



## 43<sup>rd</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 Up and  
Critical Thinking and Taking a More Active Role**  
Christy Woods

**Secrets of the Happiest Administrative Professionals**  
Beth Sears

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](http://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!"



**Beth Sears** is a branch manager in Tyson Corner, 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 positions ranging from

executive and administrative assistant to receptionist and customer service representative. Beth has more than a decade 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. She is an active supporter of Junior Achievement of the National Capital Area.

"When I moved to Washington, D.C. and was looking for experience, exposure and career development, I called Beth at OfficeTeam. From the very first phone call I had with her, during many follow-ups and until she was satisfied that I had found the right job for ME, I found Beth to be an exceptional career coach, advocate and resource. All the professional advice I received from Beth was spot-on." —Former candidate

# 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 Beth Sears, 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 Beth Sears*

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 43<sup>rd</sup> 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 43<sup>rd</sup> 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 24<sup>th</sup> 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](http://www.winefest.com). For additional information call the Wine Line at (410) 280-3306 or visit their website at [www.winefest.com](http://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](http://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](http://www.mrducks.com/assateagueadventure.html) or call (410) 289-3500.

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)