



23rd ANNUAL  
**Administrative  
Professionals**  
Conference

FOCUS ON YOUR FUTURE

JUNE 8-11, 2022

Toronto | The Westin Harbour Castle

**REGISTER TODAY!**

EARLY BIRD PRICING ENDS APRIL 29, 2022



**Macgregor**  
Communications

## Did you know...

most organizations have an employee development budget?

Talk to your Manager or Human Resources department about the training options available.

## Why attend?

Why should you and your colleagues attend this educational conference?

1. Dynamic Keynote speakers and information sessions
2. Learn techniques that today's valued Administrator needs to achieve optimal productivity
3. Take valuable professional information back to share within your organization
4. Gather fresh ideas and insights from peer-to-peer networking with high level Admins from around the world
5. Gain new skills and strategies that you will use right away
6. Choose what works for you and your team – there are many Workshops and Symposiums available to you

## Build a case to attend APC 2022

A three-year study of 2,500 firms by the American Society of Training and Development found definitive evidence linking increased training investments to more favourable financial results for companies. **Firms that increased training investment saw higher shareholder returns and enjoyed higher profit margins.**

Research from Hackett Benchmarking and Research revealed companies that increased spending on training averaged voluntary employee turnover rates of 7% compared to 16% for those companies that spent less.

Let your Manager know that an investment in your training is an investment for the success of your organization.

Return to your workplace refreshed, motivated, energized, and feeling valued by your organization.

@APCCanada | #APCCAN



## CLICK HERE

to download a justification letter template you can customize to build your case for attending APC 2022.



## FOCUS ON YOUR FUTURE

On behalf of the entire team at Macgregor Communications, I would like to take this opportunity to offer a heartfelt welcome and best wishes from APC 2022!

The past year has been an unprecedented challenge (to say the very least) but we have forged through and look forward to embracing a brighter future!

APC Canada is North America's premier event for AA and EA training, networking, and overall engagement, a space where like-minded professionals can enhance their skill sets and grow their knowledge base.

We have assembled an incredible array of presenters and subject matter experts designed to help you navigate the ever-changing landscape of the administrative world. From world-class Keynote speakers to hands-on workshops, peer-to-peer discussions, and interactive training, APC 2022 will set your career trajectory soaring!

We look forward to welcoming you back to APC Canada. Our future is here, let us focus on it together!

Sincerely,

Amy Ruddell  
Vice President  
Macgregor Communications.

## Thank You to the 2022 APC Advisory Board



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Professionals



# 2022 KEYNOTE SPEAKERS



**Thursday, June 9 | 8:30am to 9:45am**

With text messages flying, Instagram posts burning up cyberspace, and Twitter tweeting like a hungry crow – the plans are in the works for the best weekend ever! So much so you can already taste the Martinis! Friday! is the best day of the week because it is a gateway to freedom... But, you know that freedom is not yours because of looming deadlines, emails to respond to and product to deliver. So somehow you innately change your state of mind to meet the needs of the day. You will seamlessly achieve everything, cause it's Friday!, and you've got plans for the weekend. Friday! is truly is a state of mind, and with the Friday mind set you can achieve corporate and personal well being. It is a time when you pull out all the stops, get busy, and get 'er done. Join Tyler as he explores the 9 ¾ most important skills to living the Friday! State of Mind, every day. Laugh along with Tyler while you learn among other things to: drop old behaviors, boost creativity, master meaning, create connection, optimize optimism, vet vision, and peak perform. So mix up a Martini, turn up the tunes and lighten your load. We're unleashing Tyler to change your Monday morning blues, into a Friday! state of mind.



**Thursday, June 9 | 3:00pm to 4:00pm**

As Premier, Christy Clark experienced many adversities and scenarios that would shock and amaze audience members. Many of those centred around her job as a leader in the very male dominated world of politics. She talks about the way she was covered differently by media, her political opponents and what being a woman prevented her from actually doing and saying while she was Premier.



**Friday, June 10 | 8:30am to 9:45am**

With the humor she is best known for, Susan offers some changes in perspective that will help your group be resilient in the face of adversity and uncertainty.



**Friday, June 10 | 3:00pm to 4:00pm**

While Jon Montgomery always wanted to be a Canadian National Team athlete, he didn't know which sport it would be in! Keeping his eyes wide open, living outside his comfort zone, trying new things and accepting the challenges that presented themselves enabled him to find his passion and his opportunity to realize his dreams. Jon's story inspires others to go after what they're looking for, no matter how daunting a task it may at first seem.

## Schedule at-a-glance

THURSDAY, JUNE 9 - TRACK SESSIONS				
8:30AM - 9:45AM	<b>Living Life Large: Getting that Friday State of Mind</b> Tyler Hayden Motivational Speaker			
TRACK	CAREER ADVANCEMENT	TECHNOLOGY	BALANCE	COMMUNICATION
10:15AM - 11:15AM	<b>Introduction to Strategic Planning - and Why We Should Pay Attention to the Process and Results</b> Shelagh Donnelly Exceptional EA	<b>Your Essential Digital Toolbox: Making the Most of Tech Tools to Enhance Your Productivity</b> James Spellos Meeting U	<b>BrainGym and Laughter - Energize Yourself and Have More Fun!</b> Linda Leclerc Canadian School of Laughter Yoga and Haha Sisterhood	<b>Don't Shoot the Messenger! How to Effectively Deliver Bad News</b> Paul Pelletier Paul Pelletier Consulting
11:30AM - 12:30PM	<b>Your Future is Behind You - a New Perspective On How Past Failures Can Shape Your Future Success!</b> John Kennedy Mental Performance Training, LLC	<b>Zoom! Let's go Zoomin'!</b> Greg Creech Techedutainment Services, Inc.	<b>5 Benefits of Creativity to Achieve a More Positive Mindset</b> Donna Y Mindful Creations, Brushes & Cocktails	<b>Distorted Thinking: The Mental Side of Communication</b> Pam Paquet Pam Paquet & Associates
LUNCH				
1:45PM - 2:45PM	<b>Show Me the Money: How to Negotiate the Money You Deserve</b> Bonnie Low-Kramen Ultimate Assistant Training & Consulting Inc.	<b>Video Saved the Admin Star</b> James Spellos Meeting U	<b>Leading in Stressful Times: Supporting your Team's Mental Health</b> Paul Pelletier Paul Pelletier Consulting	<b>Be Seen, Be Heard and Be Recognized Through Building Credibility</b> Nupur Khandelwal LCBO
3:00PM - 4:00PM	<b>Leadership Lessons From A Former Premier</b> Christy Clark Former Premier, Province of British Columbia			
4:00PM - 5:00PM	NETWORKING RECEPTION			

FRIDAY, JUNE 10 - TRACK SESSIONS				
8:30AM - 9:45AM	<b>You Gotta Laugh: A Pandemic Pick Me Up</b> Susan Stewart Comedian			
TRACK	CAREER ADVANCEMENT	TECHNOLOGY	BALANCE	COMMUNICATION
10:15AM - 11:15AM	<b>Self-Leadership: It's Time To Focus On You!</b> Peggy Vasquez	<b>Business Writing Tune-Up</b> Rhonda Scharf On The Right Track	<b>Building Emotional Fitness to Lead During Difficult Times</b> Hans Eckman Eckman Guides	<b>Overcoming Self-Sabotage</b> Amal Candido HUT 8 Mining Corp.
11:30AM - 12:30PM	<b>Develop your B.L.T. (Believability Likeability Trustworthiness) and Boost Your Career</b> Julie Blais Comeau etiquettejulie.com	<b>How to Master Digital Communication In a 24/7 Online World</b> Leslie Hughes Punch Media	<b>Appreciate Your Way To A Happier Life</b> Tania Cervoni Canadian Management Centre	<b>Perfectionists &amp; Procrastinators: What Could Possibly Go Wrong?</b> Pam Paquet Pam Paquet & Associates
LUNCH				
1:45PM - 2:45PM	<b>Staying Relevant in a Virtual World</b> Lisa Olsen Admin to Admin	<b>Becoming an Email Ninja!</b> Rhonda Scharf On The Right Track	<b>Marketing Yourself for Better Roles and Annual Reviews</b> Hans Eckman Eckman Guides	<b>University of Diversity</b> Greg Creech Techedutainment Services, Inc.
3:00PM - 4:00PM	<b>Dreaming Big: Living Bigger</b> Jon Montgomery The Amazing Race Canada			



## Workshops at-a-glance

### WEDNESDAY, JUNE 8

10:00AM - 1:00PM	<b>Blow Your Mind! An Agile Approach To Hacking Your Brain In 30 days!</b> John Kennedy Mental Performance Training, LLC	<b>Business Acumen: A Special Session for Assistants Who Want to Add Even Greater Value</b> Shelagh Donnelly Exceptional EA	<b>Presentations 2022: Advanced PowerPoint and Beyond</b> James Spellos Meeting U	<b>Remotely Working - Lessons On Creating The Balance You Desire And Build The Life You Want</b> Beverly Beuermann-King, R 'n' B Consulting - Work Smart Live Smart
LUNCH				
2:00PM - 5:00PM	<b>Control Freaks, Master Manipulators and Saboteurs: Dealing with your Nightmare Executives and Coworkers</b> Paul Pelletier, Paul Pelletier Consulting	<b>Never Let a Good Crisis Go to Waste: The Pandemic as an Opportunity for Assistants to Influence Meeting Effectiveness</b> Shelagh Donnelly Exceptional EA	<b>Critical Excel Tools for the Admin Professional</b> James Spellos Meeting U	<b>Effective, Vibrant, Healthy and Happy!</b> Linda Leclerc Canadian School of Laughter Yoga and HAHA Sisterhood

### SATURDAY, JUNE 11

9:00AM - 12:00PM	<b>Becoming Your Manager's Most Valuable Asset</b> Lisa Olsen Admin to Admin	<b>Catching The Carrot: Planning to Create Balance</b> Tyler Hayden Motivational Speaker	<b>From Admin to Strategic Partner</b> Rhonda Scharf On The Right Track	<b>Teamwork with Microsoft Teams</b> Greg Creech Techedutainment Services, Inc.
LUNCH				
1:00PM - 4:00PM	<b>Harry Potter and the Workshop of Leadership Secrets</b> Hans Eckman Eckman Guides	<b>NOT, Just An Admin!</b> Peggy Vasquez	<b>Minute/Note Taking Skills Update</b> Rhonda Scharf On The Right Track	<b>Microsoft Office 365/2019: Boot Camp</b> Greg Creech Techedutainment Services, Inc.



## WORKSHOP DESCRIPTIONS - WEDNESDAY, JUNE 8



10:00am - 1:00pm

### **Blow your mind!**

#### **An Agile approach to hacking your brain in 30 days!**

John Kennedy, CPCP, Neuroplastician, Mental Performance Training, LLC

In this workshop you will experience a new way to view the critical areas of your life and leave confident that you can improve them in 30 days. You'll change your mindset, improve your habits and accelerate your thinking and improve your focus. You'll leave with a personalized plan to continuously improve every 30 days!



10:00am - 1:00pm

### **Business Acumen: A Special Session for Assistants Who Want to Add Even Greater Value**

Shelagh Donnelly, Speaker, Trainer, Exceptional EA

When you and your employer invest time and financial resources in your professional development, you want to bring back a return on investment. It's beneficial to hone traditional skill sets, and also see where you can add something new. That's where this workshop comes in. Plan to join this workshop and come away with valuable insights on strategic planning, risk management and ESG (environmental, social, governance) – three topics that that are on the minds of executive teams around the globe.



10:00am - 1:00pm

### **Presentations 2022: Advanced PowerPoint and Beyond**

James Spellos, Meeting U

Whether you're a speaker or supporting someone who is, understanding how to best showcase the presentation of your conference speakers is a critical tool for success. Death by PowerPoint need not be the norm for your presenters. This session will discuss advanced PowerPoint options to ensure that the presentation has the greatest impact, as well as showcasing non-PowerPoint tools for presentations. Additionally, a discussion on the critical computer cable interfaces will enhance the attendee's knowledge to prepare their speakers, or themselves, for success.



10:00am - 1:00pm

### **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.



2:00pm - 5:00pm

### **Control Freaks, Master Manipulators and Saboteurs: Dealing with your Nightmare Executives and Coworkers**

Paul Pelletier, LL.B. PMP CAPS, Chief Respect Officer, Paul Pelletier Consulting

Disrespect happens. No matter how we reinforce our expectations for workplace respect, we still encounter executives and coworkers who become our workplace nightmares. If ignored or handled badly, bad behaviour can devastate a relationship, team or business like a wildfire. Fortunately, there are many proactive, preventative measures that you can take to manage disrespect. With tools and an action plan, you can create an effective strategy to prevent, manage and improve your relationships, even with the most challenging people.



2:00pm - 5:00pm

### **Critical Excel Tools for the Admin Professional**

James Spellos, Meeting U

Excel is the most used desktop software, yet many people only know how to harness a fraction of its' potential. Not only a tool for budgeting, Excel is the perfect tool for many list management needs within an organization. This session is your opportunity to explore all of the functionality that Excel has to offer, and take home with you tools to save you and your organization time and money. By attending this session and you will work with and receive an Excel shortcut cheat sheet, as well as being able to receive all of the sample worksheets utilized during the class.



2:00pm - 5:00pm

### **Effective, Vibrant, Healthy and Happy!**

Linda Leclerc, CLYMT, Founder,  
Canadian School of Laughter Yoga and HAHA Sisterhood

Have you ever tried to identify your stress signals that come up during periods of stress or crisis in order to better understand and manage them? Let's talk about them. Not the healthy stress but the nasty one that lasts and leaves you feeling tired, grumpy and sick. What triggers it and how does it affect your personal, professional and social life? And what do you do to cope? We explore all that, draw a map and then take action with breathing, brain gym and mindfulness exercises. And because nothing zaps stress and tensions as effectively, you learn about the benefits of laughter, why and how to add more LAUGHTER in your daily life.



2:00pm - 5:00pm

### **Never Let a Good Crisis Go to Waste: The Pandemic as an Opportunity for Assistants to Influence Meeting Effectiveness**

Shelagh Donnelly, Speaker, Trainer, Exceptional EA

If you've ever left a meeting feeling it could have been better planned or executed, it's likely your colleagues also feel your pain. To paraphrase a politician of the last century, we should never let a good crisis go to waste. People may not love change, yet the pandemic has made us more receptive to reassessing longstanding practices. Join Shelagh to look at strategies, protocols, technology tips and presentation design to help position colleagues for effective meetings – and help you shine.



## WORKSHOP DESCRIPTIONS - SATURDAY, JUNE 11



9:00am - 12:00pm

### Becoming Your Manager's Most Valuable Asset

Lisa Olsen , CWCA, Co Owner, Admin to Admin

This interactive session covers specific strategies on how Assistants can develop, navigate and strengthen their relationship with Managers and Executives. The workshop will cover communication, expectation alignment, exercises to understand your manager's workstyle and how to cultivate trust and confidence. The session will also give attendees ideas and strategies on resolving conflict, how to develop consistent practices in calendar management, meeting preparation and prioritization.



9:00am - 12:00pm

### Catching The Carrot: Planning to Create Balance

Tyler Hayden , Motivational Speaker

Using Tyler's powerful personal strategic planning tool, you can actually Catch the Carrot you have been chasing for a long time. In this powerful session you will begin to explore how to effectively create a plan for prosperity that has been proven time and again. Tyler has masterfully taken a complex planning process and distilled it into an elemental format that will efficiently and effectively help you in creating a personal mission, vision, values, objectives, environmental scan, SWOT analysis, action and five year plan. The greatest gift you can give today's new workers is the opportunity to begin to shape the future they aspire to create. This show does that in an entertaining and engaging way. This presentation will take your success planning from crawling to running – with the finish line only as magnificent as you can imagine!



9:00am - 12:00pm

### From Admin to Strategic Partner

Rhonda Scharf , CSP, HoF, President, On The Right Track

You aren't the "traditional" Administrative Professional anymore. You aren't really supporting anyone, but are instead a Strategic Partner; not support. But what does that mean? Come to this hands-on, interactive, and thought-provoking workshop where we dig deep into what it means to be a Strategic Partner. How to get your seat at the table, and what to do once you are there. Get your voice heard. Get the respect you deserve. Step up and play in the big leagues. You aren't supporting your Executive, you are her right-hand man and together you will accomplish the things that need to be done.



9:00am - 12:00pm

### Teamwork with Microsoft Teams

Greg Creech , MCT, Comp CTT+, President/Owner, Tchedutainment Services, Inc.

Teamwork with Microsoft Teams Teamwork has become more collaborative with Microsoft Teams, especially in our virtual office era. We'll create a great, Administrative Professional team in Teams and collaborate in this in-class and on-line session, where we learn the sharing and collaboration tools in Microsoft Teams. Microsoft Teams incorporates your calendar, documents, chats, and video/audio calls in one place. We'll learn how to create channels for chats, add content, and insert apps into our Team. Outlook and the Exchange server are important apps to use with Teams for your calendar and other items. We'll manage our contacts and know important settings in Microsoft Teams for our team group and our users. Come and enjoy our Administrative Team with this Microsoft Teams session.



1:00pm - 4:00pm

### Harry Potter and the Workshop of Leadership Secrets

Hans Eckman , Consultant, Eckman Guides

What does it take to become a great leader? Harry Potter and friends faced a new series of challenges they had to overcome and rose to their potential to become heroes of their own stories. Accept your invitation to harness the secrets of leadership, teamwork, and personal growth from the book series that changed the world. Using the strategies and approaches that Harry used, we will help you exploit your uniqueness, leverage your network, and win battles in your life.



1:00pm - 4:00pm

### Microsoft Office 365/2019: Boot Camp

Greg Creech , MCT, Comp CTT+, President/Owner, Tchedutainment Services, Inc.

Put on your boots (sneakers or high-heels) and attend our Microsoft Office 365/2019 Boot Camp. Let's learn new features in the applications and differences between Office 365 and Office 2019. We'll use collaborative tools with Word, Excel, PowerPoint, Outlook, OneNote and Access and learn the new features in each application. So, put on those boots, high-heels, or sneakers as we travel through our Microsoft Office camp together.



1:00pm - 4:00pm

### Minute/Note Taking Skills Update

Rhonda Scharf , CSP, HoF, President, On The Right Track

If you hate taking minutes you are not alone. However, if you have always done your minutes the same way, you might be in trouble! Why we take minutes hasn't changed over the years, but HOW we take minutes has! It isn't smart, easy, nor recommended to just list who said what. Are you up to date with 2022 and the ramifications of online meetings, email decisions, and all the recent changes to meetings? Don't assume things are the same as they have always been. Ensure both you and your company document what needs to be documented the right (and easy) way!



1:00pm - 4:00pm

### NOT, Just An Admin!

Peggy Vasquez , CEAP, Trainer, Inspirational Speaker, Empowerment Coach and Bestselling Author, Peggy Vasquez

Have you ever said or heard an admin or someone say, "I'm just an admin?" I certainly have! You are more than "just" anything. The truth is, as an Administrative Professional you are part of a powerful force that has tremendous influence and are crucial to the success of your organization. After this powerful workshop, you'll never ever, ever say, I'm just an admin again!



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The hotel is located on the vibrant waterfront of Lake Ontario, just steps away from the Downtown Core via the PATH, Toronto's underground covered walkway. We invite you to revel in the season as you walk through Toronto's theatre and entertainment districts and discover delight in all the seasonal fun that the nearby Harbourfront Centre has to offer. This CAA/AAA Four Diamond property features refreshing accommodations in Canada's largest city and is a landmark downtown Toronto hotel and your haven for personal well-being in Toronto.

**BOOK EARLY TO RECEIVE SPECIAL APC CANADA DISCOUNTED PRICING. DISCOUNTED PRICING EXPIRES TUESDAY, MAY 17TH, 2022. BOOK NOW!**

ROOMS	SINGLE RATE	DOUBLE RATE
TRADITIONAL ROOM	\$239.00	\$239.00

For reservation information, please visit our location and accommodation page by [clicking here](#), or call 1-888-627-8559 and quote: Administrative Professionals Conference or group code **ADM**

**NETWORKING OPPORTUNITIES**

For more information on APC Networking Opportunities visit [apccanada.com](https://apccanada.com)

Thursday, June 9th, 4:00 PM – 5:00 PM

Mix and mingle with fellow APC Canada attendees, sponsors and speakers at the 22nd 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!



Thursday, June 9th, 6:30 PM – 8:30 PM

A Fairy 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.

Pre-registration required  
Limit of 45 attendees  
\$45.00 per person



## 2022 CONFERENCE PACKAGES

PACKAGES	INDIVIDUAL GROUPS OF 3+		INDIVIDUAL GROUPS OF 3+	
	EARLY BIRD Until April 29		REGULAR April 30 Onward	
Value Pass (includes both symposia days & 4 workshops)	\$2,516.81	\$2,265.13	\$2,796.45	\$2,516.81
3 Day Combo Pass (includes both symposia days & 2 workshop)	\$2,104.29	\$1,893.86	\$2,338.10	\$2,104.29
2 Day Symposia Pass (both symposia days only)	\$1,478.57	\$1,330.71	\$1,642.85	\$1,478.57
1 Day Symposia Pass (1 symposia day only)	\$811.13	\$730.02	\$901.25	\$811.13
1 Workshop Pass (choose 1 workshop only, cost per 1/2 day workshop)	\$551.57	\$496.41	\$612.85	\$551.57

Prices listed above do not include tax. HST (13%) will be added at the time of registration.

Continental breakfast, snack breaks and lunch are included with registration.

For General Registration Questions, please contact us at: **1-888-443-6786** or email: **registration@apccanada.com**

Send Registration Payment by Mail:

APC Canada

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**CLICK HERE** to register Online

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Organizations registering 3 or more attendees receive group discount rates. If your company is interested in this special offer, please contact me directly!

**Jennifer White**

E: **jwhite@macgregorcom.com** Include "APC Group Inquiry" in the subject line.