The Center for Continuing Studies at Mercer is pleased to present the 18th Annual Administrative Professionals Day Conference on Wednesday, April 26th, at the Conference Center on the West Windsor Campus. The keynote speaker for the event, Eileen N. Sinett, will address the interplay of words, voice, and silence to demonstrate the transformational power of communication. The program highlights speaking and listening behaviors that make or break relationships and enhance or deplete self-confidence. What we say, when we say it, how we say it, and if we say it at all, are communication options that impact our self-confidence and our success with people, both on and off the job. Enjoy an elegant lunch, experience Eileen’s entertaining and inspirational talk, and boost your communication performance—from both the outside-in and the inside-out.

Who should attend:
All levels of Administrative Assistants, Secretaries, and Coordinators, Customer Service Representatives, Public Relations Representatives, and Office Managers

When:
9am - 4pm, Wednesday, April 26, 2006
Registration deadline: April 19, 2006

Where:
The Conference Center at Mercer • Mercer County Community College
1200 Old Trenton Road • West Windsor, NJ 08550

Tuition and fees:
$139 (includes continental breakfast, buffet lunch, and materials)
Special rate for members of Chambers of Commerce $119
$119 Early Bird Discount (registrations received by April 7)
Special rate for members of Chambers of Commerce $109

CONFERENCE AGENDA

9-9:30am Registration, Networking and Continental Breakfast
Keynote: From Good to Great: Skills to Boost Communication Performance ~Eileen Sinett~

9:30-10:45am Break

10:45-11am A Communication Tips to Meet & Exceed Expectations ~ Eileen Sinett ~
Concurrent Sessions B How to Manage Your Boss Effectively ~Marc Dorio~
[Choose one] C Take the Risk Out of Successful Meeting Planning ~ Janet Pickover ~

12:15–1:15pm Lunch

1:15pm-2:30pm D How to Manage Your Boss Effectively ~Marc Dorio~
Concurrent Sessions E Take the Risk Out of Successful Meeting Planning ~ Janet Pickover ~
[Choose one] F Business Etiquette ~ Pat Tanner ~

2:30-2:45pm Break

2:45-4pm Concurrent Sessions G How to Organize Your Office Like a Pro
[Choose one] H Business Etiquette ~ Pat Tanner ~

Phone: 609.586.4800, ext. 3611 Fax: 609.890.6338
www.mccc.edu sultf@mccc.edu