



43rd Annual Conference

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

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 Up and
Critical Thinking and Taking a More Active Role**
Christy Woods

Secrets of the Happiest Administrative Professionals
Christine Endres

September 27-29, 2018 | Princess Royale Ocean Front Hotel | Ocean City, Maryland
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.

SPECIAL AEAP MEMBERSHIP PRICES

If you are not yet a member of AEAP, now is the time to take advantage of this opportunity. For Conference Attendees we are offering a special **\$29 Basic** membership or **\$70 Premium** membership enrollment/renewal fee. You can't beat the savings! To join or renew visit www.theaeap.com, select Join or Renew My Membership and be sure to enter code **CONF18** in the Discount Code Box on the payment page and click update.

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!"



Christine Endres is a regional vice president in the Greater Philadelphia area 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

positions ranging from executive and administrative assistant to receptionist and customer service representative. Christine has nearly 20 years of experience in matching workers with job opportunities they love. She is a frequent speaker on employment issues and has been interviewed by the media on career, job search, workplace and management topics.

"Christine has an incredible grasp on the job market and has been a go-to resource for nearly two decades. Not only does she understand the landscape, but she has a unique ability to deliver advice and guidance to clients, media members and various industry associations regarding shifts and trends that will ultimately impact key business decisions."

CONFERENCE SCHEDULE

Thursday, September 27

WELCOME AND REGISTRATION

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

Friday, September 28

SECRETS OF THE HAPPIEST ADMINISTRATIVE PROFESSIONALS

Presented by Christine Endres, Office Team

8:30 AM - Late Registration - Coffee & Danish

9:00 AM - Conference Begins

10:30 AM - Break

12:00 noon - Luncheon

MANAGING UP

Presented by Christy Woods

1:15 PM - Conference Resumes

2:45 PM - Break

4:00 PM - End of Program

Saturday, September 29

CRITICAL THINKING AND TAKING A MORE ACTIVE ROLE

Presented by Christy Woods

8:45 AM - Conference starts. Coffee Only (*No Danish*)

10:45 AM - Break

12:00 noon - End of Conference

FRIDAY PROGRAM OVERVIEW

Secrets of the Happiest Administrative Professionals

Presented by Christine Endres

Happy employees are better employees. But research from Robert Half finds that many administrative professionals aren't happy. Learn what steps you can take to become more engaged – and ultimately more successful – in your job, including tips on:

- Work-life balance and time management
- Controlling stress levels
- Getting the recognition you deserve
- Developing strong work relationships
- Taking your leadership skills and career to the next level

Managing Up

Presented by Christy Woods

As an administrative professional, you manage resources, processes, communications, schedules, meetings, and tasks that support your company's mission. Perhaps your most important role (the one with the greatest impact on job satisfaction) is that of managing the relationship between you and your boss. Discover how you can build or strengthen the relationship with your boss that will help you both become more successful. This workshop will include these elements:

- Understanding your role in managing up
- Understanding your manager's intent
- Increasing organizational trust with supervisors and peers
- Developing the confidence to approach your manager
- Practicing techniques to respond to requests
- Developing effective strategies for working with supervisors

SATURDAY PROGRAM OVERVIEW

Critical Thinking and Taking a More Active Role

Presented by Christy Woods

Administrative professionals are not always recognized for the leadership they provide, so it becomes necessary to take steps to make sure you stand out. One of your greatest opportunities is to show yourself as a critical thinker and problem solver. This workshop will incorporate these lessons:

- Understanding how critical thinking differs from other kinds of thinking
- Practicing the key elements of critical thinking
- Learning fresh new approaches to problem solving
- Making suggestions/requesting a more active role in your position
- Presenting a successful business case to your boss to get your ideas implemented

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 43rd AEAP Annual Conference will be held at the Princess Royale Oceanfront Hotel and Conference Center, 91st Street Ocean Front, Ocean City Maryland. The Princess Royale Oceanfront Hotel and Conference Center offers an indoor heated swimming pool, free health club, sun decks with hot tubs, and restaurants. The Ocean City municipal bus stops right in front of the hotel offering multiple stops along the Coastal Highway and you can ride for just \$3 per day.

AEAP has reserved a limited number of rooms at a special conference rate of Wednesday - \$108; Thursday - \$108; Friday - \$124; Saturday - \$124/night for single/double. These rates will be honored 2 days prior and 2 days post conference dates based upon space availability. Reservation must be made no later than September 2, 2018. To make your hotel reservation call (800) 476-9253, reference group code #2036.

AIRFARE: Closest airport to Princess Royale Oceanfront Hotel and Conference Center is the Salisbury/Ocean City/Wicomico Regional Airport (SBY). 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 websites 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.

CANCELLATIONS: You may cancel your conference registration up to 7 business days before the conference begins and we will refund your tuition less a \$15 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 \$30 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 43rd Annual AEAP Conference, September 27-29, 2018 at Princess Royale Ocean Front Hotel in Ocean City, Maryland.

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!

AREA HIGHLIGHTS AND SPECIAL EVENTS

**FRIDAY & SATURDAY,
SEPTEMBER 28 & 29, 11 AM TO 7 PM**

"Wine on the Beach" the 24th annual Wine Fest at the beach featuring wineries from Maryland. Micro-Brewed Beers, Delmarva Cuisine, Quality Arts and Crafts, and Local & Regional Live Music will be focal points of this year's event. Online ticket sales are offered at a reduced price, advance tickets are available at the festival website www.winefest.com. For additional information call the Wine Line at (410) 280-3306 or visit their website at www.winefest.com for a discount coupon.

There is ample parking if you have your own transportation or you can ride the "Beach Bus" for a nominal fee.

Ocean City Life-Saving Station Museum

Visit the Ocean City Life-Saving Station Museum located on the Boardwalk at the Inlet. Find out about the history of the United States Life-Saving Service, and the lives that were saved from the "perils of the sea" here on Delmarva's coast. The life-saving station was part of the coastal system, established by the United States Treasury Department, for the saving of vessels in distress and lives in peril upon the water. There is a nominal fee to visit the museum. For more information visit www.ocmuseum.org.

Assateague Adventure

Take a trip to Assateague Island to visit the wild ponies. Assateague Adventure offers an 80-minute cruise on the coastal bays. See the wild ponies in their natural habitat and explore Assateague Island. Catch this boat at the Talbot Street Pier and enjoy the ride. There is a nominal fee for this cruise. For more information visit www.mrducks.com/assateagueadventure.html or call (410) 289-3500.

Online registration is available at
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