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**OLYMPIC PERFORMANCE  
IN THE WORKPLACE**

**ATLANTIC CONFERENCE  
FOR ADMINISTRATIVE  
PROFESSIONALS**

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**APRIL 29, 2020 | HALIFAX**  
**The Westin Nova Scotian**



# Did you know...

Most organizations have an employee development budget. Talk to your Manager or Human Resources department about the training options available.

Please join us in beautiful Halifax, Nova Scotia on April 29, 2020 as we celebrate the International Administrative Professionals Day 2020.

Get ready to learn, share, network, recharge, and get inspired!

## What to expect?

- ✓ Inspirational keynote addresses
- ✓ Break-out sessions on a variety of topics, including:
  - Leadership Skills
  - Professional Growth
  - Business Computing
  - Work-Life balance
  - Performance
- ✓ Excellent networking and sharing opportunities with peers
- ✓ High-value learning at a reasonable cost

# Agenda- At a Glance

08:15 AM - 09:00 AM	Breakfast				
09:00 AM -09:05 AM	Chair Remarks				
09:05 AM - 09:15 AM	Warm- up Workout by Jenny Jeffrey				
09:15 AM - 10:15 AM	Session 1: Opening Keynote Katie Weatherston				
10:15 AM - 10:30 AM	Session 2: Ice Breaker				
10:30 AM -10:50 AM	AM Networking Break - and Transition to 1 <sup>st</sup> Round of Breakout Sessions				
	Leadership Skills	Professional Growth	Business Skills	Work Life Balance	Performance
10:50 AM - 11:35 AM	Session 3A Coach yourself to Leadership Success Sheila Kelly	Session 3B The Future of work: Predictions for Jobs & Skills for 2020 & Beyond Wendy Carroll	Session 3C Cool Tools: ShortCut your Life and Excel Scott Conrad	Session 3D Self-Care – It Begin with YOU Beth McKay	Session 3E Katonah Yoga- Participate in your well-being Lesley Seto
11:35 AM -11:45 AM	Transition to 2 <sup>nd</sup> Round of Breakout Sessions				
11:45 AM - 12:30 PM	Session 4A Setting Boundaries – How to say “No” Deborah Lohrenz	Session 4B You’re hoping to pursue a career in Administration... Now what? Gillian Pendlebury	Session 4C Microsoft Teams the New Skype Cara Beals	Session 4D Self-Care – It Begins with YOU Beth McKay	Session 4E Mindful Workplace Meditation Autumn Grant
12:30 PM - 01:15 PM	Networking Lunch & Transition to 3 <sup>rd</sup> Round of Breakout Sessions				
01:15 PM - 02:00 PM	Session 5A Becoming a Leader/ Being A Leader: Growing Your Leadership Potential Claudine Lowry	Session 5B Writing Resumes and Cover Letters donalee Moulton	Session 5C MS PowerPoint Wake up your presentation Laura Alexander	Session 5D Transforming “Drama” to Empowerment in the workplace Ann-Marie Flinn	Session 5E Communication: Embracing the Change Deborah Lohrenz
02:00 PM -02:15 PM	PM Networking Break & Transition to 4 <sup>th</sup> Round of Breakout Sessions				
02:15 PM - 03:00 PM	Session 6A Courageous Conversations Marg McClean	Session 6B Dressing for Career Mobility Kimberley Bourgeois	Session 6C Mastering Microsoft Outlook Cara Beals	Session 6D Work-Life Balance: Is it a Lie? Sheila Kelly	Session 6E Managing Your Workload: How to Prioritize! Mel Champagne
03:00 PM -03:10 PM	Transition to Closing Keynote				
03:10 PM - 04:00 PM	Session 7: Closing Keynote: Susan Stewart				
04:00 PM – 04:10 PM	Closing Remarks				



## Session 3A

### Coach yourself to Leadership Success



Emotional intelligence guru, Daniel Goleman, ranks coaching as one of the most essential leadership styles. Great coaches are great leaders who empower others.

When you're able to coach yourself, you're able to make a big difference in your life and career. As well, some simple-to-use coaching skills help you communicate more effectively, build better

relationships, and enhance your potential for promotion up the leadership ladder.

#### Key Points

- It all starts with self-awareness
- You're already using the 3 basic coaching skills
- Meet your observer self
- Listening is key

## Session 3C

### Cool Tools: ShortCut your Life and Excel



Spending too much time working on your TPS reports? Thinking to yourself "There has to be a better way?" there just might be. When it comes to Excel most of us are self-taught, having picked up a few "how-to's" in bits and pieces along the way. In today's fast paced world, the last thing you want to do is waste time building and rebuilding your spreadsheets. Come to

this session to learn all kinds of time saving and efficient tips and tricks to make life easy and impress your friends and family. Excel has hundreds of powerful time-saving features and for sure you already know a few. In this 45-minute session, the speakers will go through oodles of time saving tips and tricks.

For example, you'll discover how to:

- Time saving selection options
- What the "\$" thingy is for
- Undiscovered formulas

#### Key Points

- **Basic Tips**  
Data selection options; copy and fill options; fun keyboard shortcuts
- **Formatting tips**  
Copy formats; clear stuff; conditional formatting; view and print tricks; add a filter; and more
- **Formula tips**  
Absolute formulas (the \$ thingy); calculate everything; helpful formulas like ranking or Vlookups
- **Working with worksheets**  
Grouping sheets; 3-D formulas; creating dropdown lists

## Session 3B

### The Future of work: Predictions for Jobs & Skills for 2020 & Beyond



Over the next decade, almost every job will be affected. Some jobs will disappear entirely. New jobs, not even thought of today, will come into being. We can see this happening already, with fields such as retail, entertainment, health care, manufacturing and education being profoundly affected as technology advances. Some of the drivers fuelling this revolution are automation, robotics, the internet of things,

climate change, globalisation and an ageing and increasing population.

This session will capture the essence of what is to come, the expectations of the role moving forward.

#### Key Points

- Changes in the tasks
- Drivers of Change

## Session 3D & 4D

### Self - Care – It Begins with YOU



Let's face it, there's never enough hours in the day to get everything we think we need to get done. So, we stay at work an extra hour, or two. We go into the office on the weekend. We don't stop during the day. Who has time for the gym or yoga? We're overworked, understaffed & we're still expected to deliver results. And then there's our parents, our kids, the dog or cat. It's not hard to find our time at the bottom of the laundry pile.

"Rest and self care are so important. When you take time to replenish your spirit, it allows you to serve from the overflow. You can't serve from an empty vessel." Eleanor Brown

It's not what you're doing... It's what you're believing.

During our 90 minutes together, Beth is going to share a new approach to Self Care. Decision making can become faster & second guessing yourself less a problem when you know who you are & what you stand for. Self care: it's so much more than bubble baths & pedicures

#### Key Points

- Connect to what matters to you
- Learn the art of saying no, without guilt
- Experience the power of self-compassion
- Create your own Manifesto
- AND, have way more fun

## Session 3E

### Katonah Yoga- Participate in your well-being



In this session, you will have the opportunity to engage in a yoga class that focuses on alignment and breath work to support relief of pain, stress, and overwhelm.

Manipulating or aligning the physical body through yoga allows us to begin shifting our limiting beliefs into liberating beliefs and move us toward our highest potential.

## Session 4A

### Setting Boundaries- How to say "No!"



This interactive workshop explores and investigates our understanding of what it means to be a leader and to hold leadership positions.

We will have the opportunity to look at ourselves as leaders – What do we bring? What do we want? What inspires us? What discourages us? What is the difference we would like to make as leaders?

Join me in exploring the fundamental principles and practices that influence your unique leadership identity and shape your effectiveness as a leader.

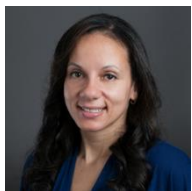
#### Key Points

- Uncovering and clarifying your unique leadership strengths and qualities
- Applying these strengths and qualities to your leadership challenges



## Session 4C

### Microsoft Teams: The New Skype



Have you ever scheduled your tasks only to find out that you are constantly "behind schedule"? A well-done project schedule the single most important task that will keep you on track and save you from feeling "deadline anxiety" all the time. Microsoft Teams will work for you! Microsoft Teams is cross platform, with clients for Windows, macOS, Android, iOS and the web. Android and iOS users can use Teams for 1:1 call via VOIP or

phone systems, with iOS users able to share their screen, live video and photos with other Teams users. In this session, you will learn the basics of Microsoft Teams- designed to provide an easier way for small groups of people to communicate and collaborate- in real time.

#### Key Points

- Productivity gains
- Better focus on work tasks
- Greater transparency
- Fluidity in work process

## Session 4B

### You're an Administrative Assistant...Now what?



What steps should you be taking? What's next in your career? Have you considered the career path of an executive position?

Reception/Administrative Assistant/Office Support: How to become an integral part of almost any company

Executive Position- not too far from your original position

Office Manager- depending on size of the company, you are already somewhat of an office manager being the hub of the office. You'd be responsible for overseeing administrative staff and coordinating office procedures, budgets and record keeping.

Human Resources-Common advancement opportunities for HR professionals can be found starting in administrative roles. There are different concentrations and positions within HR. Prefer Hiring? Benefits? Payroll?

You may hope to advance in your current position- keep in mind the path and be responsible- Management will see this- they may help you advance from within.

#### Key Points

- Create an individual career path
- Improve your professional knowledge and skills
- Important to recognise self- potential

## Session 4E

### Mindful Workplace Meditation



The power of mindfulness has been on the rise for many employers that are looking to help improve productivity, boost mental-wellbeing, and reduce some stress in the workplace – and for good reason.

Research has shown how practicing mindfulness on a regular basis can train your brain to better process emotions, stress, and help you focus on the present moment.

Learn the history of Meditation practices and the best way to approach in day to day activities.

27- minute guided meditation session from Flo Meditation Instructor, Autumn

#### Key Points

- Understanding and embracing meditation
- Learn the basic techniques to de-stress with breathing techniques
- Check in with yourself daily
- Allow your mind to be free

## Session 5A

### Becoming a Leader/ Being a Leader- Growing your Leadership Potential



This interactive workshop explores and investigates our understanding of what it means to be a leader and to hold leadership positions.

We will have the opportunity to look at ourselves as leaders – What do we bring? What do we want? What inspires us? What discourages us? What is the difference we would like to make as leaders?

Join me in exploring the fundamental principles and practices that influence your unique leadership identity and shape your effectiveness as a leader

#### Key Points

- Uncovering and clarifying your unique leadership strengths and qualities
- Applying these strengths and qualities to your leadership challenges

## Session 5B

### Writing Resumes and Cover Letters



Selling you. Most of us find it difficult to sell ourselves, especially when it comes to finding a new job. And, before you even get in the door for an interview, you have to convince employers to take a few minutes to review your cover letter and résumé. That's where you first stand out.

In this session, you'll learn how to write an enticing but concise cover letter that makes the employer want to know more about you. Then you'll learn how to structure a professional résumé so that you make a great first impression. It's about answering key questions: What do I want the employer to know about me? What does the employer need to know about me as it relates to the position? How much information should I include in my résumé and what should I leave for the interview?

#### Key Points

- Enticement – Relevance – Professionalism
- Together your cover letter and your résumé are your sales pitch

## Session 5C

### MS PowerPoint – Wake up your presentation



Do you find people drifting off during your presentation? Staring out of the window or seemingly uninterested? Go from death by PowerPoint to waking up your presentation! Animations, transitions, zoom, SmartArt, sound, and video – in this session, you will learn how to use these intermediate to advanced features of MS PowerPoint to make your presentations more engaging and dynamic.

#### Key Points

- Tips and Tricks for a Creative PowerPoint

## Session 5D

### Transforming “Drama” to Empowerment in the workplace



Three out of every five social transactions contain Drama dynamics. If something good happens, we just think we're lucky. If something bad happens it's someone's fault.

Most parties are waiting for the other person to change. In this belief structure, there is no personal accountability requiring people to self-reflect and/or self-correct.

As such, relationships do not reach their full potential.

Most conflict and drama stem from the same root cause - around the perpetual question of who is good and who is bad.

This session teaches you how to take charge of your life and step out of the drama, change attitudes of helplessness, powerlessness and hopelessness.

#### Key Points

- Understand the drama dynamic
- Learn to self- identify
- Transform methodologies
- Develop your communication skills

## Session 5E

### Communication: Embracing the Change



Our world is in motion – changing constantly! Communication is changing! In this time of change, people are relying more and more on technology to communicate – not only the younger generations – but all generations are in this realm as well. When you think of technology and communication, people tend to undervalue communication skills. Why do I need to have strong communication skills, if I'm using technology most

often and “Technology is here to stay?”

This assumption is not true – the responsibility to communicate a well-planned message clearly, concisely, and effectively with those around you is all ours! Communication is communication – there is a process to getting your message across effectively – all forms of communications can cause harm without the ability to understand how, when and what to communicate.

#### Key Points

- Understand and embrace technology to communicate effectively
- Understand the challenges of communicating in this ever-changing environment
- Decrease miscommunication – communicate clearly without assumptions
- Understanding the communication process – and how to remove barriers



## Session 6A

### Courageous Conversations



Do you find yourself avoiding difficult conversations at work or in your personal life? When someone asks too much of you, are you at a loss for words? Do you have questions or thoughts you want to share, but are hesitant to approach the subject? If the answer is yes – then Courageous Conversations is what you are looking for!

We will explore ideas, techniques and tips to equip you with tools to feel ready to have a courageous conversation!

#### Key Points

- **How to identify the techniques to find courage**  
Great for hard conversations
- **How to take the right approach**

Know what to ask for; how to ask; place clear boundaries; make it as painless as possible

## Session 6C

### Mastering Microsoft Outlook



This session will teach you how to use functions of Microsoft Outlook that you may not have previously known about.

Even if you already know how to use Outlook, in this session you will discover a few advanced features which will save you time.

#### Key Points

- Get your questions answered
- Utilizing Outlook tools

## Session 6E

### Managing your workload: How to Prioritize when everything is #1!



We often find ourselves with our visors on one task, but the ability to juggle multiple tasks is what we do daily. How can we ever feel like we aren't drowning in piles of work tasks? Do you write a list? How often does that list change throughout the day? Who can I delegate to? Can I delegate this task? What is the most important? What is classified as urgent?

Learn the tricks to adapting to day-to-day tasks. There is always a solution to every situation. Productive people know when their productivity is low and know how to take the steps to get back on track and get things done. In this session, you will learn a few tips and tricks to become more productive and learn how to prioritize into simple segments.

#### Key Points

- The matrix that matters most
- Get ahead of the workload
- Less stressful days ahead!

## Session 6B

### Dressing for Career Mobility



Kim Bourgeois delivers an insightful talk that teaches about dressing the part, feeling confident and the secrets to professional advancement. There are just three rules; be open, be receptive and be ready!

Self-confidence is extremely important and impacts every aspect of our lives. The good news is that self-confidence can be learned. In this session, you'll discover techniques you can use to project confidence in any circumstance.

#### Key Points

- Tips for making a strong first impression in the workplace  
From appearance and speaking to non-verbal cues and body language
- Techniques for understanding the best way to magnify your personal strengths and to understand how to work easily with ANYONE
- Methods for cultivating a mindset that empowers you to share the full scope of your abilities without fear or hesitation

## Session 6D

### Work- Life Balance- Is it a Lie?



If the idea of work-life balance seems like an elusive... even impossible... goal, then you're likely feeling stressed out, overwhelmed, and uncertain about what you can do about it. Don't give up. Despite the demands placed on your precious time, you have more power than you may know. I promise to keep things simple and relaxed as we explore how to restore some balance to your world.

#### Key Points

- 5 myths about work-life balance
- You know you're out of balance when...
- Revealing the real blocks to balance
- Identifying 3 steps that really restore balance

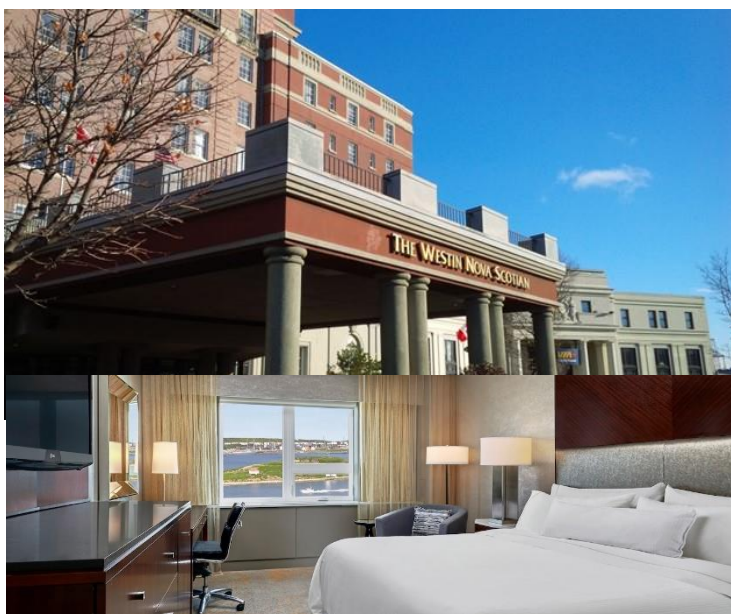
# Pre- Conference Get Together

**TUESDAY, APRIL 28, 2020, 6:00PM – 8:00PM**

An opportunity to get everyone who would like to see the conference location together, in advance of the event and to say an early “Welcome” to the new delegates who had not attended the conference before.

This is also an opportunity for the delegates staying at the hotel to spend some extra time together with fellow delegates. Attendance is free but pre-registration is required. The location will be announced closer to the conference date.

## INFORMATION



### The Westin Nova Scotian

1181 Hollis St,  
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(902) 421-1000 or 888 627-8553

A limited number of guestrooms have been set aside, at the conference hotel, at a special rate of \$159 + taxes. Please call the hotel at **1-888-627-8553** before **March 27, 2020** and ask for the *Atlantic Conference for Administrative Professionals* group rate before the deadline. If you are booking a guestroom after the deadline, please phone the hotel and find out if they can still honor the group rate (depending on availability of rooms.)

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