



ANNUAL EDUCATIONAL FORUM
& 57TH ANNUAL
CALIFORNIA DIVISION MEETING

June 5 - 7, 2009 / Riverside, California



International Association of
Administrative Professionals®
California Division, Inc.

Hosted by the Lado del Rio Chapter

MESSAGE FROM THE CALIFORNIA DIVISION BOARD

You're invited to "Excellence in Action: Effecting Positive Change" in Riverside California on June 5 - 7, 2009

It is with pleasure that we cordially invite each of you to attend the Annual Educational Forum and 57th California Division Meeting in Riverside, California, on June 5 - 7, 2009 at the Marriot Hotel.

Our theme this year is Excellence in Action: Effecting Positive Change and we know that you will not want to miss a moment of this action-packed weekend. This is valuable to both IAAP members and those that are simply interested in stretching to another level in their life or career. Plan to attend the entire weekend and bring a co-worker, friend, or new member to experience IAAP at the Division level.

Friday is our Annual Educational Forum which is filled with professional and personal development classes as well as networking with peers from all over the state. We will begin the day with **Burnette Clingman** talking about "The Courage to Rise to Excellence!" Lunch will be with **Tom Collins** who will discuss "Positive Change through Management of Organizational Values." Two breakout sessions will also inspire and challenge you to think about goals and teamwork in a whole new way.

Friday evening begins our California Division meeting with an outstanding vendor expo and opportunities to reconnect with old friends and make new ones. Saturday begins our Business Session to elect our 2009-2010 officers and conduct Division business. We have two dynamic speakers:

Dr. Lynn Joseph discussing "How to Achieve Goals Quickly and Powerfully with Visualization Techniques" and on Sunday, **Susan Leahy** will be presenting "Stay Empowered – Communicate and Elevate." These are skills, tips, and new approaches to business that you can use right away to make a positive impact in your life and career.

We are thrilled and honored to welcome **Barb Horton CAP**, our IAAP International President, to speak to us on Sunday. She will kick off the 2009-2010 year and get you ready to go back to your chapters or office with a new direction and purpose. This is a wonderful opportunity to hear and meet Barb. We hope you don't intend to miss it!

We look forward to seeing each of you in Riverside in June!

Kind regards,

Board of Directors, California Division, Inc.
of the International Association of Administrative Professionals

2008~2009 BOARD OF DIRECTORS

PRESIDENT

Barbara Murphy CPS/CAP
Tustin, CA
bmurphycpsc@gmail.com

ACTING PRESIDENT-ELECT

Bea Endaya
San Diego, CA
bea@hospitalityinc.com

RECORDING SECRETARY

Ellen Schultz CAP
Glendora, CA
Schultz.ellen@gmail.com

CORRESPONDING SECRETARY

Mary Coelho
Pleasanton, CA
mary94566@gmail.com

TREASURER

Angie LaCarte
San Marcos, CA
angielacarte@cox.net

ANNUAL EDUCATIONAL FORUM SCHEDULE

THURSDAY, JUNE 4, 2009

3:00 – 7:00 pm Registration & Hospitality Hours

FRIDAY, JUNE 5, 2009

8:00 am Welcome and Introductions

8:15 am Keynote: "The Courage to Rise to Excellence!" Burnette Clingman, President/CEO and Author

10:00 am Workshop: "Achieving Your Goals: Taking a Productive Approach to Personal and Professional Growth," Joyce Harper, President/CEO and Columnist

11:45 pm Certification Luncheon and Keynote: "Positive Change through Management of Organizational Values," Tom Collins, Vice Chancellor and Author

2:45 pm Workshop: "Fostering Teamwork in the Workplace--It Starts with You," Lisa Olsen, Professional Development Specialist and Author

4:30 pm Start of California Division Meeting (CDM)
Exhibitor Expo, Welcome Reception and Buffet

6:30 pm Vendor Opportunity Drawing

HIGHLIGHTS

CERTIFICATION LUNCHEON & KEYNOTE

This event recognizes those who received the Certified Professional Secretary® (CPS®) rating, the Certified Administrative Professional® (CAP®) rating, or recertified during the year 2008. Having the CPS or CAP rating is not a requirement to attend this luncheon. Please join us in acknowledging the achievement of our recipients.

EXHIBITOR EXPO AND WELCOME RECEPTION

Sponsored by our exhibitors

If you're looking for the latest technology or ways to improve your professional and personal life, then look no further. The Exhibitor Expo Western Extravaganza is just what you've been looking for! After an educational day of workshops, just two-step over to the Exhibitor Expo Western Extravaganza where you'll find all these things and more.

TRIPS & TOURS

Check out the following websites to create your own mini vacation!

www.RiversideDowntown.org

www.MissionInn.com

ANNUAL EDUCATIONAL FORUM KEYNOTE SPEAKERS



BURNETTE CLINGMAN

"The Courage to Rise to Excellence!"

Don't Fall into Trends! Fall into the Spirit of Excellence!

Many of us flow through the aisles of life simply grabbing at the most trendy opportunity available for the time. Unfortunately, when we do this, goals and dreams often go unattained and unrealized. Thankfully, individuals like Burnette Clingman know just what it takes to move beyond trends and toward more classic, simple methods of ensuring personal and professional success. She calls it "Operating in the Spirit of Excellence," and while doing so requires continuous commitment; she promises to carry you through a process with results that are timeless and priceless! Are you ready for a transformation?

Burnette is the CEO/President of BCE (Burnette Clingman Enterprises) in Dayton, Ohio. She is also the talk show host of Rise! with Clear Channel Communication, Inc. Burnette serves as a board member of the Dayton Urban League and a member of the National Speakers Association. Burnette has been featured in SUCCESS magazine and a guest on BET Tonight with Tavis Smiley. She holds a bachelor's degree in Social Psychology with a forthcoming MBA in July of 2009. Burnette is the author of Chosen for Greatness and Affirming Your Greatness Through the Power of Words.



TOM COLLINS

"Positive Change through Management of Organizational Values"

Positive change in the values of an organization can be a motivational tool that stimulates people to give their best. In this context, organizational values are not a set of written rules or policies; but instead, they are that body of generally accepted behavioral expectations that define how people (including management) relate to the organization, their jobs, and their peers. Both the most effective change process and the positive values that are important will be discussed by Tom. The emphasis will be on how employees can stimulate, be a part of, and a beneficiary of the change and new value environment.

Tom Collins is the Deputy Director, Administrative Affairs and Associate Vice Chancellor, Marine Sciences, and Emeritus at Scripps Institution of Oceanography, University of California, San Diego. He has written many articles and been invited to speak on topics related to university administration, accountability, computerization of administrative processes, the role of administrators in private fundraising, and employee motivation. Tom is most proud of his "Emeritus" designation as this honor is normally reserved for very distinguished professors and rarely awarded to non-academic personnel except to recognize a lifetime of achievements and service to the university and the community.

ANNUAL EDUCATIONAL FORUM WORKSHOPS



ACHIEVING YOUR GOALS: Taking a Productive Approach to Personal and Professional Growth

Presented by Joyce Harper

Are you at the pinnacle of your career? Have you gone as far as you can and done everything you wanted? Or do you have more challenges to face and more mountains to climb? If so, what's next and what will it take to move you from where you are to where you want to go? This high energy, maximum impact presentation, will illustrate how to put action behind your ideas to achieve your goals and accomplish your dreams.

Joyce Harper is President/CEO of Sharper Solutions, LLC, a management consulting firm specializing in internal controls and process improvements. She helps companies create organizational effectiveness and maximize internal resources. Joyce is a sought-after speaker, trainer, and business consultant. She writes a monthly on-line column called "Motivating Change for Sales & Marketing Management."



FOSTERING TEAMWORK IN THE WORKPLACE...

It Starts with You

Presented by Lisa Olsen

Why don't some people play well in the sandbox together? The elements of a productive and synergistic team are not complicated. So why do so many people say they don't feel like they are part of the team? Teams succeed when no one person is in charge; but instead, each individual is charged up with commitment, leadership, and accountability—and something to contribute. News flash: There really is an "I" in teamwork! YOU!

As a Professional Development Specialist, Lisa enjoys inspiring, motivating and training others to achieve professional and personal excellence. She is a speaker; trainer; career consultant; and the owner of Wingspan, a company focusing on expanding people potential. Lisa teaches business courses and advises women returning to the workforce on professional image. She has presented at the IAAP International Convention and the Administrative Professionals Conference. Lisa is a contributor to the website for APs, "OfficeArrow.com" and her first book, When Work Becomes You, It's All About the Fit, was published in 2007.

CALIFORNIA DIVISION MEETING SCHEDULE

SATURDAY JUNE 6, 2009

7:00 am	Continental Breakfast
7:30 am	Division Members-at-Large Meeting
7:45 am	Parliamentary Briefing
8:00 am	Opening Ceremonies and "How to Achieve Goals Quickly and Powerfully with Visualization Techniques," Dr. Lynn Joseph, Psychologist and Award-Winning Author
9:30 am	Division Meeting Business Session
12:00 pm	Networking Luncheon
2:15 pm	Division Meeting Business Session and "The State of the Association," Karlana Rannals CAP, International Treasurer, IAAP
6:00 pm	Pre-Banquet Reception—Meet & Greet the 2009-2010 Board Photo Opportunity
7:00 pm	Installation and Awards Banquet

SUNDAY JUNE 7, 2009

8:00 am	Plated Breakfast
8:30 am	Keynote: "Stay Empowered—Communicate and Elevate," Susan Leahy, Speaker and Author
10:30 am	Keynote: "Encouraging the Heart," Barb Horton CAP, IAAP International President, followed by your IAAP California Division Board of Directors

HIGHLIGHTS

NETWORKING LUNCHEON

Share your ideas, your successes and goals for yourself and your chapter while meeting new colleagues from throughout the state. Community Service Awards are presented to chapters that have exhibited exemplary service to their communities during the year.

INSTALLATION & AWARDS BANQUET

This event is the culmination of a dynamic year. Celebrate our successes and recognize the members and chapters who have created an awesome future by achieving their goals. Discover who will receive the President's Awards and recap the year with Barbara Murphy CPS/CAP, 2008-2009 Division President. Also, begin the coming year with Barbara Murphy CPS/CAP, 2009-2010 Division President, and celebrate with the newly installed Board of Directors.

CALIFORNIA DIVISION MEETING KEYNOTE SPEAKERS

SATURDAY JUNE 6, 2009



Dr. Lynn Joseph

“How to Achieve Goals Quickly and Powerfully with Visualization Techniques”

Have you ever wondered if there is a way to achieve your career and business goals more easily and with less struggle? Career and life transition specialist Dr. Lynn Joseph, author of the acclaimed book, *The Job-Loss Recovery Guide*, will show you how as she shares her award-winning and scientifically-proven strategy that resulted in study participants landing jobs amazingly sooner than participants in a control group. She will also show you how to stay calm and centered as you use these techniques to make your own dreams come true—even in difficult times. You will learn: how to use your imagination in new and powerful ways

to achieve your goals; how the world’s most successful athletes train their minds with the same discipline that they train their bodies, and how you can too; and what guided visualization research has discovered about the mind/body connection. Experience two visualization demonstrations.

Dr. Lynn Joseph is an award-winning author, speaker, and psychologist. She is recognized for her innovative guided visualization recordings promoting achievement and emotional mastery, as well as for her best-selling book, The Job-Loss Recovery Guide. Dr. Lynn formerly served as Vice President, Career & Life Transition Programs with Parachute, Inc.

SUNDAY JUNE 7, 2009



Susan Leahy

“Stay Empowered—Communicate and Elevate”

The goal in life is not to get empowered, it is to STAY empowered. Do you ever wish that more people took you seriously and that people would listen to what you have to say? If you want to learn how to elevate your relationships, you will not want to miss Susan’s practical tips on how to communicate to STAY empowered at work, with friends and at home! This is an interactive, informative and fun session that will teach you in one short hour how to get more out of your life both personally as well as professionally.

Susan Leahy’s work focuses on helping groups improve their internal communication in order to create and foster more TEAM. She does this both personally as well as professionally working across the nation as a speaker, coach and trainer in corporations, non-profits, universities and with couples. Susan earned her Masters in Applied Behavioral Science with an emphasis in coaching and consulting from Bastyr University in Washington State. She is a member of NSA (National Speakers Association) as well as NAP (National Association of Parliamentarians). Susan and her Canadian husband, Jared Patrick, are the co-creators of an audio publishing company called The Freeway Guides™. Susan’s Freeway Guides can be found in libraries nationwide and have been featured in Library Journal, Overdrive and Audio File magazine. Susan is a native Southern Californian and is very proud of the unique fact that she was raised by a mother who was a professional clown and a father who was a career Marine. To learn more about our speaker visit www.SusanLeahy.com.



Barb Horton CAP

International President, IAAP

Kouzes/Posner in their book *Encouraging the Heart* state, “...at the heart of leadership is caring. Without caring, leadership has no purpose.” Based on the book, this interactive session will explore The Seven Essentials of Encouragement, complete an Encouragement Index, and provide tools to make you effective.

Together we’ll discover why every leader—every person in fact—needs to take the initiative to recognize others, celebrate accomplishments and create an atmosphere of confidence and support. When we learn the art of encouraging and motivating others, our effectiveness as

leaders increases. If you want others to care about what you say and what you know, then you need to learn to show others how much you care. That’s where it starts.

Employed with Terasen Gas, Inc. as a Customer Service Performance Manager, Barb ensures that customer experience meets or exceeds customer service performance measures. A member of IAAP since 1996, she currently serves as IAAP’s 2008-2009 President. Barb lives in Surrey, British Columbia.

2009 ANNUAL EDUCATIONAL FORUM & 57TH CALIFORNIA DIVISION MEETING

Friday thru Sunday, June 5–7, 2009

REGISTER

On-line: Go to <http://www.iaap-ca.org>. Visa or MasterCard accepted.
Checks: Make payable to : CA Div., Inc., IAAP and mail to
Angie LaCarte, 1015 Fulton Road, San Marcos, CA 92069-2030

AEF/CDM COMPLETE PACKAGE - Friday/Saturday/Sunday

MEMBER

Postmarked by March 31, 2009 - \$380
Postmarked by April 30, 2009 - \$430
Postmarked after April 30, 2009 - \$500

NON-MEMBER

Postmarked by March 31, 2009 - \$430
Postmarked by April 30, 2009 - \$480
Postmarked after April 30, 2009 - \$550

Package includes: All events, except Trips & Tours

ANNUAL EDUCATIONAL FORUM (AEF) - Friday

MEMBER

Postmarked by March 31, 2009 - \$195
Postmarked by April 30, 2009 - \$225
Postmarked after April 30, 2009 - \$255

NON-MEMBER

Postmarked by March 31, 2009 - \$205
Postmarked by April 30, 2009 - \$235
Postmarked after April 30, 2009 - \$265

Package includes: Morning Keynote Speaker, Morning and Afternoon Workshops, and Certification Luncheon and Keynote Speaker

57TH ANNUAL CALIFORNIA DIVISION MEETING (CDM) - Saturday/Sunday

MEMBER

Postmarked by March 31, 2009 - \$205
Postmarked by April 30, 2009 - \$235
Postmarked after April 30, 2009 - \$265

NON-MEMBER

Postmarked by March 31, 2009 - \$245
Postmarked by April 30, 2009 - \$275
Postmarked after April 30, 2009 - \$305

Package Includes: Friday Exhibitor Expo & Buffet, Saturday & Sunday Division Meeting, Networking Luncheon, Keynote Speakers, Installation & Awards Banquet and Educational Workshop

AIRLINE INFORMATION

Fly into Ontario Airport

HOTEL INFORMATION

Riverside Marriott
3400 Market Street
Riverside, California 92501

RESERVATIONS: 800.228.9290 or 951.784.8000—Group rate code “CADIVIAAP”

ROOM RATE: \$109 (per night single or double occupancy + Room tax)
Reserve by May 15 for discounted rate.

HOTEL DOES NOT PROVIDE SHUTTLE SERVICE TO/FROM AIRPORT

TRANSPORTATION: Shuttle—800.BLUEVAN (258.3826) | \$39 first passenger; \$9 each additional passenger
Yellow Cab Company—800.305.8594 | +/- \$45 one way
Inland Empire Taxi—951.248.0709 | +/- \$50 one way
Bell Cab Company—800.340.8294 | +/- \$52 one way
For more information, go on-line: www.lawa.org/welcomeONT.aspx

PARKING: Self-park \$8/day (in and out privileges)

TRIPS & TOURS: Check out the following websites to create your own mini vacation!
www.RiversideDowntown.org
www.MissionInn.com

Lado del Rio Chapter IAAP

Attn: Verla Covey

1505 N. Beverly Court

Ontario CA 91762-1315

REGISTRATION



FOR YOUR CONVENIENCE, REGISTER ON~LINE AT:
www.iaap-ca.org

Name	Badge Name
Home Address	Company Name
City/State/Zip	Address
E-mail	City/State/Zip
Telephone	Day Telephone

First time attendee? yes no Delegate? yes no Alternate? yes no

IAAP Member and Certification Information - Check all that apply

IAAP Number _____ Chapter Name: _____
 CPS Year Certified _____ CAP Year Certified _____
 California Division Other Division (specify): _____
 Division Member-at-Large International Member-at-Large
 Past or Current Division Officer Past or Current International Officer
 Attending Sunday Educational Workshop

ANNUAL EDUCATIONAL FORUM		CALIFORNIA DIVISION MEETING	
FRIDAY, JUNE 6, 2009		SATURDAY-JUNE 6, 2009	
8:00 am	Welcome and Introductions	7:00 am	Continental Breakfast
8:15 am	Keynote: Burnette Clingman	7:30 am	Division Members-at-Large Meeting
10:00 am	Workshop: Joyce Harper	7:45 am	Parliamentary Briefing
11:45 pm	Certification Luncheon and Keynote: Tom Collins	8:00 am	Opening Ceremonies and Keynote: Dr. Lynn Joseph
2:45 pm	Workshop: Lisa Olsen	9:30 am	Division Meeting Business Session
4:30 pm	Start of California Division Meeting (CDM) Exhibitor Expo, Welcome Reception and Buffet	12:00 pm	Networking Luncheon
6:30 pm	Vendor Opportunity Drawing	2:15 pm	Division Meeting Business Session and The State of the Association
		6:00 pm	Pre-Banquet Reception/Meet & Greet
		7:00 pm	Installation and Awards Banquet
		SUNDAY, JUNE 7, 2009	
		8:00 am	Plated Breakfast/Keynote: Susan Leahy
		10:30 am	Keynote: Barb Horton CAP, IAAP International President followed by your Board of Directors



ANNUAL EDUCATIONAL FORUM & 57TH CALIFORNIA DIVISION MEETING

Friday-Sunday • June 5-7, 2009

REGISTRATION

COMPLETE AEF/CDM PACKAGE

(Includes all events)

MEMBER

Postmarked *by March 31, 2009* - \$380
 Postmarked *by April 30, 2009* - \$430
 Postmarked *after April 30, 2009* - \$500

NON-MEMBER

Postmarked *by March 31, 2009* - \$430
 Postmarked *by April 30, 2009* - \$480
 Postmarked *after April 30, 2009* - \$550

ANNUAL EDUCATIONAL FORUM (AEF)

Friday

MEMBER

Postmarked *by March 31, 2009* - \$195
 Postmarked *by April 30, 2009* - \$225
 Postmarked *after April 30, 2009* - \$255

NON-MEMBER

Postmarked *by March 31, 2009* - \$205
 Postmarked *by April 30, 2009* - \$235
 Postmarked *after April 24, 2009* - \$265

CALIFORNIA DIVISION MEETING (CDM)

Saturday & Sunday

MEMBER

Postmarked *by March 31, 2009* - \$205
 Postmarked *by April 30, 2009* - \$235
 Postmarked *after April 30, 2009* - \$265

NON-MEMBER

Postmarked *by March 31, 2009* - \$245
 Postmarked *by April 30, 2009* - \$275
 Postmarked *after April 30, 2009* - \$305

NOTE: If you registered on-line at www.iaap-ca.org and paid with a credit card, **DO NOT MAIL THIS FORM!**

REGISTRATION

Member Package Total \$ _____

Non-Member Package Total \$ _____

Individual Events / Guest Meal Functions:

Certification Luncheon (Fri) No. ____ @ \$45 = \$ _____
 Exhibitor Expo & Buffet (Fri) No. ____ @ \$55 = \$ _____
 Networking Luncheon (Sat) No. ____ @ \$45 = \$ _____
 Installation & Awards Banquet (Sat) No. ____ @ \$60 = \$ _____

Please select choice of entrée for Awards Banquet:

Steak/Shrimp Scampi Vegetarian

Meal Restrictions: _____

Keynote & Educational Workshop (Sunday) No. ____ @ \$50 = \$ _____

TOTAL REMITTANCE \$ _____

PAYMENT METHOD

Make Checks Payable to: CA Div., Inc.-IAAP (Tax ID Number 95-6097383)

To pay with a Credit Card, you must register online at www.iaap-ca.org

Mail Payment and Form to: Angie LaCarte
 1015 Fulton Rd.
 San Marcos, CA 92069-2030

Cancellations/Refunds: To cancel a reservation and request a refund prior to May 15, 2009, contact Angie LaCarte at 760.744.7542 or treasurer@iaap-ca.org. A cancellation fee of \$50 will apply. Refund via check.

NO REFUNDS after May 15, 2009 **NO EXCEPTIONS**

Questions? Please contact Angie LaCarte: 760.744.7542 or treasurer@iaap-ca.org

HOTEL: Riverside Marriott
 3400 Market Street
 Riverside, CA 92501

RESERVATIONS: 800.228.9290 or 951.784.8000 (Group Code CADIVIAAP)
 \$109 Double Occupancy + Room Tax
 (reserve by May 15 for discounted rate)
HOTEL DOES NOT provide shuttle service to/from Airport

TRANSPORTATION:
 Shuttle 800.BLUEVAN (258.3826) | \$39 first/\$9 additional
 Yellow Cab Company 800.305.8594 | +/- \$45 (1-way)
 Inland Empire Taxi Company 951.248.0709 | +/- \$50 (1-way)
 Bell Cab Company 800.305.8594 | +/- \$52 (1-way)

PARKING: Self Park \$8/day

DRESS CODE: Day Friday/Saturday/Sunday. Business
 Evening Friday. Casual Western Theme
 Evening Saturday Banquet. Semi-Formal

ACTIVITIES: Check out the following websites to create your own mini vacation!
www.RiversideDowntown.org
www.MissionInn.com



Meet & Greet

A request has been made for all to attend the reception hour before our final dinner begins...

Come meet your 2009-2010 CA Division Board

Saturday, June 6, 2009

6:00 to 7:00 p.m.

Grand Ballroom Foyer

Gather your board, gather your members, meet the new president and board and have a group picture taken.

Chapter Presidents please contact Murphy Jones CPS/CAP to reserve a time with the new president and board for your group picture.

murphyjones327@gmail.com

