



ASSOCIATION OF ADMINISTRATIVE PROFESSIONALS
ASSOCIATION DES PROFESSIONNELS DE L'ADMINISTRATION

*Professionalism Through Education
Le professionnalisme par l'éducation*

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*The Edmonton Branch is pleased to present our
Annual Professional Development Workshop...*

The Administrative Profession – Past, Present, and Future

Canada has an incredible 150-year history. While there is much to celebrate, we also face many challenges for the next 150, 50, or even five years ahead. Throughout history, the administrative profession has always been part of the solution, providing support for businesses and leaders who carried our country through many crises. Now, the administrative profession itself is in crises. Some of our biggest challenges include:

- inconsistent, or nonexistent, training for increasingly complex tasks, which leads to unpredictable or undesirable results
- uncertain and uncelebrated career paths do little to encourage new talent into the field
- short staffing leads to revolving doors for administrative employees, while those who are loyal become discouraged or dissatisfied

The list goes on, but it's not all bad news. Like never before, administrative professionals have an opportunity to bring solutions to the table instead of simply performing tasks. Now, we might find ourselves seated at the table with managers and leaders inviting our opinions, ideas, and collaboration. As technology evolves, we are encouraged to foster creativity rather than fear. The list of opportunities goes on as well. To make the most of these opportunities, we must come together to share expertise and diversity, forming high-performance teams within our organizations and within our workforce as a whole. We can no longer tolerate competing against and criticizing each other. Instead, it is time to set new and higher standards, and to support and hold one another accountable to meet those standards. It is time to celebrate our important, collective contribution.

**Join us on May 4, 2017 as we honour our past,
ignite our present, and plan for our future.**



About Us

The Association of Administrative Professionals is a chartered, non-profit, Canadian organization founded in April 1951. The Edmonton Branch was re-inaugurated in 1992 and is celebrating its 25th anniversary in 2017.

The Association is proactive in encouraging its members to further their education and enhance their career opportunities. This workshop is part of our ongoing commitment to assist those in administrative professions to enhance their skills and abilities in a challenging and increasingly competitive world.

Annual Professional Development Workshop



Thursday, May 4, 2017

8:00 a.m. – 4:00 p.m.

Chateau Louis Hotel & Conference Centre – **Grand Ballroom**
11727 Kingsway Avenue NW, Edmonton, Alberta

Workshop fees | Association members \$135 | Non-members \$165

Dress code is business casual/office attire. Dress in layers; temperatures fluctuate in the room.

Register before April 28, 2017, 5 p.m.



<https://www.eventbrite.ca/e/2017-annual-professional-development-workshop-tickets-32107755160>

Refunds (less a \$50 transaction fee) are only available during the ticket sale and will not be accepted after ticket sales close. If you are unable to attend, you may transfer your ticket.



The Administrative Story

It is estimated that one-fifth of the world works in administrative and support roles; they are the most essential, yet least understood, positions in business. In order to understand and plan for our future in these roles, we must know our past. Our individual, often untold, stories can bring understanding and honour to our inspirational, collective history. This session will give you an opportunity to reflect on your career path as Janine Violini shares her journey assisting presidents, CEOs, and Canadian artist, Jann Arden, with value, pride, excellence, and engagement. Rediscover and remember how you got here and what makes you stay.

Building Support Specialist Teams

One of our current greatest strengths as administrative professionals is our skilled use of the tools of our trade including the Microsoft® Office Suite. By maximizing our effectiveness with these and other applications, we can build a new model of specialist teams to make the businesses and people we serve more productive, satisfied, and engaged in their work. Shift your mindset from an end user to a solution provider and subject matter expert by developing your software skills to lead with confidence and expertise. In this session, participants will see tips and tricks in Word, Excel, and PowerPoint while discussing what it takes to earn a Microsoft certification.

Wise Integration of Behaviour and Technology

In the past, administrative professionals boasted about multitasking, but by now everyone knows there is no such thing. Today we call the skill of handling many people, projects, tasks, computers, other resources, egos, and so on with composure and professionalism in a timely matter, wisdom...perhaps exceptional wisdom. This session covers strategies for integrating self-awareness and technology tools such as Microsoft Outlook®, so that administrative professionals can better access their innate wisdom for managing multiple responsibilities effectively and efficiently. Explore how your behaviour trends, workflow patterns, and good intentions can converge to propel you through your day.

The Future of the Administrative Profession

Everyone agrees (at least in their outside voices) that we need more women in leadership. Everyone also agrees that changes in the way we do business are occurring at lightning speed, although most would agree it's still not fast enough. This session explores the potential future of administrative professionals in a business world facing global economic and environmental challenges. The politics of gender, the impact of artificial intelligence, and the want of more emotional intelligence and empathy are just some of the topics to consider as we redefine ourselves as a significant collective force empowered to lead positive change.

Agenda

8:00 a.m.*	Registration and Breakfast
8:45 a.m.	Welcome and Introductions
9:00 a.m.	The Administrative Story
10:15 a.m.	Comfort Break/Networking
10:45 a.m.	Building Support Specialist Teams
12:00 p.m.	Hot Buffet Lunch
1:00 p.m.	Wise Integration of Behaviour and Technology
2:15 p.m.	Comfort Break/Networking
2:45 p.m.	The Future of the Administrative Profession
4:00 p.m.	Adjournment

* PLEASE NOTE: Doors to the Grand Ballroom open at 8 a.m.

Our Facilitator

Janine Violini

Janine is an administrative consultant, speaker, and trainer with expertise in developing high-performance administrative teams. Janine brings a unique, holistic view of the administrative profession with 20 years of experience in administrative support, seven years in engineering and technology, and 10 years teaching in the administrative field in post-secondary and corporate environments. She has become a subject matter expert on the changing role of administrative professionals and support specialists.



Janine's diverse background honed her collaborative skills working with a variety of individuals and teams from college students to technical professionals to executives. With experience in many business sectors, her solutions integrate best practices from oil and gas, environment, engineering (energy and civil), financial planning, industrial chemicals, communications, arts and entertainment, corporate training, and post-secondary education. Her administrative work includes 14 years of executive support for a major Canadian entertainer/artist, presidents, and CEOs in Canadian and international companies ranging in size from 3 to 35,000 employees. Her success in teaching comprises curriculum development, textbook editing, face-to-face, and blended instruction with learners from beginner level to world champions. She is a respected subject matter expert in office procedures, event management from an administrative perspective, and Microsoft Office applications.



In order to meet the demands of today's business challenges, Janine coaches and inspires the highly-specialized administrative workforce to find their valuable voice as they excel, engage, and lead with pride.