



**ADMINISTRATIVE PROFESSIONALS  
TOP EDUCATIONAL & TRAINING CONFERENCE**

# FOCUS ON YOUR FUTURE

## EVENT GUIDE

**JUNE 8-11, 2022 | TORONTO**

The Westin Harbour Castle



**Macgregor**  
Communications

[apccanada.com/toronto](http://apccanada.com/toronto)

## TABLE OF CONTENTS

Advisory Board Members .....	2
Greetings from the Conference Director .....	3
Keynote Speakers .....	4 - 5
Conference at-a-Glance .....	6 - 7
Workshop & Symposium Session Descriptions .....	8 - 18
Sponsors and Exhibitors .....	19
Networking Events .....	20
Notes .....	21 - 23

## Thank You to the 2022 APC Advisory Board

### **KAZ BEAUMONT-JONES**

EXECUTIVE ASSISTANT  
ELEXICON ENERGY INC.

### **CYNTHIA FRANCIS**

EXECUTIVE ASSISTANT,  
GREATER TORONTO AIRPORTS  
AUTHORITY|VICE PRESIDENT, HUMAN  
RESOURCES & CORPORATE SERVICES

### **ERIKA GIESL**

ACCOUNTS RECEIVABLE ANALYST,  
MELITTA CANADA INC.

### **JESSIE GILL**

EXECUTIVE ADMINISTRATOR TO THE  
PRESIDENT & CEO  
METRO TORONTO CONVENTION  
CENTRE

### **BRENDA MAIN**

EXECUTIVE ASSISTANT

### **CHARMAINE PAULI**

EXECUTIVE ASSISTANT TO THE DEAN,  
SCHOOL OF HOSPITALITY AND  
TOURISM  
SCHOOL OF HUMAN SERVICES AND  
COMMUNITY SAFETY  
SASKATCHEWAN POLYTECHNIC

### **TERRY ROY**

EXECUTIVE ASSISTANT TO JAMES  
WALLACE,  
DIGITAL MARKETS

### **MINERVA SANCHEZ RUDMAN**

SENIOR EXECUTIVE ASSISTANT  
CANADIAN MENTAL HEALTH  
ASSOCIATION, WATERLOO  
WELLINGTON DUFFERIN

### **VIVIANNE SHARPE**

SENIOR EXECUTIVE ASSISTANT,  
ONTARIO TECH UNIVERSITY

### **DONNA VENDITTI**

EXECUTIVE ASSISTANT TO THE  
PRESIDENT  
MOUNTAINVIEW HOMES

### **BARBARA BUIE**

EXECUTIVE ASSISTANT, ONTARIO  
REGION SALES  
ROGERS

### **CAROL RAYBURN**

SENIOR ADMINISTRATIVE ASSISTANT  
BC HYDRO

### **CHRISY BURTON**

NATIONAL DIRECTOR-PRESIDENT  
ASSOCIATION OF ADMINISTRATIVE  
PROFESSIONALS

### **ROSANNA MELATTI**

EXECUTIVE ASSISTANT  
CITY MANAGER'S OFFICE  
CITY OF HAMILTON



## Setting the Platinum Standard for Excellence

On behalf of the entire team at Macgregor Communications, we are honoured that you've chosen to attend APC 2022!

Connecting and building our community has always been the driving factor behind this event, and while this year's conference is smaller than past events, we are committed to providing the same quality content you've come to expect from APC. We have assembled an extraordinary array of presenters and subject matter experts to navigate you through 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 hope that you take advantage of the opportunities presented over the next few days. Ask questions, share ideas, connect with your fellow attendees, speakers and sponsors. This truly is YOUR event, and we encourage you to make the most of our time together.

Once again, thank you for joining us at APC Canada. We hope you have a wonderful experience!

Sincerely,

Amy Ruddell

Vice President, Business Unit

Macgregor Communications



## 2022 KEYNOTE SPEAKERS



**Thursday, June 9 | 8:30am - 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 - 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.

## 2022 KEYNOTE SPEAKERS



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

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



**Friday, June 10 | 3:00pm - 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.

# CONFERENCE AT-A-GLANCE

## WEDNESDAY, June 8 - WORKSHOPS

	ROOM: PIER 7/8	ROOM: PIER 5	ROOM: PIER 3	ROOM: PIER 2
10:00am-1:00pm	<b>Blow Your Mind! An Agile Approach To Hacking Your Brain In 30 days!</b> Tim Stewart	<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
	ROOM: PIER 7/8	ROOM: PIER 5	ROOM: PIER 3	ROOM: PIER 2
2:00pm-5:00pm	<b>Effective, Vibrant, Healthy and Happy!</b> Linda Leclerc Canadian School of Laughter Yoga and HAHA Sisterhood	<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>Control Freaks, Master Manipulators and Saboteurs: Dealing with your Nightmare Executives and Coworkers</b> Paul Pelletier Paul Pelletier Consulting

## THURSDAY, June 9 - TRACK SESSIONS

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

## CONFERENCE AT-A-GLANCE

### FRIDAY, June 10 - TRACK SESSIONS

8:30am-9:45am	YOU GOTTA LAUGH: A PANDEMIC PICK ME UP SUSAN STEWART THE HARBOUR BALLROOM			
Susan Stewart Meet & Greet				
	CAREER ADVANCEMENT	TECHNOLOGY	BALANCE	COMMUNICATION
10:15am-11:15am	Self-Leadership: It's Time To Focus On You! Peggy Vasquez Peggy Vasquez  ROOM: PIER 3	Business Writing Tune-Up Rhonda Scharf On The Right Track  ROOM: PIER 4	Building Emotional Fitness to Lead During Difficult Times Hans Eckman Eckman Guides  ROOM: PIER 2	Overcoming Self-Sabotage Amal Candido HUT 8 Mining Corp.  ROOM: PIER 5
11:30am-12:30pm	Develop your B.L.T. (Believability Likeability Trustworthiness) and Boost Your Career Julie Blais Comeau etiquettejulie.com  ROOM: PIER 3	How to Master Digital Communication In a 24/7 Online World Leslie Hughes Punch Media  ROOM: PIER 4	Appreciate Your Way To A Happier Life Tania Cervoni Canadian Management Centre  ROOM: PIER 2	Perfectionists & Procrastinators: What Could Possibly Go Wrong? Pam Paquet Pam Paquet & Associates  ROOM: PIER 5
LUNCH				
1:45pm-2:45pm	Staying Relevant in a Virtual World Lisa Olsen Admin to Admin  ROOM: PIER 3	Becoming an Email Ninja! Rhonda Scharf On The Right Track  ROOM: PIER 4	Marketing Yourself for Better Roles and Annual Reviews Hans Eckman Eckman Guides  ROOM: PIER 2	University of Diversity Greg Creech Tchedutainment Services, Inc.  ROOM: PIER 5
3:00pm-4:00pm	Dreaming Big: Living Bigger JON MONTGOMERY THE HARBOUR BALLROOM			
Jon Montgomery Meet & Greet				

### SATURDAY, June 11 - WORKSHOPS

	ROOM: PIER 4	ROOM: PIER 2	ROOM: PIER 5	ROOM: PIER 3
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.
	ROOM: PIER 4	ROOM: PIER 2	ROOM: PIER 5	ROOM: PIER 3
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 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<sup>TH</sup>

10:00am to 1:00pm

ROOM: PIER 7/8

### **BLOW YOUR MIND! AN AGILE APPROACH TO HACKING YOUR BRAIN IN 30 DAYS!**

TIM STEWART

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!

#### **Learning Objectives**

You'll examine the habits that are holding you back and use two neuroscience-based techniques to develop better ones

You'll discover how you can examine and improve your existing mindset to achieve your ideal future self

You'll learn to use a scientifically proven Mental Agility Training exercise to improve your focus and faster mental processing to break through any mental blocks slowing you down

10:00am to 1:00pm

ROOM: PIER 5

### **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 are on the minds of executive teams around the globe.

#### **Learning Objectives**

Strategic planning: understanding the process and how to align your contributions with the Plan itself

Weighing risks and opportunities: an introduction to the language and tools of risk management

ESG: understanding how environmental, social governance is beginning to impact strategic plans, initiatives and how business is done

10:00am to 1:00pm

ROOM: PIER 3

### **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.

#### **Learning Objectives**

Utilize 5 advanced PowerPoint tools, including creating proper templates and using PowerPoint as a speaker teleprompter

Identify the essential computer cable interfaces for various devices, and understand their strengths and shortcomings

Understand the most popular presentations tools and apps not named PowerPoint

10:00am to 1:00pm

ROOM: PIER 2

### **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.

#### **Learning Objectives**

Gain clarity, a sense of direction, and motivation to get what they really want and live according to what matters in their life with contentment, calmness and connection...even while working remotely

Examine various aspects of life in order to eliminate the energy drainers and utilize simplification and de-junking strategies in order to free up their mental and physical energy



## WORKSHOP DESCRIPTIONS | WEDNESDAY, JUNE 8<sup>TH</sup>

2:00pm to 5:00pm

**ROOM: PIER 2**

### **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.

#### **Learning Objectives**

Understand how to effectively reduce and manage workplace disrespect and the most difficult people at work.

Enhance communication skills and awareness for proactively engaging to confront disrespect and addressing bad behaviour

Create action plans and use role plays to have difficult conversations and plan for contingencies

2:00pm to 5:00pm

**ROOM: PIER 3**

### **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 sheet, as well as being able to receive all of the sample worksheets utilized during the class.

#### **Learning Objectives**

Identify and use over 15 essential Excel functions & tools

Learn how to build workbooks with 3D references

Understand and use advanced tools such as Pivot Tables and working with multiple worksheets

2:00pm to 5:00pm

**ROOM: PIER 7/8**

### **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.

#### **Learning Objectives**

Achieving Work / Life Balance

Feeling Great, Energized and Empowered

Health and Wellness

2:00pm to 5:00pm

**ROOM: PIER 5**

### **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.

#### **Learning Objectives**

Success strategies: attributes of a good meeting

Tech tips, and presentations that pack a punch – design thinking

Meeting dynamics and protocols

## SESSION DESCRIPTIONS | THURSDAY, JUNE 9<sup>TH</sup>

8:30am to 9:45am

ROOM: THE HARBOUR BALLROOM

### LIVING LIFE LARGE: GETTING THAT FRIDAY STATE OF MIND

TYLER HAYDEN



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 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.

10:15am to 11:15am

ROOM: PIER 2

### BRAINGYM AND LAUGHTER - ENERGIZE YOURSELF AND HAVE MORE FUN!

LINDA LECLERC, CLYMT, FOUNDER, CANADIAN SCHOOL OF LAUGHTER YOGA AND HAHA SISTERHOOD

What do BrainGym and laughter have in common? They both help to energize, release tensions, bring us in the present moment and they can be lots of fun! Learn a few basic notions on how your brain works - what happens when you are stressed, why it is hard to concentrate and how you can improve our cognitive function. Stimulate the physical points to stay in a more positive attitude, calm your nervous system to face and cope with challenges, get rid of tiredness, stay focused and laugh away your stress. We will combine BrainGym and Laughter exercises to achieve a better balance in life and promote relaxation, good mood and happiness. At work, in your car or at home!

### Learning Objectives

Health and Wellness

Achieving Work / Life Balance

Empowerment

10:15am to 11:15am

ROOM: PIER 5

### DON'T SHOOT THE MESSENGER! HOW TO EFFECTIVELY DELIVER BAD NEWS

PAUL PELLETIER, LL.B. PMP CAPS, CHIEF RESPECT OFFICER, PAUL PELLETIER CONSULTING

Administrative professionals deliver "bad news" to our stakeholders almost daily these days – from the ever-changing COVID rules to office challenges to having to just say "no". If these conversations go badly, they can ruin a relationship or your credibility. If handled carefully and effectively, your relationships and reputation will be enriched. This makes message management critical – it takes skill to effectively avoid arguments, clarify misunderstandings, deal with disputes, and repair relationships. This presentation helps administrative professionals successfully have "bad news" conversations. Participants will develop strategies for changing the conversation from negative to positive, from disrespectful to appropriate. Participants will learn how to turn bad news delivery into an opportunity to provoke learning and enrich relationships. Remember - you're just the messenger!

10:15am to 11:15am

ROOM: PIER 3

### INTRODUCTION TO STRATEGIC PLANNING - AND WHY WE SHOULD PAY ATTENTION TO THE PROCESS AND RESULTS

SHELAGH DONNELLY, SPEAKER, TRAINER, EXCEPTIONAL EA

As you go about your career, how often do you think about your organisation's strategic plan? When we elevate our business acumen, which includes strategic planning, we increase our capacity to add value. In this session with Shelagh, we'll look at the strategic planning process – who does what, and why. We'll also consider potential opportunities you may have to demonstrate engagement by providing input to the plan ... and how you can use your awareness of the plan to nurture your own success.

### Learning Objectives

The strategic planning process

Who does what? - board, management and employee roles

## SESSION DESCRIPTIONS | THURSDAY, JUNE 9<sup>TH</sup>

10:15am - 11:15am

ROOM: PIER 4

### **YOUR ESSENTIAL DIGITAL TOOLBOX: MAKING THE MOST OF TECH TOOLS TO ENHANCE YOUR PRODUCTIVITY**

JAMES SPELLOS, MEETING U

Apps, web resources, digital shortcuts...there are thousands of tools and services out there for you to use. But which ones are the ones that can really save the day? How can you build that essential digital toolbox which always can provide the right tool for each job...one where most of the tools are completely free? Whether you're trying to build an app (yes, you can do that for free) or ensure that your organization can optimize their social presence, or whether you just want to be able to do something quicker and easier, this session is essential to enhance your productivity.

#### **Learning Objectives**

Identify over 30 digital tools to enhance your productivity

Understand critical desktop shortcuts & advanced mobile tips

Use artificial intelligence tools to expedite your workflow

11:30am - 12:30pm

ROOM: PIER 2

### **5 BENEFITS OF CREATIVITY TO ACHIEVE A MORE POSITIVE MINDSET.**

DONNA Y, CREATIVE COACH, MINDFUL CREATIONS, BRUSHES & COCKTAILS

Did you know that being creative is another great form of self-care? We are all more aware of self-care now as the world is in turmoil. Did you also know that you can increase productivity in your work culture if your teams play together creatively because of the benefits? You can boost your mood and immune system, improve your cognitive functions and overall health, reduce your stress and anxiety, increase your self-esteem, and develop some excellent problem-solving skills. This interactive presentation will demonstrate our top reasons for being creative and why these benefits will help you and your teams.

#### **Learning Objectives**

Improve cognitive functions

Reduce stress and anxiety

Develop problem-solving skills

11:30am - 12:30pm

ROOM: PIER 5

### **DISTORTED THINKING: THE MENTAL SIDE OF COMMUNICATION**

PAM PAQUET, CCC, CPS, MED, CHIEF CHANGE OFFICER, PAM PAQUET & ASSOCIATES

Communication is one of those words that sounds so easy yet the level of success in getting it right or doing it well falls far short. The actual interaction between employees, when conversation happens, is only one part of the communication process. The bigger parts are the preparation before the interaction and the repercussions after the conversation. It is here when things tend to go sideways, when it is only the thinking happening. In this session the focus is on the mental side of communication.

#### **Learning Objectives**

Self-assess communication problem areas

Understand distorted thinking

Create strategies to get out of your own way (head)

11:30am - 12:30pm

ROOM: PIER 3

### **YOUR FUTURE IS BEHIND YOU - A NEW PERSPECTIVE ON HOW PAST FAILURES CAN SHAPE YOUR FUTURE SUCCESS!**

JOHN KENNEDY, CPCP, NEUROPLASTICIAN, MENTAL PERFORMANCE TRAINING, LLC

Learn about the most important components to success in your life – your past failures! Backed by neuroscience you'll examine critical aspects of past experiences, distill from them the seeds of success and how to make the changes necessary to achieve progressively higher goals in all areas of your performance.

#### **Learning Objectives**

Gain an understanding of how to view your past failures and how they shaped your present successes

Leave with a new view of how the obstacles you will encounter can help you become a better person

Learn a process to help you examine and learn from failures past and future

## SESSION DESCRIPTIONS | THURSDAY, JUNE 9<sup>TH</sup>

11:30pm -12:30pm

ROOM: PIER 4

### **ZOOM! LET'S GO ZOOMIN'!**

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

Zoom is the latest and greatest on-line meeting application. Learn from the Zoomer Boomer, Greg Creech, who has used on-line meeting services for over ten years. We'll Zoom together with an interactive session using Zoom for our in-class and on-line class learning. First, we'll learn important tips and tricks in hosting a Zoom meeting, including the importance of a co-host and ground rules. Next, we'll review settings that you should decide before your first Zoom meeting or webinar. Attendees will learn the best practices for using technology, including camera, audio, screen sharing, and the chat. We'll dig deep into creating and using breakout rooms, recordings, and Zoom etiquette. We'll explore how to overcome technical disasters and troubleshoot common issues. Let's Zoom together with the Zoomer Boomer, Greg, and deliver great Zoom meetings.

#### **Learning Objectives**

Prepare and present an effective Zoom meeting

Know how to use breakout rooms, polls, recordings, and other Zoom features

Learn important settings in Zoom for the participant and the administrator

1:45pm - 2:45pm

ROOM: PIER 5

### **BE SEEN, BE HEARD AND BE RECOGNIZED THROUGH BUILDING CREDIBILITY**

NUPUR KHANDELWAL, LEARNING AND TALENT DEVELOPMENT, LCBO, CO-FOUNDER OF SHEROCKS!

When administrative professionals establish their credibility within their organization and the community, they are heard, seen and recognized as valuable partners. Join this session: - Enhance understanding of your strengths - Elevate your confidence by shifting your mindset - Explore techniques to build trust and a credible reputation.

#### **Learning Objectives**

Elevate your confidence by shifting your mindset

Enhance understanding of your strengths

Explore techniques to build trust and a credible reputation

1:45pm - 2:45pm

ROOM: PIER 2

### **LEADING IN STRESSFUL TIMES: SUPPORTING YOUR TEAM'S MENTAL HEALTH**

PAUL PELLETIER, LL.B. PMP CAPS, CHIEF RESPECT OFFICER, PAUL PELLETIER CONSULTING

The past two years have had tremendous mental health impacts on all of us. Administrative professionals are often privy to how people are REALLY doing - not how they tell executives they are doing. You can support your staff through these stressful times by learning how to openly, safely, and respectfully talk about mental health. With tools and an action plan, you can create an effective strategy to discuss, manage and improve your own and your staff's mental health and stress.

#### **Learning Objectives**

Learn how to have open, compassionate and safe mental health conversations

Understand how to effectively support staff stress and mental health by creating a supportive and inclusive approach when mental health issues arise

Find ways to proactively engage and acknowledge mental health challenges

1:45pm - 2:45pm

ROOM: PIER 3

### **SHOW ME THE MONEY: HOW TO NEGOTIATE THE MONEY YOU DESERVE**

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

The job market is exploding with work. The alarming headlines declare a "Resignation Tsunami" and a war for talent. The rumor is that it is an assistant's market, but how is that playing out exactly? Money is still the #1 burning topic on most assistant's minds because it impacts, well, everything. No more taboos, secrets, or stigma about money, just facts and real-life strategies. Very few assistants ever





## SESSION DESCRIPTIONS | THURSDAY, JUNE 9<sup>TH</sup>

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. Given the current landscape, Bonnie is ready to shine an up-to-the-minute light on compensation and how to negotiate for the money you deserve as an assistant at any level. You will learn to create the step-by-step business case for more money that actually works. As the CEO of You, Incorporated, it's time to address the financial wellbeing of your "company" and make the money that you deserve. Your first step is showing up. Game on.

### Learning Objectives

Understand what drives our fear of asking for money.

Know the strategy for building a written business case that does the talking for you.

Learn the latest data regarding salaries, as it applies to the hybrid and remote working styles. Is compromise necessary to have a flexible schedule?

1:45pm - 2:45pm

ROOM: PIER 4

### VIDEO SAVED THE ADMIN STAR

JAMES SPELLOS, MEETING U

You thought video was important to your organization's success prior to the pandemic? Now more than ever, understanding the fundamentals of video editing, formats and streaming services will increase your ability to inexpensively produce and deliver content essential to the success of your group, while reducing the need of expensive outside services. This hands-on session will use free yet powerful software to learn the essentials of audio and video editing your organization's content, no matter whether it came from a Zoom meeting or professionally recorded material. In addition to understanding the basics of editing, this session will compare video delivery services to help better understand security and sharing options.

3:00pm - 4:00pm

### ROOM: THE HARBOUR BALLROOM LEADERSHIP LESSONS FROM A FORMER PREMIER

CHRISTY CLARK, FORMER  
PREMIER, PROVINCE OF BRITISH  
COLUMBIA



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.

**"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**



## SESSION DESCRIPTIONS | FRIDAY, JUNE 10<sup>TH</sup>

8:30am to 9:45am

ROOM: THE HARBOUR BALLROOM

### YOU GOTTA LAUGH: A PANDEMIC PICK ME UP

SUSAN STEWART, COMEDIAN

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.



10:15am to 11:15am

ROOM: PIER 2

### BUILDING EMOTIONAL FITNESS TO LEAD DURING DIFFICULT TIMES

HANS ECKMAN, CONSULTANT, ECKMAN GUIDES

During times of uncertainty, our bodies work against us. Emotional Fitness is your toolbox to overcome challenges and lead where others may fail. By understanding common patterns of stress, we can develop strategies to reduce anxiety and face these challenges from a more grounded perspective. You'll learn how to use situational awareness, rehearsal, and social scripts. Bad things will happen, but by preparing ourselves ahead of time, we will emerge as leaders during troubling times.

#### Learning Objectives

Learn the psychology and physiology of how we react to stress, threats, and trauma.

Learn how to recognize and react to threats and escalate to the best color code.

Develop everyday techniques for managing stress and uncertainty.

10:15am to 11:15am

ROOM: PIER 4

### BUSINESS WRITING TUNE-UP

RHONDA SCHARF, CSP, HOF, PRESIDENT, ON THE RIGHT TRACK

If it has been five years or more since you've taken a business writing course, you need to attend this session. Let's face it – times change. Fashion changes, music changes, and language changes. If this weren't true, we could all be speaking the same way Shakespeare did (which makes me glad that language changes). If language changes, so must our writing styles. Just because it was "right" when you were a kid doesn't mean that same writing or grammar rule is still right. Grammar and business writing is evolving as well, and if we are professionals, we must evolve with it. This interactive session is going to bring your writing skills up to 2022.

#### Learning Objectives

How to create polished business documents without run on sentences, comma splices, or other "dated" mistakes

Watching the hot spots and how to avoid them

Easy memory tricks to help you (remember I before E except after C?)

10:15am to 11:15am

ROOM: PIER 5

### OVERCOMING SELF-SABOTAGE

AMAL CANDIDO, CAP, CCP, EXECUTIVE ASSISTANT / OFFICE MANAGER, HUT 8 MINING CORP.

It's not always easy to examine our actions deeply enough to note patterns of self-sabotage. Admitting we are self-sabotaging is painful. Nobody rushes to that conclusion. We tend to avoid it for as long as possible until we have no choice but to face it.

#### Learning Objectives

To be inspired to finally take your life to the level that you know you are capable of

Shift limiting beliefs to step into potential

Feel confidence and trust in yourself

10:15am to 11:15am

ROOM: PIER 3

### SELF-LEADERSHIP: IT'S TIME TO FOCUS ON YOU!

PEGGY VASQUEZ, CEAP, TRAINER, INSPIRATIONAL SPEAKER, EMPOWERMENT COACH AND BESTSELLING AUTHOR, PEGGY VASQUEZ

When was the last time you thought about what it means to manage yourself? That's self-management, and it's the most essential pillar in your development process. Even if you don't have a management or leadership title within your organization, you are still a self-manager and self-leader. Self-management is the practice of understanding who you are, identifying your desired experiences, and intentionally guiding yourself toward them. It spans the determination of what we do, why we do it, and how we do it. It's the ability to lead yourself to achieve your personal and professional goals and objectives while also helping the company or organization you work for to be successful – this is what creates a confident contribution.

#### Learning Objectives

Developing a growth mindset

Self-Leadership Model: Intention, Influence, and Impact

## SESSION DESCRIPTIONS | FRIDAY, JUNE 10<sup>TH</sup>

11:30am - 12:30pm

ROOM: PIER 2

### APPRECIATE YOUR WAY TO A HAPPIER LIFE

TANIA CERVONI, SENIOR PRACTICE LEADER,  
CANADIAN MANAGEMENT CENTRE

They say that the more appreciative you are, the more life will give you things to appreciate. But appreciation is more than 'counting your blessings'; It's a practice that can positively shift your experience of life, even in the face of challenges. By shifting your inner dialogue and your focus, you can enjoy greater happiness regardless of external circumstances. Join this session to get a taste of what's available when you practice greater appreciation, self-compassion, and gratitude.

#### Learning Objectives

Identify the self-talk that's robbing you of your joy and blocking your success

Reframe challenging experiences and open up to new possibilities

Experience a boost of happiness through sharing appreciation with others

11:30am - 12:30pm

ROOM: PIER 3

### DEVELOP YOUR B.L.T. (BELIEVABILITY LIKEABILITY TRUSTWORTHINESS) AND BOOST YOUR CAREER

JULIE BLAIS COMEAU, CHIEF ETIQUETTE OFFICER,  
ETIQUETTEJULIE.COM

Whether you are vying for a promotion, applying for a position or are starting your side hustle, your competition has the same technical abilities as you. Before they can assess your talents, your boss, the hiring committee, your colleagues and your prospective clients, assess your B.L.T. All want to work with someone that knows what they are doing, is enjoyable to have around and can be trusted. Join Julie Blais Comeau, Canada's go-to etiquette expert and learn how to shine your B.L.T.

#### Learning Objectives

Understand B.L.T. influencers

Identify distinguishing factor(s)

Define how to communicate to connect

11:30am - 12:30pm

ROOM: PIER 4

### HOW TO MASTER DIGITAL COMMUNICATION IN A 24/7 ONLINE WORLD

LESLIE HUGHES, CM, OWNER, PUNCH MEDIA

Emails, texting, video conference calls...in 2022 we are connected everywhere, all the time. How much time is being wasted on online messages that have been misinterpreted because we lose face-to-face behavioral context. We've had to adapt to a new way

of connecting and communicating. In this session you will learn: • What is digital body language? • How to improve your own communication skills to help prevent miscommunication • Different ways you can communicate digitally to evoke trust, engagement, excitement or urgency.

#### Learning Objectives

What is digital body language?

How to improve your own communication skills to help prevent miscommunication

Different ways you can communicate digitally to evoke trust, engagement, excitement or urgency.

11:30am - 12:30pm

ROOM: PIER 5

### PERFECTIONISTS & PROCRASTINATORS: WHAT COULD POSSIBLY GO WRONG?

PAM PAQUET, CCC, CPS, MED, CHIEF CHANGE  
OFFICER, PAM PAQUET & ASSOCIATES

Workplaces are made of different people – some are meticulous and some a little laid back. It is a conundrum to want the detail-oriented perfectionists but at the same time desire a workplace atmosphere where people can be self-directed to meet outcomes and objectives. So what happens when the perfectionists and not-so-perfectionist come together. Or even worse, what happens when perfectionists spin out of control and take too long to complete tasks, heck – they are now on the same time line as the procrastinators!

#### Learning Objectives

Understand perfectionists and procrastinators

Assess self-inflicted challenges and problem areas

Create strategies for self-measure and time management





## SESSION DESCRIPTIONS | FRIDAY, JUNE 10<sup>TH</sup>

1:45am - 2:45pm

ROOM: PIER 4

### BECOMING AN EMAIL NINJA!

RHONDA SCHARF, CSP, HOF, PRESIDENT, ON THE RIGHT TRACK

The average office employee sends and receives over 150 emails each day, which consumes over 11 hours per week! There MUST be a way to save time and effort with email! Becoming an Email Ninja will show you how. Not only will we discuss email etiquette, effective communication strategies, we will discuss ways to prioritize your email as well. By the end of this workshop, you're going to feel like an Email Ninja! No longer will you be wasting precious time in your inbox. Good for both Outlook and Gmail users.

#### Learning Objectives

Managing your email system effectively and efficiently

Defining common email mistakes (and tricks to avoid them)

Strategies to keep your email brief without leaving out critical information

1:45am - 2:45pm

ROOM: PIER 2

### MARKETING YOURSELF FOR BETTER ROLES AND ANNUAL REVIEWS

HANS ECKMAN, CONSULTANT, ECKMAN GUIDES

Are you confident with your core skills, but feel you are not getting the recognition you deserve. The problem isn't you, but the way you are marketing yourself. People need to understand the value you deliver and niche experience you bring. This presentation will address these issues and give you a new way of communicating your value to others. We will discuss what makes marketing successful, and how you can leverage these principles to promote your career growth and better annual reviews. At the end, you will see yourself in a whole new light.

#### Learning Objectives

Learn how solid marketing principles can be applied to personal branding and career development.

Discover the biggest mistakes with resumes and annual reviews.

Explore more effective ways to market yourself within your own company or when applying for a new job.

1:45am - 2:45pm

ROOM: PIER 3

### STAYING RELEVANT IN A VIRTUAL WORLD

LISA OLSEN, CWCA, CO OWNER, ADMIN TO ADMIN

This new and timely session focuses on 20 strategies that can help assistants level-up their relevance factor. The new workplace environment

requires assistants to creatively contribute and stay relevant while they work remotely or work in a hybrid workplace. It can be challenging from some assistants to maintain "visibility" with the new dynamics.

#### Learning Objectives

Discover 20 strategies that will level-up your relevance factor

Learn the difference between calendar management and calendar leadership and why it's important.

Learn how to stay on the boss's radar without being "needy."

1:45am - 2:45pm

ROOM: PIER 5

### UNIVERSITY OF DIVERSITY

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

Attend the University of Diversity to learn inclusionary management and working in a diverse workforce. We will examine many forms of diversity, including generational, gender, and demographic differences. At the University of Diversity, you'll learn how to provide respectful feedback and manage bias. We'll share our experience with working in a diverse workforce and being an inclusionary manager/associate. Graduate from the University of Diversity and get along with everyone.

#### Learning Objectives

Recognize and resolve biases

3:00pm to 4:00pm

ROOM: THE HARBOUR BALLROOM

### DREAMING BIG: LIVING BIGGER

JON MONTGOMERY, THE AMAZING RACE CANADA

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.





## WORKSHOP DESCRIPTIONS | SATURDAY, JUNE 11<sup>TH</sup>

9:00am - 12:00pm

ROOM: PIER 4

### 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.

#### Learning Objectives

Keys to establishing rapport; ideas for improving 1:1 meetings, practicing effective listening skills.

The exercise of Being Forewarned is Forearmed. The importance of knowing how your manager works.

The power of communication; knowing when and how to communicate with your Manager; knowing your manager's feedback protocol; consistency practices that ensure alignment; how to be an anticipatory thinker.

9:00am - 12:00pm

ROOM: PIER 2

### 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

ROOM: PIER 5

### 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.

#### Learning Objectives

How to get both you and your executive thinking differently about what you do

Ensuring you are speaking the same language so that no ball gets dropped

Tips and tricks to get your voice heard and the respect you deserve

9:00am - 12:00pm

ROOM: PIER 3

### TEAMWORK WITH MICROSOFT TEAMS

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

#### Learning Objectives

Know different types of teams and team members, such as organizational and external/guest members

Conduct video and audio meetings with etiquette

## WORKSHOP DESCRIPTIONS | SATURDAY, JUNE 11<sup>TH</sup>

1:00pm - 4:00pm

ROOM: PIER 4

### 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.

#### Learning Objectives

Have a fun time embracing the magic of Harry Potter in this highly interactive workshop.

Translate the leadership secrets of Harry Potter into actionable lessons.

Build a personal journey map to help reach your full potential.

1:00pm - 4:00pm

ROOM: PIER 3

### MICROSOFT OFFICE 365/2019: BOOT CAMP

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

#### Learning Objectives

Know different types of teams and team members, such as organizational and external/guest members

Conduct video and audio meetings with etiquette

Create teams and channels with important settings

1:00pm - 4:00pm

ROOM: PIER 5

### 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!

#### Learning Objectives

What MUST appear in minutes (and why) and what you should leave out (and why)

Dealing with virtual meetings; what is new, required, and easy to implement techniques to ensure your minutes are doing their job

Updating what has changed since you learned to take minutes

1:00pm - 4:00pm

ROOM: PIER 2

### 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!

#### Learning Objectives

Increase your value and respect

Maximize your image through body language

The difference a mentor can make

## 2022 SPONSORS & PARTNERS

### GOLD SPONSOR



### SILVER SPONSOR



### BRONZE SPONSORS



### GENERAL SPONSOR



### ASSOCIATION PARTNER



### MEDIA PARTNER



## NETWORKING



### NETWORKING RECEPTION

**Thursday, June 9th, 4:00 PM – 5:00 PM**

Mix and mingle with fellow APC Canada attendees, sponsors and speakers at the 23rd 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!



### PAINT NIGHT

**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.

Please visit the registration desk for more information and availability.

Limit of 45 attendees

\$45.00 per person





"RAVISHINGLY ENTERTAINING."

THE NEW YORK TIMES

J.K. ROWLING'S

# Harry Potter

AND THE  
CURSED CHILD



## LIVE ON STAGE

Let us help you organize your corporate event including pre- and post-show hospitality planning.

Groups of 15+ save on tickets for select performances and seating.

Now booking for performances through May 7, 2023. Book online at [Mirvish.com](https://www.mirvish.com)

More info at 1.800.461.3333

CAA ED MIRVISH THEATRE, 244 VICTORIA STREET, TORONTO



TM & © HPTD, HP™ WB

# NOTES

[illegible]

[illegible]

