



**YOU ARE INVITED TO ATTEND!**

**Friday, April 10, 2009**

**Hotel at Old Town Conference Center**

**(210 N. Mosley, Wichita, KS – 316.262.7300)**

8:15 a.m. – 9:00 a.m.	<b>Register</b>
9:00 a.m. – 10:30 a.m.	<b>1st Session</b>
10:30 a.m. – 10:45 a.m.	<b>Break</b>
10:45 a.m. – 12:00 a.m.	<b>2nd Session</b>
12:00 p.m. – 12:45 p.m.	<b>Lunch (provided)</b>
12:45 p.m. – 1:00 p.m.	<b>APW Observance</b>
1:00 p.m. – 2:30p.m.	<b>3rd Session</b>
2:30 p.m. – 2:45 p.m.	<b>Break</b>
2:45 p.m. – 4:00 p.m.	<b>4th Session</b>
4:00 p.m. – 4:15 p.m.	<b>Door Prize Drawings</b>
4:15 p.m.	<b>Tour of Hotel (Optional)</b>

- 5 CPS/CAP re-certification points will be awarded.
- You'll take home a comprehensive workbook for reference.
- Enjoy a stroll through the Vendor's Mart for some shopping!

Dear Approving Manager:

Minisa Chapter is excited to partner with **DONNA BERRY**, one of Wichita's leading trainers, 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!**

By encouraging your assistant to attend this exciting seminar, you have a "win-win" situation – your assistant wins and you win.

This seminar provides an exciting opportunity for your assistant to gain practical, proven skills that will promote team building harmony, good decision making and new leadership styles which will enable your assistant to be more productive.

With a one-day investment and the registration fee, we think you'll agree it's a small price to pay for the increased productivity of a more positive and motivated employee who can inspire others to higher achievement.

#### **What Others Have Said About IAAP 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!

## **Seminar Description**

She is bright, educated and provides technical support on a daily basis. She even says all the right things; but it isn't what she says but how she says it. All the right words come out all wrong. The best intentions are turned into the worst outcomes. And while this is not acceptable for customers *or* co-workers, where do you begin to change inflection, tone and attitude? Doesn't it make sense to speak with kindness and consideration? Where is the civility? Where is the common sense?



**Donna Berry**

Donna Berry is a senior development consultant specializing in areas of leadership, emotional intelligence, team building and customer service. With a career history spanning nearly thirty years, Donna has sold her consulting firm and currently is associated with Link Resource Group. A highly skilled and knowledgeable facilitator, Donna works successfully with organizations such as Bombardier/LearJet, LSI Logic, Hyatt Regency, KU Medical Center and many others. Her entertaining style of communication makes learning interesting and fun. Author of four training books, Donna lives in Wichita with her husband and two cats.

## **Seminar Outline**

**Emotional Intelligence (EQ) can help create an environment where:**

- Intelligent, courteous and effective communication is the rule, not the exception.
- Open, honest, empathetic communication results in trust and respect.
- Presentation skills become more powerful, more persuasive.
- Team participation becomes a pleasure.
- True leadership is natural; management and manipulation are abandoned.
- Common sense is practiced.
- People are smart, sensible and supportive!  
The picture of the professional is complete.



**International Association of  
Administrative Professionals®**

### **It's easy to register . . .**

*Complete and mail form to:*

Ruth Smith CPS/CAP  
Minisa Chapter IAAP  
7903 E Gilbert  
Wichita KS 67207

*Questions? Contact:*

Bobbie Frye CPS/CAP  
Seminar Co-coordinator  
316.517.3548 or  
bfrye@cessna.textron.com

*Refund Policy:*

No Refunds  
Substitutions are allowed

### **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.

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