

**HR Managers:**

Please share this info  
with your managers  
and their office staff.



UNIVERSITY of NEW HAMPSHIRE

PROFESSIONAL DEVELOPMENT & TRAINING

All New  
Topics!  
with Sessions  
for New &  
Experienced  
Professionals

# One-day Conference for **Office Professionals**

Communicating with Skill, Style, Credibility & Influence  
and Taking Control of Your Workday and Your Stress

SHARE THIS WITH OFFICE STAFF!



- Expand and enhance professionalism and administrative skills
- Discover new ways to manage your priorities and communications

A conference designed  
for Office Managers,  
Executive Assistants,  
Administrative Assistants  
at all levels, and other  
Office Professionals

Sheraton  
Harborside  
Hotel

Thursday,  
April 26, 2012

Portsmouth,  
New Hampshire

[www.learn.unh.edu/pros](http://www.learn.unh.edu/pros)

# 7th Annual One-day Conference for **Office Professionals**

All New Topics  
with sessions for  
new & experienced  
professionals  
Register Early!  
Last year sold out!

Sheraton Harborside Hotel, Portsmouth, New Hampshire  
Thursday, April 26, 9:00 a.m.-4:00 p.m. (check-in, 8:30 a.m.)

Sponsored by UNH Professional Development & Training  
\$199 (\$235 if registered after April 13), .65 CEUs, CRN 392212

For Office Managers, Executive Assistants, Administrative Assistants,  
and all office professionals who want to enhance their professionalism,  
expand their administrative skills, and discover new ways to streamline office procedures.

## Conference Agenda

8:30-9:00 a.m. Check-in and Continental Breakfast

9:00-10:30 a.m. Concurrent Sessions

### First Things First: Establishing Your Credibility

As an Office Professional, establishing credibility is the cornerstone of your effectiveness. People who are credible are better able to build relationships, control and manage their work, and get things done. What is credibility? How do you develop it? And just as important, who needs to believe you are credible? In this session you'll discover how others define credibility. You'll learn eight strategies for gaining the trust of your boss, internal customers, and key members of your organization. And you'll see how important this is!

Presenter: Lynne Richards

### What Makes Them Tick?

#### How to Work Effectively with People Who have a Different Personality than You

At the root of many customer and co-worker misunderstandings and conflicts are personality style differences. What we often imagine as another person trying to be difficult is really our inability to communicate and interact with them in a way that works for their personality style. The more skilled we are in recognizing and adapting to different personality styles, the more effectively we can establish rapport and work harmoniously with a broad spectrum of people. Because it reduces conflict, becoming skilled in this area reduces stress and frustration, thereby increasing job satisfaction. In this session, we'll use one of the most popular personality style models used in business—the DISC profile. This model will enable you to recognize your interpersonal blind spots that create unnecessary conflict. It will also help you identify what approaches work best with different personality types.

Presenter: David Lee

10:30-10:45 a.m. Break

10:45 a.m.-Noon Concurrent Sessions

### Be the Ringmaster and Tame the Beast! Take Control of Your Work Day

Do you often feel harried, stressed and exhausted at the end of your work day, with little progress made in completing your own "to-do-list"? Does it feel as if your workday has become an unruly beast with you racing to regain control? You are not alone. The first step in reclaiming your time and schedule is to define your "perfect" workday. What are your goals and priorities? How do you make sure that they are in line with your boss and the organization? In this session, we'll discuss actions you can take that will help put you back in control of your day. We'll also talk about gaining the support from your boss (even if he/she is part of the problem). And those challenges that always pop up? We'll discuss methods to overcome them. You'll learn how you can employ the Three C's of organizing to improve your productivity, reduce your stress, and increase your satisfaction with a job well done.

Presenter: Lynne Richards

### Becoming a People Whisperer: Learning the Language of Influence

Have you ever tried to "manage up" only to have your words fall on deaf ears? Have you ever had a great idea—one you knew would work—but others didn't seem to realize it? Have you ever had to present at a meeting and felt like the audience wasn't "into" you? Have you ever tried to give someone important feedback and all they did was get defensive? If you answered "Yes" to any of these questions, you will find this session useful. You'll learn what the most influential communicators know and do to get buy-in for their ideas. You'll learn how to challenge people's ideas and positions, without being challenging and confrontational. You'll find that learning how to be more influential in your communication will not only help you become more effective at work, but also more satisfied in your personal life, because you'll experience less conflict and more collaboration.

Presenter: David Lee

Noon-1:00 p.m. Buffet Lunch & Networking

1:00-2:30 p.m. Concurrent Sessions

### "Put That in Writing!" Composing Effective Emails

Have you ever received an email message that wasn't really a message, but a puzzle? Have you ever become upset by what you took to be an abrupt, rude tone? You shouldn't have to work to figure out what an email means—either its meaning or its tone. In the work arena, effective communication necessitates getting the right message to the right person, in the right manner. New technologies make communication easier and faster, but also more challenging and complex. And it's easier for misunderstandings to occur or messages to miss their mark. This session will help you design effective emails that contain a clear, concise message and are sensitive to differences in audiences, including age and gender, the correct degree of formality that is appropriate, and the tone best suited to the communication.

Presenter: Tess George

### Respectful Communicating—Where it All Begins

When people are asked what the major problem is in their workplace, a majority responds "Communications!" We all know that poor communication can become a primary source of tension in our workplaces. This session challenges longstanding beliefs about the most effective ways to interact. It invites participants to examine what has traditionally been accepted as proper communication in the workplace and questions the effectiveness of what most of us have been taught about the communicative process. It will focus on clear and respectful communication—how to communicate with others as you wish they would communicate with you!

Presenter: Gerri King

2:30-2:45 p.m. Break

2:45-4:00 p.m. Concurrent Sessions

### Your Secret Weapon: Persuasion How to Present a Winning Argument

Do you need to persuade others to accept your ideas? Do you or your team disagree on the best business plan? To get others to buy in, you need a winning formula. This presentation will help you: develop the most persuasive message for your listeners; "sell" the idea effectively; listen to and overcome objections; win your listeners' support; and maintain a good relationship in the process. You'll get practical tips and techniques and hear real-life examples that will help you develop this crucial skill.

Presenter: Tess George

### Taming Your Stress

There is a commonly held belief that stress is the result of hard work. But that's not all there is to it. Stress is actually the result of working hard and not accomplishing what you want to accomplish. Sometime it's not just hard work that leads to burnout, but the gap between what is expected and what is realistically possible. This session will discuss how you can distinguish between the possible and the unrealistic. We'll also discuss approaches to dealing with stress to help you get more satisfaction from your work—and to feel successful.

Facilitator: Gerri King

## Sheraton Harborside Portsmouth



### The Conference Location

The Sheraton Harborside is an elegant hotel located in the heart of beautiful downtown Portsmouth with views of the town and Piscataqua River. It is just an hour north of Boston and south of Portland and offers fine dining, accommodations, fitness and spa facilities.

## About the Presenters

**TESS GEORGE**, M.A. in Speech Communication, is founder and principal of Speakwell, a communication training firm, focusing on communication skills in the workplace. She has taught a variety of communication classes at many colleges, including Penn State and UMass. With over 20 years' experience in training, teaching, singing, acting and storytelling, she helps participants to reach their communication goals.

**GERRI KING**, Ph.D., is a social psychologist and organizational consultant to corporations, nonprofits, governmental agencies, and educational and healthcare institutions. She works throughout the U.S., Asia, and Canada with a focus on Mergers & Acquisitions, Strategic Planning, Leadership & Supervisory Training, Conflict Resolution, Managing Change, and Enhancing Teams. Based in Concord, NH, she is a founding partner of Human Dynamics Associates.

**DAVID LEE**, the founder of HumanNature@Work, and helps employers improve employee engagement, customer service, and morale, through his work as a trainer, consultant, conference presenter, and coach, both domestically and abroad. An internationally recognized thought leader, he is author of over 60 articles and book chapters on employer branding, onboarding, and performance-related topics published in trade journals and books in the U.S., Europe, India, Australia, and China. In addition to his research and work with organizations, his methodology draws from a wide range of scientific disciplines including cognitive neuroscience, anthropology, trauma and resilience research, and more.

**LYNNE RICHARDS**, MBA, is an author, founder of Leading Generations, a training and leadership development firm, and a member of the National Speakers Assn. She specializes in helping people develop their leadership, supervisory, and training skills. With over 20 years' experience in management and training, she brings a wealth of hands-on, practical experience to the classroom, providing clients with workshops on leadership, supervision, communication, and training design and delivery.

## Conference Fee & Refunds

Cost is \$199 if registered by April 13 (\$235 after April 13). Cost includes lunch and materials. Refunds, less a \$25 processing fee, will be given if written cancellation is received at least 10 business days prior to the conference.

## What the Cost Includes

Cost includes conference materials and handouts, continental breakfast, lunch, coffee breaks, and parking. Cost does not include overnight accommodations. Participants will receive .65 CEUs (continuing education units), attesting to your professional development.

## How to Register

- **On the Web.** Go to [www.learn.unh.edu/pros](http://www.learn.unh.edu/pros)
- **By Mail.** Mail the form below with payment to UNH Prof. Dev. & Trng., Room 14E, 11 Garrison Avenue, Durham, NH 03824
- **By Phone.** Call (603) 862-7380 with VISA or MasterCard.
- **By Fax.** Complete and fax the registration form with credit card information to (603) 862-7381.

## Forms of Payment

- Check, E-check, or money order
- VISA, MasterCard, Debit Card

## Overnight Accommodations

Overnight accommodations are not included in the conference fee. If you wish to reserve lodging, call (888) 627-7138.



UNIVERSITY of NEW HAMPSHIRE

## Professional Development & Training

11 Garrison Avenue, Durham, NH 03824

802970

*Reward your Office Staff with a day of training in Portsmouth!*

**Please route this brochure to office pros in your organization.**

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## For More Information

Call (603) 862-7380  
or send an email to:  
[professional.development@unh.edu](mailto:professional.development@unh.edu)

## Be an Exhibitor!

If your company would like to be an exhibitor call (603) 431-5674 or email [linda.conti@unh.edu](mailto:linda.conti@unh.edu).



Portsmouth Harbor

Spr12 (Mail to: UNH Professional Development & Training, Stoke Hall, Room 14E, 11 Garrison Ave., Durham, NH 03824; or call 603/862-7380; or register on the web at [www.learn.unh.edu/pros](http://www.learn.unh.edu/pros))

**Registration—Office Professionals Conference** Sponsored by UNH Professional Development & Training

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(Please Print CLEARLY)

Name (First) \_\_\_\_\_ (MI) \_\_\_\_\_ (Last) \_\_\_\_\_

Birthdate (required) \_\_\_\_\_ Gender  Female  Male

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

Email (required) \_\_\_\_\_

Home Address (Street) \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Title \_\_\_\_\_ Employer \_\_\_\_\_

Work Address (Street) \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Enclosed is \$ \_\_\_\_\_ by:  Check (payable to UNH)  VISA  MC

Card No. \_\_\_\_\_ Exp. Date \_\_\_\_\_

Name on Card \_\_\_\_\_ Signature \_\_\_\_\_

Indicate the sessions you plan to attend:

- |  |   |
|--|---|
| 9:00 am: <input type="checkbox"/> First Things First: Establishing Your Credibility (Session A1) | <input type="checkbox"/> What Makes Them Tick? (Session A2)       |
| 10:45 am: <input type="checkbox"/> Be the Ringmaster and Tame the Beast! (Session B1)            | <input type="checkbox"/> Becoming a People Whisperer (Session B2) |
| 1:00 pm: <input type="checkbox"/> "Put That in Writing!" (Session C1)                            | <input type="checkbox"/> Respectful Communicating (Session C2)    |
| 2:45 pm: <input type="checkbox"/> Your Secret Weapon: Persuasion (Session D1)                    | <input type="checkbox"/> Taming Your Stress (Session D2)          |