One-day Conference for Office Professionals
Managing Time, Personalities, and Performance

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

Sheraton Harborside Hotel
Wednesday, April 17, 2013
Portsmouth, New Hampshire

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

www.learn.unh.edu/pros
how to incorporate rituals to improve your levels of physical and emotional energy.

Presenter: John Brubaker

Getting the Monkeys Off Your Back

Do you find yourself harried, having more work to do than time? It’s possible you may be “picking up monkeys” that don’t belong to you. What is a monkey? Think of it as a task or assignment you choose to take on that may deter you from focusing on your job. When you hear yourself say, “I’ll look into it and get back to you,” you have most likely picked up a monkey. During this interactive session, you’ll discover when and why you are picking up monkeys and develop the skills to avoid getting into that trap. You’ll also learn how to assist others in regaining control of their own monkeys, allowing them to act and be accountable for their work.

Presenter: Lynne Richards

Winning Strategies For Teamwork

When people cooperate as a team, the result can be amazing—in a good way! You can’t do it all yourself in today’s fast-paced environment, where people are expected to do more, better, faster, and with less. It takes being a good team member and having good teammates. This session will teach you how to do just that. You’ll learn how being a good teammate will improve your work team’s chemistry, performance, and attitude. You’ll learn how to create a personal environment for sustained high performance. 2+2=5 will provide you with 4 key strategies of teamwork that will equal high performance all around. The four strategies you’ll focus on are: chemistry, communication, coaching, and creating buy-in. We’ll explore how positive energy and simple strategies can make a big difference to your performance and to any team you are a part of.

Presenter: John Brubaker
You Need What! When? Responding to Competing Needs Thrown Your Way

If you work for more than one person, you are probably juggling their respective urgencies. One person asks you to do something right away. Another says drop everything and do this. And a third says this should be your highest priority today! Even if you’re working for only one person, you can be swamped with tasks all with the same high priority making it difficult for you to decide what to do next. Your supervisor(s) may not even be aware you’re in this dilemma. They’re not in a room conspiring to make your life crazy, but it may seem that way. This session will provide you with both insight into this type of situation and offer you helpful responses and a model for training your bosses.

Presenter: Gerri King

Can We Talk? Building Confident Communication across the Gender Gap

Have you noticed? Men and women communicate differently. This session will provide you with insights and tools for communicating with colleagues, employees, customers, and friends for more effective interactions. You will gain an understanding of the basic communication styles of men and women, explore how female and male communication differs and the roots of these differences, and ways to bridge the Gender Gap. The result: you will improve essential communication skills and help reduce the stress that comes with mis-communication.

Presenter: Carlotta Tyler

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

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

Keeping Your Cool: Staying (or Pretending to Be) Unruffled and Professional Even in Chaotic, Stressful Situations

“Ahh!!!” is what you want to say. And you can. Try calmly responding as though it’s an exhaled breath rather than screaming it while pulling out your hair. This session is designed to help you prepare for the inevitable chaos and stress that affects what, no doubt, started as a reasonably organized day. The best news is that it doesn’t require a personality change, but can be integrated into the identity you hold dear.

Presenter: Gerri King

Getting Better Images for Your Website

Many office pros help with documenting events, products, people, and putting these photos on their organization’s website. If you ever wished your photos could be better, this session can help! Learn a few simple tips on how to take better photographs and watch how a few simple edits with photo editing software can improve the quality of your photographs. You’ll gain an understanding of the different types of image formats, which to use when, and how to optimize them for the best display on your website.

Presenter: Grace Peirce

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

JOHN BRUBAKER is a nationally renowned performance consultant, speaker and author. He teaches audiences how to obtain better results in business and develop their competitive edge with straightforward tools that turbo charge performance. He is the author of “The Coach Approach: Success Strategies From The Locker Room To The Board Room and co-author of Leadership: Helping Others To Succeed. He is also the host of Maximum Success: The Coach Bru Show on NBC Sports Radio Boston. He was recently cited as one of Forbes Magazine’s Top 10 Consultants Who Avoid The B.S. He has a bachelor’s degree in psychology and a master’s degree in personnel psychology from Fairleigh Dickinson University, and he has completed his doctoral coursework in Sport Psychology at Temple University.

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.

GRACE PEIRCE is an independent computer software training professional. She has been working in the print and publishing field for over 25 years, and on the web since 1995.

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.

CARLOTTA TYLER, M.S.O.D., Associate Certified Coach from the International Coaching Federation, is an international gender dynamics coach, who has conducted a successful coaching and consulting practice on five continents for three decades. Formerly marketing director for a computer manufacturer, elected leader at municipal, state, and national levels, and founder of two corporations, she is a pioneer in developmental coaching and conducted 27 years of research on gender issues in workplaces. She is also an alumna of UNH, American Univ., National Training Institute in Washington, DC, and the Program on Negotiation at Harvard Law School. She is certified in Myers Briggs Type Indicator (MBTI), and is a Gender Reconciliation Trainer, a Reiki Master, and trained in RYSE at the Polarity Institute.
Conference Fee & Refunds
Cost is $195 if registered by April 3 ($235 after April 3). 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
• 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.

For More Information
Call (603) 862-7380 or send an email to: 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.