

THE PREMIER ADMINISTRATIVE PROFESSIONALS LEARNING EVENT

2nd Annual
**SUCCEEDING
Professionally
GROWING**
Personally
NAVIGATING TOMORROW'S CHANGE

Administrative Professionals!
Join us for a day of cutting-edge education,
life-changing motivation and super-size fun!



BERMUDA
TOURISM AUTHORITY

**APRIL 25
2017**

**FAIRMONT
SOUTHAMPTON
PRINCESS**

8:30AM-4:30PM

TONS OF VALUE

International Virtual Presenter

First-Class Local Presenters

Fantastic Networking Opportunities

Continental Breakfast & Full Lunch Buffet

Special Give-A-Way Prizes

**\$325 PER PERSON
\$310 PER PERSON BY MARCH 10TH**

RESERVED SEATING FOR CORPORATE TABLES OF 10

EMAIL apdbda@gmail.com

FIND US ON



ASCENDANT
group



BACARDI LIMITED



Karla Lacey
Chief Operations Officer,
Bermuda Tourism
Authority

PRESENTATION:
**Keeping Your Well
From Running Dry**



Dr. Crystal Clay
Talent and Development
Consultant,
Chubb, North America

PRESENTATION:
**The Rise of the New
Administrative Professional**



Kellianne Smith
Head of Global HR &
Organizational Development,
The Argus Group

PRESENTATION:
**The Power of Time:
Admin Professionals Success
Strategies for Best Results**



James Spellos
President,
Meeting-U

PRESENTATION:
**Hot Technologies for
Administrative Professionals
(Virtual Presentation)**



Pandora Glasford
Training Manager,
Department of Workforce
Development, Bermuda
Government

PRESENTATION:
**Administrative Industry Survey
- Results That Impact You**

DYNAMIC PRESENTATION SESSIONS

Cutting-Edge Education, Life Changing Motivation & Super-Size Fun!

Learning AGENDA

8:30AM Power Partnering - Registration Breakfast

9:30AM Ready, Set, Go - Experience Overview

William Spriggs, CMA, CPA, CAP, Admin Excellence

9:45AM Administrative Industry Survey - Results That Impact You

Pandora Glasford, Training Manager, Department of Workforce Development

10:20AM Deeper Learning - Educational Workshops

- **Keeping Your Well From Running Dry**

Karla Lacey, CDME, CTA, Chief Operations Officer, Bermuda Tourism Authority

- **The Rise of the New Administrative Professional**

Dr. Crystal Clay, Talent and Development Consultant, Chubb, North America

Who Should Attend?

**Office & Records Managers | Administrators | Administrative Assistants
Legal Assistants | Executive Assistants | Secretaries | Personal Assistants
HR | Marketing Staff | Medical Support Staff**

12:20PM Power Partnering - Networking Lunch

- **Administration Professionals Day Lotto**
Special Corporate Gift Give-A-Ways
 - **Celebrating Success - 2016 CAP Awardees**
Presentation of Fall 2016 Certified Administrative Professional (CAP) Awardees
-

**1:40PM KEYNOTE - The Power of Time:
Administrative Professionals Success Strategies for Best Results**
Kellianne Smith, Head of Global HR & Organizational Development, The Argus Group

**2:30PM Hot Technologies for Administrative Professionals
(Virtual Presentation)**
James Spellos, President, Meeting-U

**3:30PM The Changing Role of the Administrative Professional -
Moderated Panel Discussion**
Linda Smith, Pandora Glasford, Karla Lacey, Dr. Crystal Clay and Kellianne Smith

4:20PM Changing Forward - Closing Remarks

Morning Emcee - William Spriggs

Afternoon Emcee - Linda Smith, Public Relations and Marketing Consultant

As well as any C Suite team members that want to share this special APD with their Administrative dynamos that, day in and out, keep everyone smiling.

Presenters & Facilitators



Karla Lacey, CDME, CTA

Chief Operations Officer, Bermuda Tourism Authority

PRESENTATION TITLE: Keeping Your Well from Running Dry

Learning Outcomes:

- Understand the 5 areas of self-care you cannot ignore
- Recognize your self-care gaps
- Prioritize which gaps to address and when
- Grow your self-care toolkit

Biography:

Bermuda born, US raised Ms. Lacey's diverse career has one constant focus – building bridges between individuals, groups, businesses and communities. Spanning political, ethnic, cultural, social and economic divides, she has guided businesses and organizations across divergent industry sectors to build and strengthen their brands by applying innovative and original solutions to complex business challenges. As COO of the Bermuda Tourism Authority (BTA) since March, 2014, Ms. Lacey is responsible for the strategic direction and management of the organization's operational and administrative functions, including all aspects of finance, information technology, human resources, real estate and facilities and administrative matters for its Bermuda and New York offices. Also under her remit: the implementation of national industry service standards; on-Island communication via stakeholder and public relations; community outreach and rebuilding pride in Bermuda's tourism and hospitality industry.



Dr. Crystal Clay

Talent and Development Consultant, Chubb, North America

PRESENTATION TITLE: The Rise of the New Administrative Professional

Learning Outcomes:

- Explore the evolving role of the Administrative Professional
- Discuss the impact of change in 2017 and beyond
- Identify strategies to navigate the shift
- Discover how you can keep your competitive edge

Biography:

Crystal Clay is a Talent and Development Consultant with Chubb. Crystal has spent the last 25 years dedicated to the field of Human Resource Management with a focus on professional and leadership development of individuals and teams both locally and internationally. Her work has involved her coaching individuals and teams, facilitating team initiatives and training. Crystal is passionate about developing others. She has worked in both the public sector as the Senior Training Manager for the Bermuda Government and a number of years in the private financial services industry. She also enjoys working with young people to develop their careers through internship programs and mentoring. She is currently the Chair of the BII Education Committee and serves on the Board of Directors for Teen Services. Crystal holds a PhD in Organizational Leadership from Regent University.





Kellianne Smith

Head of Global HR & Organizational Development, The Argus Group

KEYNOTE: The Power of Time: Admin Professionals Success Strategies for Best Results

Effective time management is central to the Administrators goal to produce superior results. The ever changing workplace, new technology and constant roar of competing demands on the Admin demand new time management strategies for higher level achievement

Learning Outcomes:

- Learn how to remove barriers to your productivity
- Develop new positive habits for managing your time
- Create a more goal oriented you
- Better negotiate the use of your most valuable resource

Biography:

Kellianne Smith is a strong advocate for lifelong learning and is passionate about inspiring greatness for individuals and teams in reaching their fullest potential. As Head of Global HR & Organizational Development at Argus, she is an accomplished HR professional and her responsibility includes oversight for leading the global HR operations in Bermuda, Malta & Gibraltar. In this role, she leads the human capital strategy, attracts and develops the best talent, builds a strong culture of employee engagement and supports an environment of agility and change management across all organizational levels. Kellianne's experience has increased steadily over the past 20 years, and her tenure with the finance and hospitality industries has afforded her the opportunity and expertise to lead transformational and innovative solutions for optimizing success to human resource needs. Over the years, she has served on several public and private sector boards both at the Chairperson and member level and was honored with the VIP award as an Outstanding HR Professional of the year. Kellianne earned a Bachelor of Arts degree with honors in Human Resources Management with a concentration in Psychology from the University of North Carolina.



James Spellos

President, Meeting-U

PRESENTATION TITLE: Hot Technologies for Administrative Professionals (Virtual Presentation)

How are you keeping up with the technological advancements that impact your job and career as an Administrative Professional? Do you find that you're barely able to keep pace with the latest developments? This session reviews what's new and way cool in technology in this fun, fast-paced look at what's here for us to use now and what's coming in the near future, including the latest information about virtual & augmented reality, artificial intelligence, and other important tech trends.

Learning Outcomes:

- Identify critical technology that is changing the workplace and the way the administrator will have to work
- Understand core technology, electronic and social media skills and knowledge that the administrator has to embrace now to stay on top of their game
- Recognize the most important steps to take to become a more tech savvy administrative professional

Biography:

James Spellos is the President of Meeting U, a company specializing in helping people become more productive and comfortable with technology. Jim is certified as a Microsoft Office Specialist (MOS). He delivers over 150 seminars annually on how to use technology more efficiently. Jim is an adjunct faculty member at New York University, teaching in the School of Professional and Continuing Studies since 1990. He has been honored with both their Award for Teaching Excellence and their Outstanding Service Award. Jim was also named one of the hospitality industry's trendsetters in 2015 for his technology education.



Pandora Glasford

Training Manager, Dept. of Workforce Development, Bermuda Gov.

PRESENTATION TITLE: Administrative Industry Survey - Results That Impact You

Learning Outcomes:

- Understand the core elements of the local administrative sector
- Discover key data that can help shape your career development
- Learn where you stand amongst your administrative peers

Biography:

Pandora Glasford is a proactive change agent with hands on experience in the private and public sectors. Having previously served in various leadership positions at HSBC (formerly The Bank of Bermuda Ltd.) and ACE Ltd., Pandora continues to design a performance focused environment within her current role as Training Manager within The Department of Workforce Development. Pandora also holds the Investors In People Specialist Designation from Investors in People International, UK as well as the Associate of Chartered Arbitrators (ACA) Designation, UK.

William Spriggs - Morning Emcee



Linda Smith - Afternoon Emcee

Public Relations & Marketing Consultant

Biography:

Linda Smith is a public relations and marketing professional with 37-years career experience in corporate communication, government relations, journalism and consultancy. She recently retired from the Ascendant Group Limited as Senior Vice President Corporate Relations after a total of 24 years with the Company. Linda is now focused on her consultancy business Linda Smith Associates that offer services on a per project and retainer basis. Linda originally joined BELCO in 1988, when it was just BELCO, and established the Corporate Communications Department. In 1993, she was the first woman promoted to the Senior Management Team. She later joined ACE Limited as Deputy Director Corporate Communications and in 1999, she started her own public relations company. Returning to BELCO in 2002, Linda served 14 years as a member of the Company's Executive Team. Linda is an accredited member of the International Association of Business Communicators and is Chairman of Age Concern, having served on the Board since 2011. A Journalism graduate of the University of North Carolina, Chapel Hill, Linda began her career in print and broadcast news.

Registration FORM

Please copy registration form as needed - 1 per person

Registration Information

Name: _____ Organization: _____

Work Title: _____ Months / years at this position: _____

Email Address: _____ Part of a corporate table of 10? Yes No

Work Contact No: _____ Best Cell No: _____

My passion in 5 words or less is (to be included on name tag): _____

What most interests me most about this APD event is: _____

Would you like more information about the Certified Administrative Professional (CAP) program? Yes No

Payment Information

INDIVIDUAL REGISTRATION

I am registering as an individual: Before March 10 at \$310 After March 10 at \$325

CORPORATE REGISTRATION

I am registering as part of a table of 10: Before March 10 at \$310 per person After March 10 at \$325 per person

If table of 10, the name card for my company should read (pls email logo): _____

CREDIT CARD PROCESSING INFORMATION

I/My company would like to pay by way of:

Debit/Credit Card: Visa MasterCard American Express

Card Number: _____ Expiration Date (MM/YYYY): _____ CSC Code: _____

Name as it appears on card: _____

Authorized Signature (required for processing): _____

Please print Name/Title: _____

BANK DIRECT DEPOSIT / OTHER INFORMATION

I/My company would like to pay by way of: Bank Direct Deposit Please forward me the funds transfer account no.

I/My company would like to pay in another way. Please contact me to confirm details.

CHARGES SUMMARY

Total charges (no. of registrants x price per registrant): _____

We look forward to serving you!

Email to: apdbda@gmail.com

Boost Your Career! | Develop Key Skills! | Earn More!

Be A Certified Administrative Professional (CAP)

CAP EXAM STUDY GROUP



The IAAP CAP is an assessment-based professional certification in the administrative field. The CAP certification is a distinction that sets you apart from others. It's an investment in your career that shows employers, co-workers, and clients that you are committed to your profession and are well-trained.

EARNING YOUR CERTIFIED ADMINISTRATIVE PROFESSIONAL (CAP) CREDENTIAL:

- Is a cost effective way to prove your expertise is current and up to date; translated: ***(Passing the exam is well worth my time)***
- Demonstrates your professional knowledge and mastery of vital competencies ***(I know what I'm talking about)***
- Builds invaluable personal and professional confidence ***(New mojo!)***
- Demonstrates your professional dedication to stay current in an ever-changing marketplace ***(My A game is important to me)***
- Provides new career opportunities and a competitive advantage over applicants without certifications ***(I've invested in myself)***
- Gives employers confidence in your abilities and skills ***(I get it done)***
- Shows your employer you're a valuable team member committed to professional development ***(Letters behind my name)***
- Opens doors to promotions, special skill-building work opportunities and increased compensation ***(I know what I'm worth)***

For more information and to register for the study group beginning March 23 (for September 2017 exam) email:

apbdba@gmail.com

AN IAAP APPROVED FACILITATOR WILL BE LEADING ALL STUDY GROUP SESSIONS AND EXAM READINESS WORK