real connections, resilience, inclusion, and collective human connection. This unlocks new potential and helps us become the remarkable leaders we are and set the stage for others to do the same.

2023 KEYNOTE SPEAKERS



Tuesday, April 25 | 8:30am - 9:45am

The 2023 (Mostly Business) Survival Guide: Three Steps to Succeed in a Changed World

Can you live in predictable unpredictability? Perhaps this is the most important question facing all of us in 2023. On the personal front, these chaotic times certainly lead to additional stress. On the business front, these chaotic times make it difficult to plan for success. In this Keynote presentation, Amber Mac guides audiences through three steps to adapt, learn, and grow, including how to master Digital Discipline, Workplace Wellness, and Purpose Prioritization.



Tuesday, April 25 | 2:30pm - 3:30pm

Finding Your Personal Style

Emmy-Award winning TV personality, style expert, fashion designer and New York Times best-selling author are just a few of Carson's credits. With those credentials, who better to discuss the Top 10 things we can do – right now – to find our own Personal Style! In this highly interactive session, Carson will be engaging directly with the audience, so come prepared with your questions for Mr. Kressley!

CONFERENCE AT-A-GLANCE

SUNDAY, April 23 - WORKSHOPS

	ROOM: REGATTA	ROOM: PIER 5	ROOM: PIER 2/3	ROOM: PIER 7/8
9:00am-12:00pm	Improving from the Inside: Creating positive change without authority Hans Eckman InfoTech / Eckman Guides	Strategic Visibility & Influence for EAs Rhonda Scharf On The Right Track	The Technical Administrative Professional Greg Creech Techedutainment Services, Inc.	The Truth About Minutes, and How to Elevate Yours Shelagh Donnelly Exceptional EA
	ROOM: REGATTA	ROOM: PIER 5	ROOM: PIER 2/3	ROOM: PIER 7/8
1:00pm-4:00pm	Communicating with Confidence: How to improve your public speaking skills and become more persuasive with both your teammates and senior executives Hans Eckman InfoTech / Eckman Guides	The 2023 Roadmap for Admins Rhonda Scharf On The Right Track	Microsoft 365 Boot Camp Greg Creech Techedutainment Services, Inc.	How to set and achieve meaningful goals Peggy Vasquez Peggy Vasquez

MONDAY, April 24 - SYMPOSIA SESSIONS

8:30am-9:45am	COMMUNICATION, COLLABORATION, IMPROVISATION... OH MY! KUPE KUPERSMITH PRESIDENT, KUPETALKS			
	EMPOWER Regatta	EXCEL Pier 7/8	ENLIGHTEN Pier 2/3	ENGAGE Pier 4/5
10:00am-11:00am	Show Me the Money: How to Negotiate the Money You Deserve Bonnie Low-Kramen Be The Ultimate Assistant (BTUA)	Hack your Job: Applications and tips to increase your productivity by doing less work! AJ Hawley Trendsparency	Mental Health: How To Reach Out and Have A Supportive Conversation Beverly Beuermann-King R 'n' B Consulting - Work Smart Live Smart	Empowered Assistant Peggy Vasquez Peggy Vasquez
11:15am-12:15pm	Results Without Authority: Holding People Accountable When You're Not in Charge Rhonda Scharf On The Right Track	Business Writing Skills are Mission Critical in Our Hybrid World Shelagh Donnelly Exceptional EA	UNBREAKABLE HAPPINESS Kwesi Millington KM Communications & Coaching	The True Art of Influencing Executives - Through Coaching and Leadership Reka Tokes SheRocks!
LUNCH				
1:15pm-2:15pm	Super Charge Your Career Amal Candido CIBC Head Office - Capital Markets	Let's Pivot! Easy analytics using Excel's PivotTables Greg Creech Techedutainment Services, Inc.	Personal Branding for People Who Aren't Kardashians Leanne Calderwood LeanneCalderwood.com, LinkedIn and Personal Branding	Achieve More by Doing Less Hans Eckman InfoTech / Eckman Guides
2:30pm-3:30pm	Squeeze the Day! Glynis Devine She-Suite	Advanced Minute Taking – Motions & Voting Rhonda Scharf On The Right Track	Change Got you Down? How to Roll with the Punches When You'd Rather be Throwing Them Jennifer Bedell Mariner Innovations	Getting to the Corner Office: What You Always Wanted to Know and Were too Afraid to Ask! (AA to EA) Peggy Vasquez Peggy Vasquez
3:45pm-4:45pm	How Authenticity Fosters Human Connection & Inclusive Leadership Samra Zafar INTERNATIONAL DEI, MENTAL HEALTH, SOCIAL JUSTICE EXPERT			
5:00pm-6:00pm	NETWORKING RECEPTION			

CONFERENCE AT-A-GLANCE

TUESDAY, April 25 - SYMPOSIA SESSIONS

8:30am-9:45am	THE 2023 (MOSTLY BUSINESS) SURVIVAL GUIDE: THREE STEPS TO SUCCEED IN A CHANGED WORLD AMBER MAC PRESIDENT, AMBERMAC MEDIA, INC.			
	EMPOWER Regatta	EXCEL Pier 7/8	ENLIGHTEN Pier 2/3	ENGAGE Pier 4/5
10:00am-11:00am	Working with your Hotel/Venue Sales contact to get the best agreement for your event Feiona Gobin SUMONAS Group	Building it All with Canva Jamie Champagne Champagne Collaborations	Smile to Success Greg Creech Techedutainment Services, Inc.	Multi-Tasking Genius: Getting it all Done Without Losing Yourself Grace Cirocco GRACE CIROCCO INC.
11:15am-12:15pm	Event Planning - No Trauma, No Drama, No Stress, No Mess Ronald Finlay Matrix Business Training Workshops	WordPress! Have Fun with Marketing and look like a Rock Star Michael Wood Helium Ventures Inc.	Slow down, you move too fast: Be productive while Feelin Groovy Jennifer Bedell Mariner Innovations	Staff Matters Unfiltered: Saying the Quiet Parts Out Loud Bonnie Low-Kramen Be The Ultimate Assistant (BTUA)
LUNCH				
1:15pm-2:15pm	The Bartender's Guide To Project Management Daniel Simon Where's Your Road, LLC	The art of "speaking geek" Jamie Champagne Champagne Collaborations	Imposter's Syndrome - You're a Fraud; Everyone Knows More Than You and Other Lies We Tell Ourselves AJ Hawley Trendsparency	SHE-Suite: How Women at the TOP are changing the game Glynis Devine She-Suite
2:30pm-3:30pm	Finding Your Personal Style Carson Kressley EMMY-AWARD WINNING TV PERSONALITY			
3:30pm-4:30pm	Champagne Reception. Keynote Meet and Greet.			

WEDNESDAY, April 26 - WORKSHOPS

	ROOM: REGATTA	ROOM: PIER 5	ROOM: PIER 2/3	ROOM: PIER 7/8
9:00am-12:00pm	An Introduction To What You Do Daily - Project Management! Daniel Simon Where's Your Road, LLC	CORE MOTIVE... the Superpower all AP/EAs can't live without! Suzannah Baum Ideal Communications	Hack Your Job: Build your own Digital Assistant! AJ Hawley Trendsparency	Remotely Working - Lessons On Creating The Balance You Desire And Build The Life You Want Beverly Beuermann-King R 'n' B Consulting - Work Smart Live Smart
	ROOM: REGATTA	ROOM: PIER 5	ROOM: PIER 2/3	ROOM: PIER 7/8
1:00pm-4:00pm	Women in Leadership – Own Your Seat Workshop! Jamie Champagne Champagne Collaborations	From To Do... to TA DA! 20 Best Practices for Time Management Suzannah Baum Ideal Communications	Stop Letting That Difficult Person Ruin Your Day and Your Business: Effectively Handle Toxic People For Better Productivity and Less Drama Beverly Beuermann-King R 'n' B Consulting - Work Smart Live Smart	How to get noticed for internal postings and promotions! Daniel Simon Where's Your Road, LLC

WORKSHOP DESCRIPTIONS | SUNDAY, APRIL 23RD

9:00am to 12:00pm

ROOM: REGATTA

IMPROVING FROM THE INSIDE: CREATING POSITIVE CHANGE WITHOUT AUTHORITY

HANS ECKMAN , SPEAKER & TRAINER, INFO TECH / ECKMAN GUIDES

Take a second and think of three things you'd change in your org if you could make them magically happen. You found multiple things that could be better in less than five seconds. Ideas aren't the problem, implementing them is. Although it feels like changes can only be made top-down, we can influence and improve our teams, processes, and organization from the ground up. We just need to shift our approach and tactics.

9:00am to 12:00pm

ROOM: PIER 5

STRATEGIC VISIBILITY & INFLUENCE FOR EAS RHONDA SCHARF, CSP, HOF, GLOBAL SPEAKING FELLOW, PRESIDENT, ON THE RIGHT TRACK

Life beyond 2023 is not the same as it was before. The rules have changed. Being invisible or behind the scenes is not in your best interest. Others can't value what they don't see. We need to step up and step forward into our own future. Learn how and why we need visibility and how to be influential without resorting to manipulation.

9:00am to 12:00pm

ROOM: PIER 2/3

THE TECHNICAL ADMINISTRATIVE PROFESSIONAL GREG CREECH, MCT, COMP CTT+, PRESIDENT/ OWNER, TECHEDUTAINMENT SERVICES, INC.

With our information overload, the technical Administrative Professional knows the structure and best practices for using databases plus how to manage, manipulate, and analyze the organization's data. We will use Microsoft's Access application to know the components of a relational database. Next, we will download our information into Excel for manipulating and analyzing our data. Take your technical skills to a higher level and become a Technical Administrative Professional. Please bring your own laptop!

9:00am to 12:00pm

ROOM: PIER 7/8

THE TRUTH ABOUT MINUTES, AND HOW TO ELEVATE YOURS

SHELAGH DONNELLY, SPEAKER, TRAINER, EXCEPTIONAL EA

Some think it's easy to produce quality minutes, yet that's not the case. If it was, anyone could do

the job and enjoy it, and we'd rarely see edits. You need skills, a good handle on grammar and business writing, and a solid understanding of how stakeholders' expectations of minutes have evolved. You'll also laugh – and groan! – as we look at actual communications that illustrate the importance of proofreading. Bring your laptop and gain confidence in preparing concise, relevant minutes.

1:00pm to 4:00pm

ROOM: REGATTA

COMMUNICATING WITH CONFIDENCE: HOW TO IMPROVE YOUR PUBLIC SPEAKING SKILLS AND BECOME MORE PERSUASIVE WITH BOTH YOUR TEAMMATES AND SENIOR EXECUTIVES

HANS ECKMAN, SPEAKER & TRAINER, INFO TECH / ECKMAN GUIDES

Did you know people are more afraid of public speaking than they are spiders, heights, and the dark? Yet communication is a crucial skill that everyone needs to have, whether you're influencing peers, managing your leadership team and/or working with your Board of Directors. In this fun and interactive session, you'll learn how to communicate with ease and authority so you can: - Communicate effectively with your senior leadership team and other important stakeholders - Sell your ideas to colleagues and teammates - Deliver bad news and manage crises - Stay on top of messages Learn now to convince, collaborate and provide clarity so you can stand in your strengths, own your value and inspire others to take action.

1:00pm to 4:00pm

ROOM: PIER 7/8

HOW TO SET AND ACHIEVE MEANINGFUL GOALS PEGGY VASQUEZ, CEAP, TRAINER / SITUATIONAL LEADERSHIP CERTIFIED T, INSPIRATIONAL SPEAKER, EMPOWERMENT COACH AND BESTSELLING AUTHOR, PEGGY VASQUEZ

Do you find yourself using the same goals you did last year or copying what another assistant has created? Or have you set goals but never quite hit the achievement desired? Do you feel you don't have time to work on your goals? Are you overwhelmed just thinking about goals? Do you want to know how to set and achieve meaningful goals and get positive results? If you said yes to any of the above, this training opportunity is for you! Attending this training opportunity will prepare and empower you for your annual goals and performance updates. Learning Highlights and Outcomes: · How to identify your manager's key goals and apply personal metrics for your own goals. · How to ask your manager, your manager's direct reports, and peers for input.

WORKSHOP DESCRIPTIONS | SUNDAY, APRIL 23RD

· How to establish KPIs. · What are the three goals that every EA should include in their goals? · How to take SMART goals to a higher level In this workshop, Peggy will provide you with a step-by-step practical guide and process for creating goals and a methodology to achieve your goals. Plus, you'll receive a companion guide to keep everything at your fingertips so you can take action on what you learned immediately.

1:00pm to 4:00pm

ROOM: PIER 2/3

MICROSOFT 365 BOOT CAMP

GREG CREECH, MCT, COMP CTT+, PRESIDENT/OWNER, TECHEDUTAINMENT SERVICES, INC.

Microsoft 365 constantly updates and adds new features and changes previous features. This session covers Word, Excel, PowerPoint, and Outlook applications plus using OneDrive/SharePoint and Teams to collaborate with our documents,

spreadsheets, and presentations. We'll learn new tips and tricks plus good old shortcuts for effectively using and sharing our files. Attend our Microsoft 365 Boot Camp for an intense and entertaining learning experience. Please bring your own laptop!

1:00pm to 4:00pm

ROOM: PIER 5

THE 2023 ROADMAP FOR ADMINS

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

What used to be chaos has become commonplace. As Administrative Professionals, we have learned to "roll with the punches" and learn more and faster than we ever assumed was possible. But we did it! And our new norm is uncertain. We don't know what the next 12 months will bring. We do know that our skills have grown, our strengths have changed, and our versatility is more important than ever. We need to be equipped for a rapidly changing workforce.

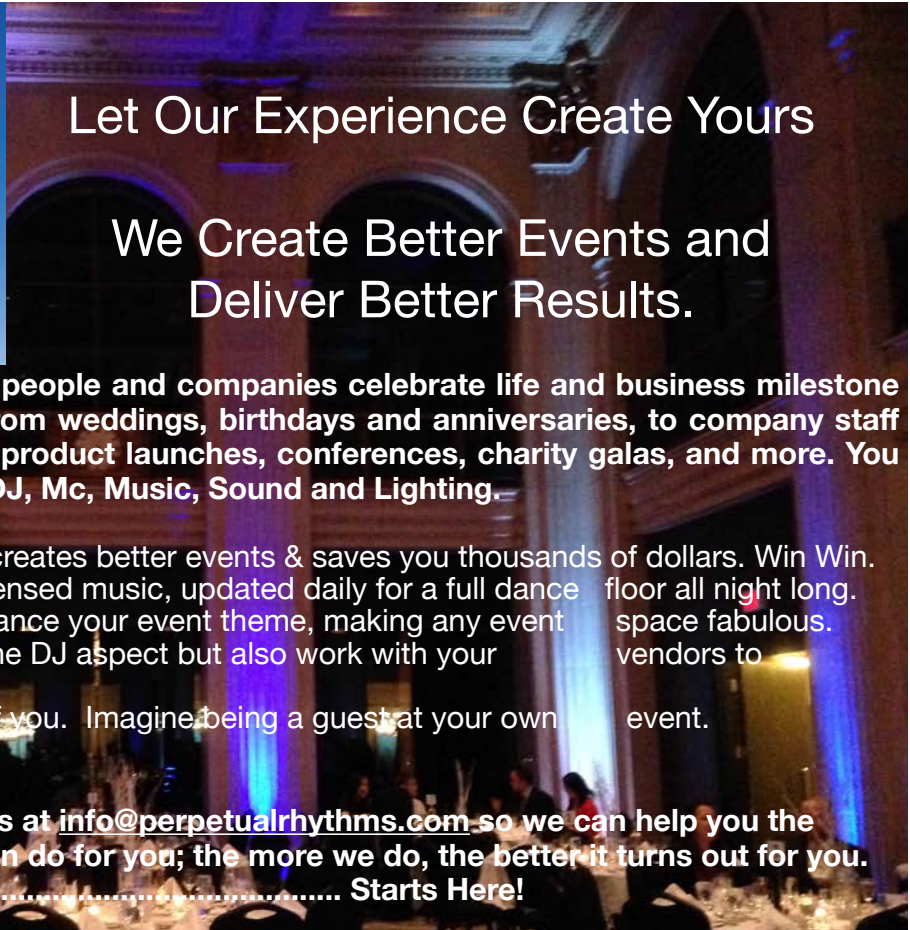


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SESSION DESCRIPTIONS | MONDAY APRIL 24TH

8:30am to 9:45am

ROOM: METROPOLITAN BALLROOM
COMMUNICATION,
COLLABORATION,
IMPROVISATION... OH MY!
KUPE KUPERSMITH



In this highly interactive and fun session, Kupe, an Improvisational Actor, focuses on key improvisation lessons that will help you be a more attentive and flexible team member. You will walk away with lessons to help you suspend judgment, keep conversations moving forward, listen generously, and take collaboration to new levels. With Kupe's business background, he will be able to help you directly apply these skills on the job. Why is this so important? The speed of business today requires teams to decide fast, learn fast and gain buy-in from all stakeholders involved. In Daniel Pink's book, *To Sell is Human: The Surprising Truth About Moving Others*, he highlights improv skills as a necessary competency for everyone. This quote sums it up. "In improv, you never try to get someone to do something. That's coercion, not creativity," Salit says. "You make offers, you accept offers—and a conversation, a relationship, a scene, and other possibilities emerge." Your role is to help move others to accomplish agreed upon goals. Using the critical and communication skills learned you'll see how your job just got easier!

10:00am to 11:00pm

ROOM: PIER 4/5
EMPOWERED ASSISTANT

PEGGY VASQUEZ , CEAP, TRAINER / SITUATIONAL LEADERSHIP CERTIFIED T, INSPIRATIONAL SPEAKER, EMPOWERMENT COACH AND BESTSELLING AUTHOR, PEGGY VASQUEZ

When you feel empowered, everything changes. Feelings of inadequacy, overwhelm, and work pressures decline. When you don't feel empowered, your self-talk is on an endless loop of negativity, telling you that you aren't enough, that there's no need to speak up because no one wants to listen to you, and that you don't deserve a seat at the table. All of these feelings cause you to silence your voice and your dreams. It all centers around empowerment. When you are self-empowered, you get things done, making you more confident. When you're confident, you stop holding back and start speaking up. You know you deserve a seat at the table and are self-aware of your value. So you confidently show up with all your capabilities, value, and ideas. During this session, Peggy will cover the

process of developing personal empowerment. And what you learn can be used to look at life and your career or to help you to deal with a single issue.

10:00am to 11:00am

ROOM: PIER 7/8
HACK YOUR JOB: APPLICATIONS AND TIPS TO INCREASE YOUR PRODUCTIVITY BY DOING LESS WORK!

AJ HAWLEY , FOUNDER & PRINCIPAL CONSULTANT, TRENDSAPRENCY

In this live demonstration-style session, you will learn new hot-keys, crucial functions and proven methods to fully utilize Microsoft applications that your organization is likely already paying for. This techy, fun-filled session will provide tips and tricks for all these Microsoft Apps: Outlook, Excel, Planner, OneDrive, Teams and even a little PowerAutomate! Let's hack your job!

10:00am to 11:00am

ROOM: PIER 2/3
MENTAL HEALTH: HOW TO REACH OUT AND HAVE A SUPPORTIVE CONVERSATION

BEVERLY BEUERMANN-KING , CSP, STRESS AND RESILIENCY EXPERT, R 'N' B CONSULTING - WORK SMART LIVE SMART

1 in 5 of your colleagues, friends and family will likely experience a mental health challenge. Yet most of us have never had an opportunity to learn how to be supportive or open a conversation around mental health. Silence about mental illness is costly. Efforts to reduce the stigma and promote mental health happens when we know how to have healthy, supportive conversations.

10:00am to 11:00am

ROOM: REGATTA
SHOW ME THE MONEY: HOW TO NEGOTIATE THE MONEY YOU DESERVE

BONNIE LOW-KRAMEN, BE THE ULTIMATE ASSISTANT (BTUA)

Very few assistants ever get formal negotiation skills training that could be applied to terms of employment. As a result, too many are underpaid and do not know what their role is actually worth in their market. A successful negotiation means more than being able to pay your bills. It means feeling a confidence you have never known before from advocating for yourself. This session offers a step-by-step strategy for addressing one of the thorniest issues for assistants - money.

SESSION DESCRIPTIONS | MONDAY, APRIL 24TH

11:15am - 12:15pm

ROOM: PIER 7/8

BUSINESS WRITING SKILLS ARE MISSION CRITICAL IN 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 organisational 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.

11:15am - 12:15pm

ROOM: REGATTA

RESULTS WITHOUT AUTHORITY: HOLDING PEOPLE ACCOUNTABLE WHEN YOU'RE NOT IN CHARGE

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

In a world where you get results through teams and teamwork, holding people accountable is the key to real success. Yet accountability is seen as punishment by many people instead of a responsibility to do what they agreed to do. Without accountability, we have chaos and frustration. This workshop will share exactly what you need to do and say to hold others accountable in a positive and professional manner.

11:15am - 12:15pm

ROOM: PIER4/5

THE TRUE ART OF INFLUENCING EXECUTIVES - THROUGH COACHING AND LEADERSHIP

REKA TOKES, CO-FOUNDER, SHEROCKS!

Are you looking for practical ways to successfully influence executives? Attend The True Art of Influencing Executives and you will learn to: Effectively use coaching techniques to successfully influence executive(s) by developing a trusting relationship with them Apply influencing skills to advance your career by showing leadership with your direct reports as well as in decision-making meetings and conversations Successfully drive decision making involving multiple leaders even if your role does not have a formal leadership title.

11:15pm -12:15pm

ROOM: PIER 2/3

UNBREAKABLE HAPPINESS

KWESI MILLINGTON, SPEAKER, KM COMMUNICATIONS & COACHING

Unbreakable Happiness is an interactive and engaging presentation that will leave you with the 4 everyday tools you can use in your life to thrive, feel peace, and enjoy each day, regardless of your circumstances. And studies reveal that the more positive emotions you experience, the more happier... AND resilient, you will be. So let Kwesi guide you through a thought-provoking, fun and energetic session that will leave you with everything you need to become the best, happiest version of yourself!

1:15pm - 2:15pm

ROOM: PIER 4/5

ACHIEVE MORE BY DOING LESS

HANS ECKMAN, SPEAKER & TRAINER, INFO TECH / ECKMAN GUIDES

There's too much work to do. I can't keep up. This is why so many of our teammates are burning out. What if I told you that our work habits were making things worse? We're accepting all requests instead prioritizing ones with high ROI and switching costs are reducing productivity. Stop the Insanity! Discover ways to improve productivity and value delivered. Recognize what is important, how to stop or delegate what isn't, and how to recognize the difference.

1:15pm - 2:15pm

ROOM: PIER 7/8

LET'S PIVOT! EASY ANALYTICS USING EXCEL'S PIVOTTABLES

GREG CREECH, MCT, COMP CTT+, PRESIDENT/ OWNER, TECHEDUTAINMENT SERVICES, INC.

PivotTables in Excel make data analytics easy, accurate, and attractive. With so much information flooding into our systems and spreadsheets, analyzing data used to be a massive chore. Not anymore. Using PivotTables for analytics has never been more efficient. In five clicks, Excel's PivotTables creates a summary of our data and allows us to filter our data with slicers and add SUM, AVERAGE, and COUNT functions easily. Using our designs, we will have attractive and productive PivotTables.

SESSION DESCRIPTIONS | MONDAY, APRIL 24TH

1:15pm - 2:15pm

ROOM: PIER 2/3

PERSONAL BRANDING FOR PEOPLE WHO AREN'T KARDASHIANS

LEANNE CALDERWOOD , CMP, TRAINER AND SPEAKER, LEANNECALDERWOOD.COM, LINKEDIN AND PERSONAL BRANDING

Personal branding is no longer reserved for celebrities and entrepreneurs, everyone is deserving of a personal brand and can use it as a way to build trust with their ideal audience. It has become an emerging tool for hospitality professionals as we all look at different ways of connecting with our communities... but there's still something holding us back. We often hold onto limiting beliefs about if we deserve a brand, or if we have time to project a brand, or if we should be doing it while working for a larger organization. These beliefs hold us back from taking the first step in creating our own brand. Join Leanne as she busts through these limiting beliefs and give you the tools you need to start thinking about your own personal brand.

1:15pm - 2:15pm

ROOM: REGATTA

SUPER CHARGE YOUR CAREER

AMAL CANDIDO, CAP, CCP, EXECUTIVE ASSISTANT, CIBC HEAD OFFICE - CAPITAL MARKETS

We all need a trusted adviser, an experienced colleague, to guide us through the frustrations in today's workplace. Learn new strategies to enhance your career growth while also creating efficiencies and improving work relationships simultaneously!

2:30pm - 3:30pm

ROOM: PIER 7/8

ADVANCED MINUTE TAKING – MOTIONS & VOTING

RHONDA SCHARF , CSP, HOF, GLOBAL SPEAKING FELLOW, PRESIDENT, 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. Discuss what needs to be captured during discussions and decisions and why.

2:30pm - 3:30pm

ROOM: PIER 2/3

CHANGE GOT YOU DOWN? HOW TO ROLL WITH THE PUNCHES WHEN YOU'D RATHER BE THROWING THEM

JENNIFER BEDELL , CBAP, MARINER INNOVATIONS

The pace of change continues to increase leaving many of us struggling to keep up. As a result, we work longer days and we worry about seemingly insignificant things. We will explore why change continues to accelerate and we will practice techniques for managing our own ability to 'roll with the punches'. We might even discover that change can be a great motivator!

2:30pm - 3:30pm

ROOM: PIER4/5

GETTING TO THE CORNER OFFICE: WHAT YOU ALWAYS WANTED TO KNOW AND WERE TOO AFRAID TO ASK! (AA TO EA)

PEGGY VASQUEZ , CEAP, TRAINER / SITUATIONAL LEADERSHIP CERTIFIED T, INSPIRATIONAL SPEAKER, EMPOWERMENT COACH AND BESTSELLING AUTHOR, PEGGY VASQUEZ

You've been a Business Support Professional for several years and you're ready to move into the C-Suite. Peggy will share her story of how she began working part time as an Assistant and moved up the ranks to work for several top Executives. She'll share what you need to do and what you need to know to be successful. Her background includes financial, agriculture and nuclear industries. For the past ten years she has been the Chief Executive Assistant at Pacific Northwest National Laboratory, where 4800 staff advance scientific discovery and deliver solutions to America's most pressing challenges in energy, the environment and national security. Join Peggy for an honest discussion, the type you don't typically hear unless it's behind closed doors or in a one-on-one coaching environment. She will share what it takes to make it in the C-Suite



SESSION DESCRIPTIONS | MONDAY, APRIL 24TH

2:30pm - 3:30pm

ROOM: REGATTA

SQUEEZE THE DAY!

GLYNIS DEVINE , OWNER, SHE-SUITE

Are you squeezing the BEST out of life? Or do you sometimes feel like you're having the life squeezed out of you? As women, we wear a lot of hats; employee, colleague, leader, mother, daughter, sister, spouse, volunteer, coach, manager, mentor... and the list goes on. Women are SO good transforming into who and what the job or role needs – we're master chameleons. The downside of this art is that we can sometimes lose ourselves – who we are and what matters to us. In Squeeze the Day!, Chief Juicer, Glynis E. Devine provokes you to start to ask the questions: · Who am I and what do I want? · What matters to me? · Where does it end? · What do I say 'no' to? · How do I begin? · How can I have more without doing more? This is a 'feel-good' session that's jam-packed with next steps to an actionable blueprint! This is a don't miss session that can help you squeeze the BEST out of life!

“ONE OF THE MOST ENJOYABLE EXPERIENCES I HAVE HAD IN REGARDS TO CONFERENCES. VERY WELL ORGANIZED AND TOOK AWAY MANY THINGS FROM THE TRACK SESSIONS AND WORKSHOPS. DEFINITELY AN EXPERIENCE FOR ALL LEVELS OF ADMINISTRATION. THANK YOU TO ALL THE ORGANIZERS FOR DOING SUCH A WONDERFUL JOB!”

- SARAH BASSELS, GRANITE CLUB

3:45pm - 4:45pm

ROOM: METROPOLITAN BALLROOM

HOW AUTHENTICITY FOSTERS HUMAN CONNECTION & INCLUSIVE LEADERSHIP

**SAMRA ZAFAR ,
INTERNATIONAL DEI,
MENTAL HEALTH, SOCIAL
JUSTICE EXPERT & AWARD-WINNING AUTHOR**



In our lives, workplaces, and communities, too often we find ourselves struggling to present a “perfect” self, battling imposter syndrome, dismissing accomplishments, and walking around in a prison of judgement with others holding the key. We are bombarded daily with messages from society about whom we should aspire to be and how to express ourselves. As a result, we develop beliefs, thoughts, emotions, and behaviours that keep us acting in the ways we were taught to act. These subliminal messages around us chip away at our ability to be our authentic selves. This leads to bouts of anxiety, fear of rejection, impostor syndrome and simply feeling we are not enough. Samra explores, however, that when we embrace our vulnerabilities and show up authentically, we foster genuine trust, real connections, resilience, inclusion, and collective human connection. This unlocks new potential and helps us become the remarkable leaders we are and set the stage for others to do the same.



SESSION DESCRIPTIONS | TUESDAY, APRIL 25TH

8:30am to 9:45am

ROOM: METROPOLITAN BALLROOM

THE 2023 (MOSTLY BUSINESS) SURVIVAL GUIDE: THREE STEPS TO SUCCEED IN A CHANGED WORLD

AMBER MAC , INNOVATION SPEAKER | CO-HOST, THE FEED ON SIRIUSXM | PRESIDENT, AMBERMAC MEDIA, INC.



Can you live in predictable unpredictability? Perhaps this is the most important question facing all of us in 2023. On the personal front, these chaotic times certainly lead to additional stress. On the business front, these chaotic times make it difficult to plan for success. In this Keynote presentation, Amber Mac guides audiences through three steps to adapt, learn, and grow, including how to master Digital Discipline, Workplace Wellness, and Purpose Prioritization.

10:00am to 11:00am

ROOM: PIER 7/8

BUILDING IT ALL WITH CANVA JAMIE CHAMPAGNE , CBAP, PMP, PMI-PBA, OVERLY PASSIONATE BUSINESS ANALYST, CHAMPAGNE COLLABORATIONS

Canva is THE marketing tool people are using today. EVERYONE can benefit from seeing what this FREE and amazing tool can do to make you look like a creative genius! From building presentations to even videos, Canva is all the rage because it actually not only does your work for you, but it is actually an easy to use and fun tool! Come see what this great tool can do for your daily work (and sanity) that makes you shine and really wow those you work with!

10:00am to 11:00am

ROOM: PIER4/5

MULTI-TASKING GENIUS: GETTING IT ALL DONE WITHOUT LOSING YOURSELF GRACE CIROCCO , LIFE & RELATIONSHIP COACH, PRESIDENT , GRACE CIROCCO INC.

Research shows that most women don't sleep well because their brain never shuts off. Rather it "expands" to include everyone and everything often leaving her overwhelmed, angry and empty. In this presentation you will learn tips and strategies for getting it all done without losing yourself including the latest research on the female brain, how to approach your day with more mindfulness, how to master negative self-talk and how to juggle multiple priorities.

10:00am to 11:00am

ROOM: PIER 2/3

SMILE TO SUCCESS

GREG CREECH , MCT, COMP CTT+, PRESIDENT/ OWNER, TECHEDUTAINMENT SERVICES, INC.

You've heard that laughter is the best medicine. Humor is the best vaccine for overcoming stress. We will examine how to avoid pressure, stress, and career burn out through humor, positivity, and smiling. Humor is not comedy; comedy tends to be offensive, and humor is defensive against stress. Through humor and having a lighter point of view, we develop positivity and an attitude of gratitude leading to less stress and better living. Let's smile our way to success and good communication.

10:00am to 11:00am

ROOM: REGATTA

WORKING WITH YOUR HOTEL/VENUE SALES CONTACT TO GET THE BEST AGREEMENT FOR YOUR EVENT

FEIONA GOBIN , CAE, MS., SUMONAS GROUP

If venue selection and contract negotiations isn't something you do regularly, knowing what to negotiate can be intimidating. Also, with all the disruption we have experienced in the past few years, contracting with hotels/venues have changed. The discounts and concessions event planners were able to get in the past have become more challenging. Come to this session to sharpen your negotiating abilities to get a contract that will meet the needs of your company or organization. Knowing what items to negotiate on to benefit your company. - Where hotels make money -Rental -Room Rate -In House AV What to negotiate and what not to spend time on - Room Rate - Food and Beverage minimum - Deposits - Concessions Understanding key contract clauses in layman's terms. -Attrition -Cancellation -Force majeure - Impossibility Clause -Indemnification -Walk clause Valuable industry partners that can help make your event successful. - Partnership with brands - Destination Marketing Organizations - Destination Management Companies

SESSION DESCRIPTIONS | TUESDAY, APRIL 25TH

11:15am - 12:15pm

ROOM: REGATTA

EVENT PLANNING - NO TRAUMA, NO DRAMA, NO STRESS, NO MESS

RONALD FINLAY , B.A.SC.,P.ENG, WPICC, PRESIDENT, MATRIX BUSINESS TRAINING WORKSHOPS

This intensive presentation benefits from Ron's Matrix Method for analyzing event creation. His proven process dials in the cost drivers, event logistics, vendor selection and order of hire which alone can increase costs and destroy profits even with the exact same vendors. Ron saves his clients tens of thousands of dollars with his ground breaking strategy for event planning. Plan to attend !

11:15am - 12:15pm

ROOM: PIER 2/3

SLOW DOWN, YOU MOVE TOO FAST: BE PRODUCTIVE WHILE FEELIN GROOVY

JENNIFER BEDELL , CBAP, MARINER INNOVATIONS

It is easy to get caught on the proverbial treadmill only to be sucked in to the vortex of self-denial. If you can't change the workload, then change how you approach it. Learn how the physical body responds to stress and how we can modify the long term effects. Learn techniques for keeping stress at a reasonable level. And discover your own approach to work life calibration.

11:15am - 12:15pm

ROOM: PIER4/5

STAFF MATTERS UNFILTERED: SAYING THE QUIET PARTS OUT LOUD

BONNIE LOW-KRAMEN, SPEAKER, TRAINER AND FOUNDER, BE THE ULTIMATE ASSISTANT (BTUA)

The administrative staff is referred to as the backbone of the company, the right arms, the face of the culture, the eyes, the ears, the heart, the lifeblood, the glue, and the soul. If this is true, why are people treated so badly and how can we fix what's broken? It's time to shine a light on the issues slowing assistants down and stopping them dead in their tracks. Bonnie holds nothing back as she pulls back the curtain on what is really going on because there is too much at stake not to.

11:15am - 12:15pm

ROOM: PIER 7/8

WORDPRESS! HAVE FUN WITH MARKETING AND LOOK LIKE A ROCK STAR

MICHAEL WOOD , PRESIDENT, HELIUM VENTURES INC.

Do you get asked to assist with updating the company website or creating a blog or social media post? Maybe, they would like you to organize an event and market it to an audience. As an administrative professional, you are the go-to person in the office, we get that! In this session, we will give tips and tricks for you to up your marketing game. We will go over WordPress basics to get you comfortable with updating a website, content and social media marketing tips, as well as look at ways to create a visually impactful and engaging PowerPoint or Keynote deck that will strike a chord with your audience and set you up for success.

1:15am - 2:15pm

ROOM: PIER 2/3

IMPOSTER'S SYNDROME - YOU'RE A FRAUD; EVERYONE KNOWS MORE THAN YOU AND OTHER LIES WE TELL OURSELVES

AJ HAWLEY , FOUNDER & PRINCIPAL CONSULTANT, TRENDSPARENCY

"So this is when everyone finds out I'm a fraud, isn't it?" or "I don't know how I got this job/raise, I definitely didn't earn it" These are common feelings to someone suffering from Imposter's Syndrome (IS). Imposterism is a plague and affects nearly all of us at some point in our careers. In this session, we will discuss how to identify oncoming IS, analyze causes, examine impacts and methods for minimizing and mitigating imposterism.

1:15am - 2:15pm

ROOM: PIER4/5

SHE-SUITE: HOW WOMEN AT THE TOP ARE CHANGING THE GAME

GLYNIS DEVINE , OWNER, SHE-SUITE

She-Suite: how women at the top are changing the game equips your human capital, particularly your female talent, with the tools and strategies to - assertively communicate in stressful situations - make better, more effective decisions - know when not to and how to engage in conflict - negotiate effectively - confidently accept new challenges - leverage their strengths while feeling energized - increase performance and productivity.

SESSION DESCRIPTIONS | TUESDAY, APRIL 25TH

1:15am - 2:15pm

ROOM: PIER 7/8

THE ART OF “SPEAKING GEEK”

JAMIE CHAMPAGNE , CBAP, PMP, PMI-PBA, OVERLY PASSIONATE BUSINESS ANALYST, CHAMPAGNE COLLABORATIONS

Most of us can hardly go anywhere without our digital leashes attached, yet the moment we have to talk to the technology team in the organization we feel like we’re speaking in another language. They don’t get us. We don’t get them. Yet we need them, so what do you do? You learn to speak geek! Come explore how to get the help for the RIGHT issues the first time in this fun and comical, yet true-to-life, session where we explore how to dive into the mysterious world of speaking geek!

1:15am - 2:15pm

ROOM: REGATTA

THE BARTENDER’S GUIDE TO PROJECT MANAGEMENT

DANIEL SIMON , PMP, MPM, ACRW, CAREER COACH, MOTIVATIONAL SPEAKER, WHERE’S YOUR ROAD, LLC

The presentation connects two very unique career paths to provide attendees with the opportunity to see their respective situations through a different lens. Connecting Project Management to Bartending shines a light on leadership, communication, and tasks skill sets. And, we have some fun along the way!

2:30pm to 3:30pm

ROOM: METROPOLITAN BALLROOM

FINDING YOUR PERSONAL STYLE

CARSON KRESSLEY

Emmy-Award winning TV personality, style expert, fashion designer and New York Times best-selling author are just a few of Carson’s credits. With those credentials, who better to discuss the Top 10 things we can do – right now – to find our own Personal Style! In this highly interactive session, Carson will be engaging directly with the audience, so come prepared with your questions for Mr. Kressley!



WORKSHOP DESCRIPTIONS | WEDNESDAY, APRIL 26TH

9:00am - 12:00pm

ROOM: REGATTA

AN INTRODUCTION TO WHAT YOU DO DAILY - PROJECT MANAGEMENT!

DANIEL SIMON, PMP, MPM, ACRW, CAREER COACH, MOTIVATIONAL SPEAKER, WHERE'S YOUR ROAD, LLC

What is project management? Most likely, the umbrella term for what you are doing in your position. It's also a very transferable knowledge base that you can help identify your organizational processes and improve your outcomes.

9:00am - 12:00pm

ROOM: PIER 5

CORE MOTIVE... THE SUPERPOWER ALL AP/EAS CAN'T LIVE WITHOUT!

SUZANNAH BAUM , PRESENTATION & LEADERSHIP COMMUNICATION EXPERT, IDEAL COMMUNICATIONS

Core Motive measures 'why we do what we do'. It's the foundation of emotional intelligence (EQ). HR experts say EQ is up to 4x more important than IQ! This session will equip you to:

- Communicate your vision so people buy in
- encourage collaboration
- build trust
- provoke better, faster results
- reduce conflict
- foster autonomy and empowerment
- perform at a higher, happier level.

This session is for you if you like to have fun, impact positive change, and co-create!

9:00am - 12:00pm

ROOM: PIER 2/3

HACK YOUR JOB: BUILD YOUR OWN DIGITAL ASSISTANT!

AJ HAWLEY , FOUNDER & PRINCIPAL CONSULTANT, TRENDSPARENCY

We are going to build a digital assistant so that you can skip the tedious tasks, maximizing your time and influence in the office! We will be focusing on the Microsoft platform, using Microsoft Teams, SharePoint Lists, and a collection of Office365 applications. At the end of the session you will have built several methods for not only procuring tasks and assignments, but will have built automation to handle them all. Let the robot uprising begin! Requirements: Each individual will need to bring a laptop

9:00am - 12:00pm

ROOM: PIER 7/8

REMOTELY WORKING - LESSONS ON CREATING THE BALANCE YOU DESIRE AND BUILD THE LIFE YOU WANT

BEVERLY BEUERMANN-KING , CSP, STRESS AND RESILIENCY EXPERT, R 'N' B CONSULTING - WORK SMART LIVE SMART

Life places many demands on an Administrative Professional's time, energy and balance can feel like an unrealistic dream, especially while working remotely. Failing to focus on life satisfaction can lead to burnout, mental health challenges, and a variety of physical health issues. This interactive workshop helps Administrative Professionals examine the results of a lack of balance and focus their goals for living a balanced life with more joy and meaning.

1:00pm - 4:00pm

ROOM: PIER 5

FROM TO DO... TO TA DA! 20 BEST PRACTICES FOR TIME MANAGEMENT

SUZANNAH BAUM , PRESENTATION & LEADERSHIP COMMUNICATION EXPERT, IDEAL COMMUNICATIONS

TA DA! That's where the tools and strategies you take away from this session will take you – to a feeling of control and calm! By the end of this session you'll know:

- How to leverage your greatest asset
- How to re-focus the procrastinator AND the perfectionist
- How to use existing tools to reinforce new, effective systems
- How to delegate without a role of authority
- How to tactfully say 'no' – and when to use it
- How to manage other people's problems
- How to respond to multiple bosses with 'top priority' tasks
- AND, the \$1,000,000 idea that'll take you to a new level of productive! If you're looking for tangible ways to squeeze the best out of your work day without squeezing the life out of you (!), then this is a must-attend session!

WORKSHOP DESCRIPTIONS | WEDNESDAY, APRIL 26TH

1:00pm - 4:00pm

ROOM: PIER 7/8

HOW TO GET NOTICED FOR INTERNAL POSTINGS AND PROMOTIONS!

DANIEL SIMON , PMP, MPM, ACRW, CAREER COACH, MOTIVATIONAL SPEAKER, WHERE'S YOUR ROAD, LLC

Remember when you were a kid and you avoided a chore like the plague, even though it would have taken you all of thirty seconds to actually complete it?! How's that resume update coming along? I thought so! We are always working so hard to avoid working on our resumes that we would actually put in less effort if we just opened up the document and started addressing it. Let's do that in this workshop! Bring your pen, notepad, laptop, resume, AND your questions!

Nothing can change the fact that some people may simply be more challenging to deal with. Success as an AP, depends on being able to recognize and respond appropriately to a variety of difficult behaviours. Join to learn strategies and tips for recognizing and moving these difficult interactions forward, so that you can end frustration, act rather than re-act, and build more successful partnerships.

1:00pm - 4:00pm

ROOM: PIER 2/3

STOP LETTING THAT DIFFICULT PERSON RUIN YOUR DAY AND YOUR BUSINESS: EFFECTIVELY HANDLE TOXIC PEOPLE FOR BETTER PRODUCTIVITY AND LESS DRAMA

BEVERLY BEUERMANN-KING , CSP, STRESS AND RESILIENCY EXPERT, R 'N' B CONSULTING - WORK SMART LIVE SMART

Many of us have learned to avoid, rather than deal with the bullies and other difficult people.

1:00pm - 4:00pm

ROOM: REGATTA

WOMEN IN LEADERSHIP – OWN YOUR SEAT WORKSHOP!

JAMIE CHAMPAGNE , CBAP, PMP, PMI-PBA, OVERLY PASSIONATE BUSINESS ANALYST, CHAMPAGNE COLLABORATIONS

The number of women in leadership roles is growing in all industries and areas of business. As we seek to decrease the gender divide, skilled women leaders are essential for the success of any organization. Topics include: defining success criteria, asking smart questions (and not being afraid to speak up!), presentation skills, managing conflict, and creating action plans beyond the self-assessment.



NETWORKING



1ST TIME ATTENDEE ORIENTATION

**Sunday, April 23,
5:00 PM – 6:00 PM**

Are you a first-time attendee to APC Canada? We want to make your time at APC as welcoming as possible so we are hosting a 1st-time attendee reception and orientation. Are you a first-time attendee of APC Canada? We want to make your time at APC as welcoming as possible so we are hosting a 1st-time attendee reception and orientation. Drop in at the hotel bar from 5:00 – 6:00 pm. (Drinks are not included)

Learn the in's and out's of the conference, meet the advisory board, the APC staff, and much more. Please RSVP when registering.



NETWORKING RECEPTION

**Monday April 24th, 2023
4:45-6:00pm**

Mix and mingle with fellow APC Canada attendees, sponsors and speakers at the 24th APC Networking Reception. Enjoy your drink of choice while you connect with fellow attendees, play a few games and win some prizes!

No charge to attend!



CHAMPAGNE RECEPTION

**Tuesday April 25th, 2023
3:30 - 4:15pm**

Stop by to meet Carson and have a glass of champagne to celebrate a great 2 days of networking, learning, and fun!

No charge to attend!



PAINT NIGHT

**Monday April 24th, 2023
7:00 - 9:00PM**

A Cherry Blossom Beauty Easy Creative Event

Come paint your way into a magical world where you will relax and decompress with friends with this instructed step-by-step creative tutorial. You can choose your fairy from the provided templates. All Materials supplied to paint your way to a masterpiece.

Please visit the registration desk for more information and availability.

Limit of 45 attendees

\$45.00 per person



HARRY POTTER AND THE CURSED CHILD

**Tuesday April 25th, 2023
Show at 7:00pm**

Special Offer for APC Delegates!*

\$109 & \$89

Promo Code: APC2023

To Book Your Tickets call

Mirvish Audience Services @ 1-800-461-3333 and quote promo code APC2023.

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