



42<sup>nd</sup> Annual Conference

# Managing Time, Stress, and Resources in Today's Ever-Changing World

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Today's business world is faster, busier, and more stressful than ever—and administrative professionals are called upon to handle the increased pace and lead others through this constant change

**Managing Time, Stress, and Resources and  
Business Writing Mistakes That Can Cost You Money**

Christy Woods

**The New Rules of Work Communication**

Lindo Gharib

September 14 – 16, 2017 | Great Wolf Lodge | Williamsburg, Virginia

Only \$189 for AEAP members! And \$199 for non-members!

# YOUR CONFERENCE LEADERS



**Christy Woods** teaches business grammar and business writing in cities across the United States and in community colleges in the Washington, D.C. metropolitan area. She is an editor, a writing coach, and a reviewer for McGraw-Hill grammar guides. She is a published poet and writer and is currently working on her first book manuscript.

Christy has presented more than 400 seminars in cities throughout the United States and the United Kingdom. She trains corporate and government staffs in communication skills and business management, and she inspires audiences to strive for their highest level of achievement. Christy's presentations are dynamic, engaging, motivating, and educational. Available courses include the following:

- Better Business Grammar
- Business Writing Intensive
- Successful Email Writing
- Business Editing and Proofreading
- English as a Second Language
- How to Project a Powerful, Positive Professional Image
- Voice and Diction
- Excellence in Communication Skills
- Powerful Presentation Skills
- Management Skills for Administrative Professionals
- How to be an Outstanding Receptionist
- Stress Management in a Stress-Filled World
- Polishing Your Professional Image and Building a Personal Brand

Christy has trained staff members for the Internal Revenue Service, Bayer Corporation, Johns Hopkins University, Michigan Department of Transportation, West Virginia University Hospital, and numerous other organizations and federal agencies.

## NOT AN AEAP MEMBER?

Register for the conference at the non-member price of \$199 and take advantage of this exclusive offer to purchase a one-year AEAP membership for just \$29. You'll get 8 issues of The Executary newsletter, participate in the AEAP forum and take advantage of the many discounts offered to our members. Once you register for the conference, call us at 703-237-8616 or email [headquarters@theaeap.com](mailto:headquarters@theaeap.com).

Christy Woods has presented motivational addresses to audiences at the National Institutes of Health, the National Press Club, Bell Atlantic, PricewaterhouseCoopers, Rotary International, Bethesda Jewish Singles Services, Baltimore County Department of Aging, AARP Widowed Persons Service, and many others.

Christy is founder and director of Spirit First, a meditation community in the Washington, D.C. area.

"Christy Woods is an awesome instructor with a lot of real world knowledge. She equips you with the tools you need in order to be successful and get to the top in your field. She makes you think outside the box, and she is very encouraging through the group work and the one-on-one activities. With many personalities in the room, she is able to keep all parties engaged and educated. Christy was really phenomenal and we all learned so much. I hesitated to come to this conference because of the cost, but just this one workshop with Christy was worth the price of admission. I left empowered to be more confident, more assertive, more knowledgeable, and more prepared to take more risks for a better work environment. Thank you, Christy!"



**Lindo Gharib** is a regional vice president in Richmond and Norfolk, VA for OfficeTeam, the nation's leading staffing service specializing in the temporary placement of highly skilled administrative and office support professionals. OfficeTeam has 300 locations worldwide and places tens of thousands of highly skilled candidates each year into posi-

tions ranging from executive and administrative assistant to receptionist and customer service representative. Lindo has two decades of experience in matching workers with job opportunities they love. He is a frequent speaker on employment issues and has been interviewed by the media on career, job search, workplace and management topics. He is a graduate from American University in Washington, D.C. and holds a M.A. in public communication as well as a B.A. in political science from Longwood University.

"Lindo has been a regular speaker at our meetings for several years. His topics are always highly relevant and he does a great job of engaging the audience. Our membership loves it when a presentation from Lindo is on the agenda!"

—Jeff Crook  
President

American Payroll Association -Richmond, VA Chapter

# CONFERENCE SCHEDULE

## Thursday, September 14

### Welcome and Registration

4:30 PM – 6:00 PM Registration & Reception

## Friday, September 15

### The New Rules of Work Communication

*Presented by Lindo Gharib, OfficeTeam*

8:30 AM	Late Registration Coffee & Danish
9:00 AM	Conference Begins
10:30 AM	Break
12:00 noon	Luncheon

### Managing Time, Stress, and Resources

*Presented by Christy Woods*

1:15 PM	Conference Resumes
2:45 PM	Break
4:00 PM	End of Program
4:45 PM	Dinner at the Honey Butter's Kitchen (Optional)

## Saturday, September 16

### Business Writing Mistakes That Can Cost You Money

*Presented by Christy Woods*

8:45 AM	Conference starts. Coffee Only (No Danish)
12:00 noon	End of Conference

## FRIDAY PROGRAM OVERVIEW

### The New Rules of Work Communication

*Presented by Lindo Gharib, OfficeTeam*

Effective communication is critical to career success -- now more than ever. And in the administrative profession, strong interpersonal skills are frequently required. As the workplace and technology constantly change, find out how to best interact with contacts inside and outside your company. You'll learn how to:

- Improve communication with your boss
- Handle difficult coworkers and office politics
- Enhance your written and verbal communications
- Use your emotional intelligence and read nonverbal cues
- Navigate digital and social media protocols in the workplace

### Managing Time, Stress, and Resources

*Presented by Christy Woods*

Success in the business world depends on having a great strategy for managing it all. This business course will help you create a blueprint for managing the day-to-day affairs of all that you do, help you become more productive as well as more effective, and help you stay calm in a fast-paced, competitive environment.

Here are some key points of our session on Managing Time, Stress, and Resources:

- Create a real foundation for managing time
- Learn the 3 keys to time management and find out how to control your workday
- Know how to discriminate when dealing with too many priorities
- Understand how to use the Eisenhower Box
- Learn how to be diplomatic and effective when you have to say No (and know when not to say No)
- Practice delegating in the way our best leaders delegate
- Learn what resource management really means
- Practice 5 tips for managing resources and develop your own strategies
- Recognize the major sources of stress
- Understand the stress cycle
- Learn a step-by-step process of using emotional intelligence to manage stress at work
- Explore 8 tips for mastering change and reducing the stress that can accompany change

## SATURDAY PROGRAM OVERVIEW

### Business Writing Mistakes That Can Cost You Money

*Presented by Christy Woods*

Business writing is an important part of your company's communications, and that same writing plays a critical role in your organization's professional image (as well as yours!). But business writing mistakes not only can hurt your reputation—they also can cost a lot of time, money, and productivity. In 2006, a comma error in a contract cost a Canadian company \$1 million!

How does your writing represent you and the image you want to present? Do writing mistakes ever cost you time, stress, or status? This Business Writing course is designed to help you develop stronger writing skills that will increase your company's professionalism and prevent costly mistakes.

Here are some highlights of our Business Writing Mistakes session:

- Review standards of grammar and punctuation
- Increase clarity through better writing skills
- Discuss your greatest challenges in business writing and grammar
- Discover the most common (and most costly) business writing mistakes and learn how to avoid them or correct them
- Learn how to proofread with greater authority
- Reduce business writing stress and frustration
- Play an exciting "I Love Grammar!" game in teams with other conference attendees

## REGISTRATION INFORMATION

**REGISTRATION FEE:** AEAP members save \$10! Registration fees are \$189 for AEAP members, \$199 for non-members. Your registration fee includes admission to the conference sessions, all materials, refreshment breaks, Thursday's reception and lunch on Friday. Attendees bringing a guest who is not attending the seminar will be charged an additional \$15 to attend the reception and \$30 to attend the luncheon. Optional Events are not included in the registration fee.

**ACCOMMODATIONS:** The 42nd AEAP Annual Conference will be held at the Great Wolf Lodge, 549 East Rochambeau Drive, Williamsburg, VA 23188. The Great Wolf Lodge is a North Woods-themed resort offering an indoor water park, restaurants, extra large arcade, Aveda concept spa, fitness room, and seasonal outdoor pool. The Williamsburg area transit system bus stops right in front of the hotel lobby and runs to all of the local attractions, eateries and shopping. The cost is \$3.00 for an all-day pass or \$1.50 for one ride. Nearby attractions include colonial Williamsburg, Busch Gardens, historic Yorktown and James-town settlement.

AEAP has reserved a limited number of rooms at a special conference rate of \$119 for up to 6 persons per room per night. Rate includes resort fee and water-park passes. Rates do not include taxes. These rates will be honored 3 days prior and 3 days post conference dates based upon space availability. Reservations must be made no later than August 13, 2017 to receive discounted rate. To make reservations, call 1-866-972-9653 and identify yourself as a member of the AEAP Group with Reservation #1709AEAP. Note cancellation policy.

**AIRFARE:** Closest airport to Great Wolf is the Newport News/Williamsburg International. There are numerous websites that offer discounted airfares such as Travelocity.com, Orbitz.com, Hotwire.com, as well as the individual airline websites. You can also go to Fly.com that scans the web for available fares or try www.bookingbuddy.com or www.kayak.com to check numerous web sites with ease. Don't forget to check airlines such as Southwest that do not charge for checked bags, up to 2, and do not list rates on some travel sites listed above.

**By Train:** The Williamsburg train station is about 6.5 miles from the Great Wolf Lodge. Visit [www.amtrak.com](http://www.amtrak.com).

**CANCELLATIONS:** You may cancel your conference registration up to 7 business days before the conference begins and we will refund your tuition less a \$10 cancellation fee. If you need to cancel less than 7 business days prior to the conference, you may send a substitute or we will refund your tuition less a \$25 cancellation fee. Please note that if you don't cancel and don't attend, there is no refund. Substitutions can be made at any time.

Certificates of completion for CEU's will be provided at the conclusion of the conference.

## AEAP CONFERENCE REGISTRATION

**YES!** Register me for **Managing Time, Stress, and Resources in Today's Ever-Changing World**, the 42<sup>nd</sup> Annual AEAP Conference, September 14-16, 2017 at the Great Wolf Lodge, Williamsburg, VA.

Check if non-member

Name \_\_\_\_\_

Work Phone \_\_\_\_\_ Member Number \_\_\_\_\_

Business Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Email Address \_\_\_\_\_

Any physically challenged special requirements? \_\_\_\_\_

I have a food allergy to: \_\_\_\_\_

**Space is limited. Register today! AEAP members save \$10!**

## OPTIONAL SPECIAL EVENTS:

*Separate event registration forms will be emailed with your conference registration confirmation.*

### FRIDAY, SEPTEMBER 15, 4:45 PM

#### Join us for dinner at Honey Butter's Kitchen

Join us at Honey Butter's Kitchen for good, old fashioned Southern style comfort food, served just the way you love it. Jason Steeg brings great American cuisine to a thoroughly down-home atmosphere, right here in Williamsburg, VA. Honey Butter's Kitchen is a favorite with locals who know good food and great customer service. View the dinner menu at [www.honeybutterkitchen.com/dinner](http://www.honeybutterkitchen.com/dinner). If our group is larger than 10, there may be a select menu. Reservations required. We will travel by taxi in groups or you may provide your own transportation.

### SATURDAY, SEPTEMBER 16

#### Walk About History - including African American History in Williamsburg

Enjoy a 90-minute stroll through the streets of Colonial Williamsburg with an experienced, licensed, knowledgeable guide who will escort you on a personalized walking tour. We will casually walk along Duke of Gloucester Street, referred to by FDR as "the most historic avenue in America," and adjacent streets as your guide highlights some of the 300 year old town's many historic sites.

You will learn the history of the city's beginnings; stories of the people, both famous and not, that lived and worked here; have a detailed look at the colonial buildings and their architecture; and hear history, folklore and trivia that brings this important period in history alive. Join us for an exploration of that experience and its importance to the building of Williamsburg.

This Williamsburg walking tour is ideal for those who want to make the most of a brief visit, or who desire a solid overview of the area prior to going it on their own.

Departure time from Great Wolf Lodge will depend on choice of travel to historic area; by Williamsburg Transit Bus (Tan Line) departure will be at 1:20 pm, by taxi or own transportation, departure time will be 1:30 - 1:45 pm.

Online registration is available at  
[www.theaeap.com/seminars/register.aspx](http://www.theaeap.com/seminars/register.aspx)

### Payment Options

The registration fee is \$189 for AEAP members; \$199 for non-members.

- I am bringing \_\_\_\_\_ guests to the reception.  
(Add \$15 for each guest.)
  - I am bringing \_\_\_\_\_ guests to the luncheon.  
(Add \$30 for each guest.)
  - My personal/company check is enclosed.
  - Charge my  VISA  MasterCard  AmEx  Discover
- Account # \_\_\_\_\_  
Exp. Date \_\_\_\_\_ Security Code \_\_\_\_\_  
Signature \_\_\_\_\_
- Bill me/my company

**MAIL** this form with payment to: AEAP, 900 S. Washington Street, Suite G-13, Falls Church, VA 22046

**FAX** this form with credit card info to (703) 533-1153

**PHONE** our Conference Coordinator (703) 237-8616

**ONLINE** [www.theaeap.com/seminars/register.aspx](http://www.theaeap.com/seminars/register.aspx)