

# 35<sup>th</sup> Annual Professional Development Day

A Multi-Chapter Event

“Admins Achieving Excellence”

Crowne Plaza Hotel

17941 Von Karman Avenue, Irvine, California



International Association of  
Administrative Professionals®  
Multi-Chapter Symposium

Saturday, October 1, 2011

8:00 a.m. ~ 3:30 p.m.

## Guest Speakers

*W Mitchell*

“It’s Not What Happens To You— It’s What You Do About It”  
and

*Todd Hunt*

“Communication Bleeps and Blunders In Business”

Coordinated by the following IAAP Chapters:

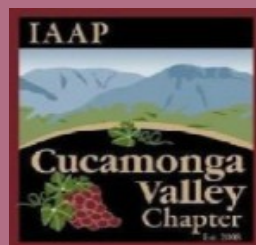
Bahia



Citrus Valley



Cucamonga Valley



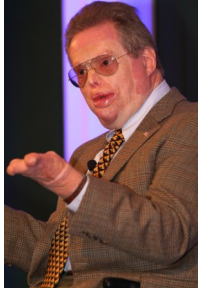
Orange Empire



Valencia-Orange County



# Speaker and General Information



## W Mitchell

***“It’s Not What Happens to You—  
It’s What You Do About It!”***

**W Mitchell**, international keynote speaker, author, nationally acclaimed mayor, community and business leader. Known as “the man who won’t be defeated,” he reveals the core beliefs and proven strategies that led to his personal and professional success and that can empower you to achieve excellence.

- Learn to take responsibility . . .
- Learn to think creatively . . .
- Be empowered to take action . . .
- Experience a renewal . . .

W Mitchell promises to be a speaker you will think about and remember for the rest of your life!



## Todd Hunt

***“Communication Bleeps and  
Blunders in Business”***

**Todd Hunt**, professional speaker, started a successful marketing agency in Chicago, and by his own admission is a “recovering anal retentive professional” (RARP), who finally learned to lighten up! His presentation pledges important lessons in the most humorous ways.

- You said one thing; your boss or coworker heard another. Neither was wrong, but now you have to fix it!
- How to improve communication with customers and colleagues to become more successful.
- Fix communication bleeps and blunders that pervade the world of the administrative professional.
- Get what you want without being a pain.

Todd Hunt guarantees that you will go back to work smiling and armed with numerous ways to fix the communication bleeps and blunders in your business!



- Women Helping Women/Men2Work is back by popular demand! Please bring your donations of gently used business clothing and/or accessories for women and men to the meeting, and drop off your donations during the morning registration process.
- Information about the organization and a brief testimonial will be presented during the program.
- Please note that there is a particular need for donations of purses, shoes and toiletries.



## Notes and Reminders

- 4 recertification points for the day.
- Remember your business cards for networking.
- Visit our many exhibitors throughout the day to hear about their professional and personal products/services, and to participate in their drawings.
- Business attire—Bring a sweater/jacket in case the room gets chilly.
- Hotel self-parking is discounted to \$6 (regularly \$16)—just announce you are with IAAP to the parking attendant.

## Crowne Plaza Hotel 17941 Von Karman Avenue, Irvine

Reservations: Visit the Crowne Plaza at  
[https://resweb.passkey.com/Resweb.do?mode=welcme\\_gi\\_new&groupID=4183378](https://resweb.passkey.com/Resweb.do?mode=welcme_gi_new&groupID=4183378)  
or call 949-863-1999  
Mention “IAAP” when calling the hotel for reservations

Conveniently located in Irvine, near John Wayne Airport (with complimentary shuttle service if you fly in), and within walking distance of several restaurants.

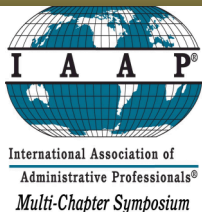
The room rate is \$84 and discounted self-parking is \$6 (either for overnight or the day of the event).

### Directions:

**From San Diego (North 405 Freeway):** Exit Jamboree Road and turn north (right) to Main Street. Turn west (left) onto Main to Von Karman Avenue. Turn south (left) onto Von Karman to Morse (1<sup>st</sup> stop light). Turn west (right) to the stop sign and turn south (left). The hotel will be on the left just past the fountains.

**From elsewhere in California (South 405 Freeway):** Exit MacArthur Boulevard/John Wayne Airport and turn north (right) to Main Street. Turn east (right) onto Main to Von Karman Avenue. Turn south (right) onto Von Karman to Morse (1<sup>st</sup> stop light). Turn west (right) to the stop sign and turn south (left). The hotel will be on the left just past the fountains.

# Registration Form for “Admins Achieving Excellence”



**2011 Professional Development Day**  
Crowne Plaza Hotel, 17941 Von Karman Avenue, Irvine, California  
949-863-1999 or 877-227-6963 (toll free)

**October 1, 2011 – 8:00 a.m. to 3:30 p.m.**  
*Registration Mail-in Form*

Name: \_\_\_\_\_  CPS  CAP  Non-Member

Address: \_\_\_\_\_

City, State, Zip: \_\_\_\_\_

Daytime Phone: ( ) \_\_\_\_\_ Evening Phone: ( ) \_\_\_\_\_

Email Address: \_\_\_\_\_

Lunch Choice:  Chicken Piccata  Singapore Chicken Salad  Vegetarian (Singapore Salad—No Chicken)

IAAP Chapter Name: \_\_\_\_\_

<u>Fees:</u>	<u>Before September 10</u>	<u>After September 10</u>
CA Division Member*	\$75	\$85
Non-Member	\$85	\$95
At the Door		\$95

\*CA Division Member denotes a California Chapter Member or a Division Member at Large

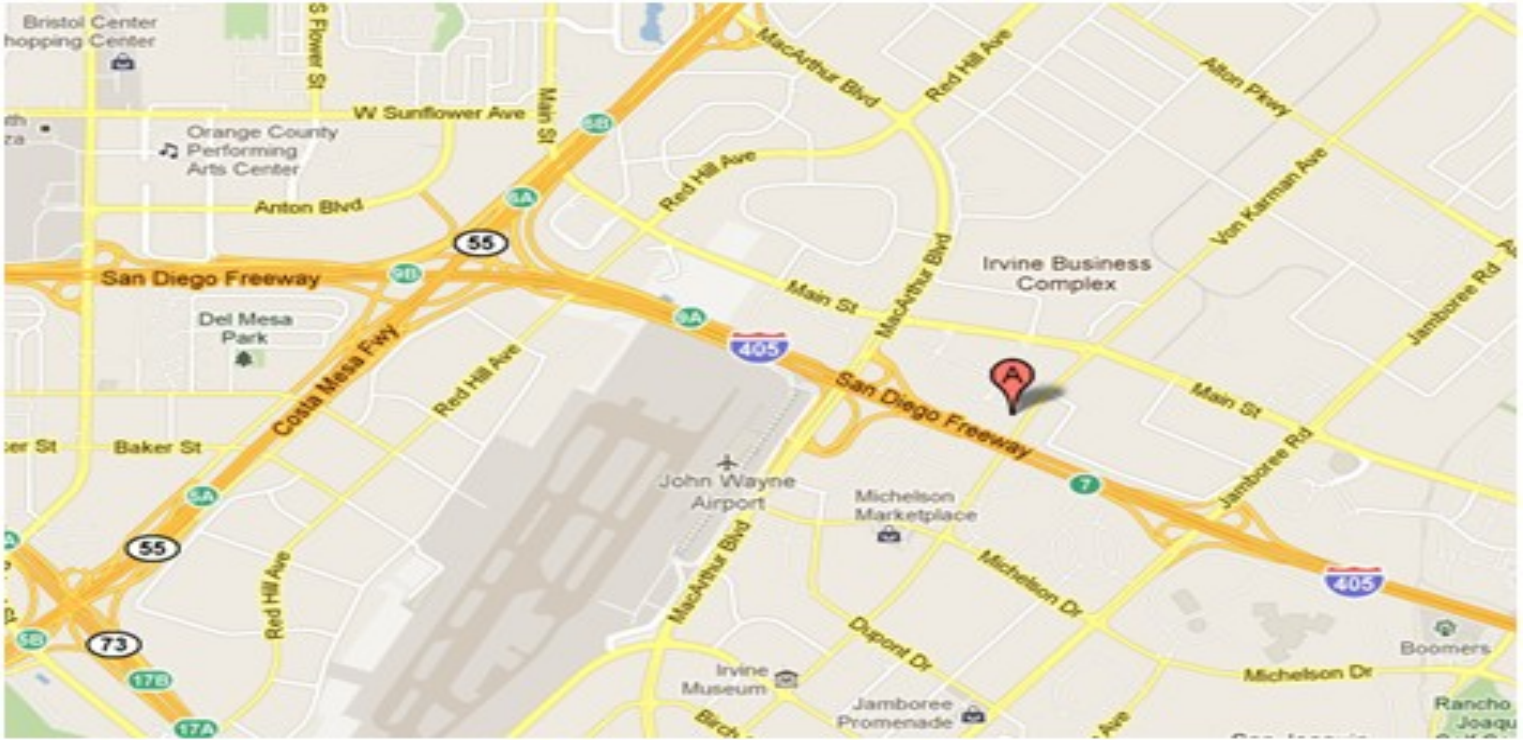
Registration payments must be postmarked or received on-line by September 10 to qualify for the advanced registration fee.

**Sorry, no refunds . . . But attendee substitutes are welcome!**

If you would like to pay by PayPal, please visit our web site and register online at [www.iaapmcs.com](http://www.iaapmcs.com). To register by check, mail the completed registration form and check, payable to IAAP Multi-Chapter Symposium to:

**Joan Snyder, CPS/CAP**  
**14522 Greenwood Lane**  
**Tustin, CA 92780**  
**(949) 399-0600**

# 35th Annual Professional Development Day Hotel Venue Directions



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