

# What the Heck Just Happened?

**Just  
\$84**

*Learn a positive approach that takes the stress and frustration out of dealing with disagreements and conflict.*

**Friday, April 22, 2011  
Wichita, Kansas**

Workplace conflicts are facts of life. Whenever you bring together people with different backgrounds, values, and personalities, conflicts are inevitable. But that doesn't mean you have to let these personal disagreements affect your career and productivity. Knowing how to work through disagreements and handle confrontation can make a big difference in your career. Come discover proven techniques to manage conflict and build stronger workplace relationships.



**What the  
Heck Just  
Happened?**

*Susan Meyer*



## **Who will benefit:**

- ◆ Administrative assistants
- ◆ Executive assistants
- ◆ Office managers
- ◆ Secretaries
- ◆ Support staff
- ◆ Anyone who's responsible for coordinating, managing or being an effective member of an office team

## **Managers:**

Personal disputes and employee politics are an unpleasant fact of life for most organizations. But they don't have to affect your employees' efficiency. By attending this seminar, your office professionals will learn how to handle work conflicts, minimize the effects of personality clashes, and help create a great work environment. Why not give them the opportunity to attend this seminar? Not only will they appreciate the break in their routine, they will return to the office rejuvenated and with skills to help reduce the negative impact of office politics.

## What Others Have Said About Minisa Chapter Seminars

*Topics covered more than met my expectations. I look forward to attending future seminars.*

*Outstanding! Thanks so much.*

*Enjoyed conversations with other admins.*

*Again, IAAP introduced us to a very interesting speaker/presenter. Thanks!*

*I really enjoyed the speaker, he was very interesting and entertaining.*

*It was great. Thank you.*

*Really enjoyed the seminar!*

*Great topic with good presenter and excellent knowledge to share and pique interest.*

## Dear Approving Manager:

Minisa Chapter is excited to partner with **SUSAN MEYER** in bringing cutting-edge training to your office professionals at a special IAAP discount.

As **Administrative Professionals Day®** approaches, are you looking for a way to show your appreciation to your administrative assistant? Why not give your assistant a special **DAY OF RECOGNITION FOR A JOB WELL DONE!**

This seminar provides an exciting opportunity for your assistant to gain practical, proven skills that will enable him or her to be more productive. Send your assistants a clear message that you value them—enroll them in this seminar today!

By encouraging your assistants to attend this stimulating seminar, you have a “win-win” situation: you win and your assistants win.

## What the Heck Just Happened?

### *Dealing with People Who Don't Play Well with Others or When Critical Conversations Become Convolutud*

Whenever we bring together people with different backgrounds, values, and personalities, conflicts are inevitable. But that doesn't mean you have to let these personal disagreements impact your career and productivity. You have to take control of the situation if you want results. Let Susan Meyer show you how at this highly interactive and energized workshop that will cover:

- Why Can't We all Just Get Along?
- Handling Critical Conversations with Credibility
- Conflict Resolution Techniques
- Dealing with D.R.I.P.s at Work: Difficult, Rude, Irritating People
- Handling the Pressure When the Heat is on

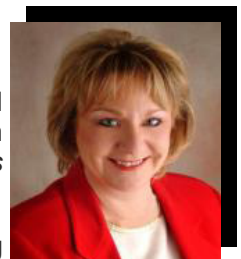
## Susan Meyer

Susan Meyer has spoken to over a half-million people in eight countries. She is a published author, business owner, trainer, and occasional guest commentator on the Fox and NBC networks in Kansas City. She has authored or co-authored five books including *SOS for Stress!* and *Power Tools for Success*.

Susan launched her career in the restaurant business building and leading teams. As training director for the world's largest Pizza Hut franchisee, she guided all levels of training for 450 restaurants, managed the corporate training center, published the company newsletter, and earned her certificate in employment law.

Susan then joined Fred Pryor Seminars and began an eight-year adventure conducting one-day seminars and serving as a management consultant to companies worldwide. She consistently earned high audience ratings and trained and mentored many new speakers. In 1995, Susan started SpeakerUSA, Inc., a consulting company dedicated to developing and delivering customized training programs. Today, SpeakerUSA boasts over 100 clients.

Susan is known for her engaging, humorous leadership style. Audiences applaud her ability to inform, involve, and inspire—and you will too!





**About the Sponsor  
Minisa Chapter,  
IAAP**

Established in 1942, and with over 40,000 members, IAAP is the leading organization for office professionals in the world. Minisa Chapter is committed to designing success for office professionals in the Wichita area. IAAP's objectives are to elevate the standards of all administrative professionals and to promote their working relationships with management through continuing education, local, regional and international programs, and publications. IAAP's vision is to inspire and equip all administrative professionals to attain excellence.

[www.orgsites.com/ks/minisaiaap](http://www.orgsites.com/ks/minisaiaap)

**YOU ARE INVITED TO ATTEND!**

**Friday, April 22, 2011**

**Hotel at Old Town Conference Center  
210 N. Mosley, Wichita, KS / 316.262.7300**

**Morning Workshop**

8:15 a.m. – 9:00 a.m. Register  
9:00 a.m. – 10:30 a.m.  
10:30 a.m. – 10:45 a.m. Break  
10:45 a.m. – 12:00 p.m.

12:00 p.m. – 1:00 p.m. Lunch (provided)

**Afternoon Workshop**

1:00 p.m. – 2:30 p.m.  
2:30 p.m. – 2:45 p.m. Break  
2:45 p.m. – 4:00 p.m.  
4:00 p.m. – 4:15 p.m. Door Prizes  
4:15 p.m. Tour of Hotel (optional)

**\*\*\* Room temperature fluctuates so layered clothing is recommended.**

- 5 CPS/CAP re-certification points will be awarded.
- You'll take home handouts for reference.

**It's Easy to Register**

**Complete and mail form to:**  
Bobbie Frye, CPS/CAP  
Minisa Chapter, IAAP  
5202 W. Douglas  
Wichita, KS 67212  
bfrye@cessna.textron.com

**Questions? Contact:**  
Bethel Banzhaf, CPS/CAP  
Seminar Co-coordinator  
316.684.6681 or  
MinisaChapter@hotmail.com

**Refund Policy:**  
No Refunds.  
Substitutions are allowed.



**Make check payable to: Minisa Chapter, IAAP**

**Early Bird Deadline: April 8, 2011**

*A separate registration form is required for each registrant. Photocopies of this form may be used.*

**Please print or type.**

CPS     CAP     CPS or CAP Re-certification  
 Name \_\_\_\_\_ Phone \_\_\_\_\_  
 Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
 Employer \_\_\_\_\_ Phone \_\_\_\_\_  
 Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
 Job Title \_\_\_\_\_  
 Email Address \_\_\_\_\_  
 Disability/Dietary requirements? \_\_\_\_\_

**Seminar Fee:** (includes lunch)

\*\*\*To ensure a lunch reservation, please register by April 15, 2011

- \_\_\_\_\_ \$64 IAAP Member (ID# \_\_\_\_\_)
- \_\_\_\_\_ \$84 Non-Member Early Bird Registration
- \_\_\_\_\_ \$79 Non-Member Group Discount (5 or more)
- \_\_\_\_\_ \$99 Non-Member Registration
- \_\_\_\_\_ \$173 YES, I want to join Minisa Chapter, IAAP and attend this exciting seminar! (I'll save \$26.)

**Download more forms from: [www.orgsites.com/ks/minisaiaap](http://www.orgsites.com/ks/minisaiaap)**



Hosted by Minisa Chapter, IAAP  
c/o Bobbie Frye, CPS/CAP  
5202 W. Douglas  
Wichita, KS 67212

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**Seminar**  
**Friday, April 22, 2011**  
*What the Heck Just Happened?*  
*(Dealing with people who don't play well)*

**Attention: If addressee is no longer at this address, please route to the appropriate office professional.**



**Are You Ready for the Challenges in Your Workplace?  
Do You want to Maximize Your Career Potential?**

Minisa Chapter, IAAP presents a one-day seminar:  
***What the Heck Just Happened?***  
*(Dealing with people who don't play well)*  
**A worthwhile investment of time and money!**  
**ROI = employee recognition and professional development.**  
**Register now for the April 22, 2011 Seminar**



**Hotel at Old Town  
Conference Center**  
210 N. Mosley, Wichita, KS 67202

