



Association of  
Administrative  
Professionals

# Professional Development Day

Wednesday, March 20, 2019  
0900 – 1600

Homewood Suites, 40 Bay St S, Hamilton

## Becoming a More Professionally Aware Communicator

### AM Session – Put your Emotional Intelligence to Work

Presenter: [Lori Stephenson](#)

**Description:** Emotional Intelligence is the differentiator in our success in work and life. Using emotional data effectively means we feel more confident, build stronger relationships, make better decisions and can cope with stressful situations.

At the end of this session, you will be able to:

1. Explain emotional intelligence and its impact on success in life and work
2. Identify emotional intelligence factors at play in self and others
3. Understand emotional triggers and practice modifying behaviours
4. Adapt communication style to enhance relationships



### PM Session – Authentic Diversity

Presenter: [Lisa Scott](#)

**Session Description:** The ability to draw strength from basic human differences is a core skill for 21st century employees. A successful workforce requires cultural awareness, and inclusive policies and procedures that seek to create equity. Diversity in itself does not create inclusion ~ an inclusive environment must be intentionally designed, nurtured, and supported.

At the end of this session, you will be able to:

1. Have clear definitions for Equity, Inclusivity, and Diversity
2. Understand your biases and assumptions are an opportunity to correct
3. Understand what it means to work, live, and play with respect; be able to deal effectively with groups made up of diverse people
4. Understand and apply best practices for Diversity with respect to LGBTQ and Gender
5. Identify personal call to action ~ Things I will stop, start, and continue to ensure an Inclusive workplace



**AAP members Early Bird \$149.00\***  
**Non-members Early Bird \$159.00\***

**AAP members (after Feb 15<sup>th</sup>) \$169.00\***  
**Non-members (after Feb 15<sup>th</sup>) \$179.00\***

Registered attendees will be provided with a one hour networking lunch and two 15-minute refreshment breaks.

Registration will open at 8:00am (continental breakfast available).

*\* For each registration received we will be donating \$5 to our selected charitable organization for 2019 – Catarino House.*

**\*Registration Deadline: March 1, 2019.**

**Please note that no refunds will be issued after this date.**

[CLICK HERE TO REGISTER](#)