

ILLINOIS ASSOCIATION
OF EDUCATIONAL
OFFICE PROFESSIONALS

Professional Development
Program

2009 - 2010

INTRODUCTION

The Illinois Association of Educational Office Professionals (IAEOP) is proud to offer workshops and seminars to enhance your institution's staff development program. Representatives of IAEOP are prepared to share their expertise with your office staff in the areas of communication, organization, teamwork, computers, the Internet as a medical information source, understanding our differences, ergonomics, office decorum, and professional image. A gratifying outcome from these presentations is the networking that takes place among people who share similar job responsibilities.

Let us customize a presentation for your office staff. IAEOP will provide one-hour, three-hour, or six-hour sessions that can be presented during institute days, inservice halfdays, or on Saturday mornings. Two or more topics can be covered in one presentation, depending on your district's needs and timelines.

You are encouraged to take advantage of these professional growth opportunities. Schedule a presentation now for your next meeting, conference, or inservice day.

For more information, contact Paula Bender IAEOP professional development chairman, by mail, phone, fax, or e-mail:

Paula Bender, Credentials Analyst
Waubonsee Community College
Rt. 47 at Waubonsee Drive
Sugar Grove, IL 60554

(office phone) 630-466-2371
(office fax) 630-466-6682
pbender@waubonsee.edu
(home phone) 630- 552-3612

MISSION STATEMENT

Our Association, the Illinois Association of Educational Office Professionals (IAEOP), believes that an education is the birthright of every citizen, and we pledge ourselves to the preservation of that right. To demonstrate our commitment to this belief, we provide scholarships, professional growth opportunities, and community service. We believe exposure to other cultures heightens our awareness of different perspectives and helps us as individuals to develop greater understanding of all mankind.

The purpose of the Association is to promote the advancement of education by improving the quality of service by educational office personnel. The Association continues to work toward increased recognition for educational office professionals as partners on the educational team.

IAEOP is affiliated with the National Association of Educational Office Professionals (NAEOP) and is recognized by the Illinois Principals Association, the Illinois Association of School Boards, and the Illinois Association of School Business Officials.

Nancy Van Vickle, CEOE
IAEOP President
2009-2011

The Office Team

Presenter: Variable
Time: 1 to 3 hours

The Office Team workshop is designed to show how your personality affects production in your office, how your professional image impacts on your publics, and the important role stress plays. Find out how you can be an effective member of a productive and happy office team. Participants will enjoy the interaction and will leave with meaningful handouts.

Journey into Change

Presenter: Cheryl Franklin
Time: 1 to 2 hours

“The only thing constant in life is change” .but do we like it? What do we do about it? How do we change to “Change in all things is sweet”? This workshop will explore ideas and skills for coping with change in our personal and professional lives.

Cheryl Franklin received an Associates Degree in Business Management from Robert Morris College and a Bachelors Degree in Business with a minor in Communications from Governors State University. She is mother of two children and serves as a School Board Member of the Park Forest-Chicago Heights School District #163. She served as IAEOP North Regional Director and serves as IASBO Liaison for IAEOP. She works as a school secretary for Medgar Evers Primary Academic Center, Ford Heights School District #169.

Netiquette – What we should know about communicating online

Presenter: Ruth Burgess

Time: 1 to 2 hours

Simply stated, it's network etiquette -- that is, the etiquette of cyberspace. And "etiquette" means "the forms required by good breeding or prescribed by authority to be required in social or official life." In other words, Netiquette is a set of rules for behaving properly online.

Ruth retired from the Westville School District in 2008 after 21 years of service. She was the District Network Administrator, Technology Coordinator, Computer Repair Person, and Technology Grant Writer. Ruth earned her Masters in Technology in 2004.

Can You Ever Get Organized? Or Are You Cluttered for Life?

Presenter: Paula Bender, MS Ed.
Time: 1 to 3 hours

Do you think knowing how to be well-organized is something you are either born with or not? No! Everyone can become organized. Because each of us is unique and has different needs and responsibilities, it's important to find the organizing system that works best for you. The advantages of getting even a little bit organized are numerous. You'll leave this workshop with great ideas for work or home.

This workshop can be requested in several options:

Organizing Tips and Tricks ó general plans to get started and stay organized

Organizing Your Desk ó does it look like a toxic waste dump? Get your paper under control, create a more effective filing system, motivate yourself to get and loose some stress.

Organizing Your Work Space and Work Time ó learn techniques that will shorten the prep time and use your time better actually getting a project done.

Organizing Your Closets and Storage Space ó can't find a thing in the closet? Learn how to clean out, put back and find what you need.

Paula Bender holds a bachelor's degree in education and a master's degree in reading disabilities. She has been employed at Waubensee Community College for 35 years and has been a member of IAEOP for 32 years, currently serving as Immediate Past-President, Conference Planner and Professional Development Chairperson. She regularly contributes "hints & helps" for the office staff in newsletters and staff meetings.

Professional Standards Program

Presenter: Naomi Fettes
Time: 45 minutes to 2 hours

The Professional Standards Program (PSP), sponsored by the National Association of Educational Office Professionals (NAEOP), is a certification program designed to enhance the professional competency of its members through academic programs, conferences, and institutes, and to award recognition based on education, work experience, and participation in the only professional association for educational office personnel.

You will learn how to begin accumulating points for education, work experience, and association participation, and the steps needed to continue through the basic and advanced levels to the distinction of Certified Educational Office Employee (CEOE).

Naomi attended Patricia Stevens Career College and McHenry County College. She has been employed for 12 years with Huntley Public Schools. Currently she is the Executive Assistant to the Superintendent and Board Operations for Huntley Consolidated School District 158. Naomi is currently Chair of PSP and Administrator of the Year Chair, Task Force Associate for IAEOP, and has served in several positions for her association.

Developing a Procedures Manual

Presenter: Betty Dickson, CEOE
Time: 1 hour

Can someone step in and take over your duties for a day, a week, or more if you're going to be gone? A procedures manual is an essential tool to maintain the level of efficiency you've worked so hard to accomplish. Learn how to develop a step-by-step procedure for each of your tasks so that, in your absence, your office runs smoothly. You are encouraged to schedule this workshop in conjunction with one of the others in this book.

Betty Dickson is a graduate of Becker College in Massachusetts. She is a past president of IAEOP and has served on its board in a number of positions.

Teamwork is Building Bridges for Others to Cross

Presenter: Variable
Time: 1 to 3 hours

When two or more people work together toward a common goal, they are referred to as teammates. So it is in the educational office where the administrator, the administrative assistant, and other office professionals join forces to accomplish a goal. Learn how to blend the different working styles, personalities, and dispositions into a task well done and offices well run through teamwork.

Everybody is Somebody

Presenter: Thelma Webber
Time: 1 to 3 hours

Participate in a lively, interactive workshop dealing with the various personalities you come across every day. You'll learn ways to work with them and stay friendly. All people aren't and won't be the same. You will understand why some people act and react the way they do.

Thelma Webber graduated from Herscher High School and started working in the office 42 years ago as secretary to the principal, a position she held until her recent retirement. She continues to take courses through Kankakee Community College. Thelma has served on the IAEOP Executive Board as chairman of the special projects committee, the community service/fellowship committee, as director north, and as president. Thelma has also served on the membership and scholarship committees for NAEOP.

Telephone Techniques and Public Relations

Presenter: Variable
Time: 1 to 3 hours

Getting off to a good start, common courtesies on the phone, being a good listener, being alert, expressive, natural, distinct and pleasant. How to transfer calls, answering for someone else, taking messages, getting the message across and many other points of answering the phone in a tactful and efficient manner. This will also cover e-mail etiquette. Public Relations ties right in with playing an important role in the life of the school administrator and the office personnel. Public Relations is getting along with other people - everyone has Public Relations, good or bad!

Tips For Working With Your Office Personnel

Presenter: Variable
Time: 1 hour

For new and returning administrators, administrative assistants, managers or anyone working with support staff. How we can all work together to be an effective and happy office team. Topics include commonly overlooked concerns of support staff and common sense ideas.

Orchestrate Your Future – Using Your Talents

Presenter: Elizabeth "Liz" Sexson
Time: 1 hour

This workshop will focus on developing your talents both in the changing workplace and away from the office. There will be discussion on your current talents and the development of others that can be used when not in the office. Participants, both actively working and retired, will learn something new in this workshop. No talents?! Can you sing, volunteer, help in a classroom, help in a hospital? Want to earn some extra money? Turn your talent and abilities in to a profit-making situation. All work and no play? Oh my!! Join us and experience new fun ideas to make each day a day of "Using Your Talents".

Elizabeth "Liz" Sexson, Southern Illinois University, - Retired Emeritus, Consultant - Special Events, Chicago Region, is a long term member of IAEOP and NAEOP serving in numerous positions for both organizations. Liz served as President of IAEOP from 1981 to 1983 and NAEOP from 1997 to 1998. She has also served as NAEOP President-Elect, Secretary/Treasurer, Secretary and Central Area Director. She was selected as Illinois Educational Office Professional of the Year twice, once in the 1980s and once in the 1990s. She was selected as National Educational Office Professional of the Year in 2001.

It's Not Grey Flannel

Presenter: Elizabeth ðLizö Sexson
Time: 1 to 3 hours

This workshop is designed to update the office professional on appropriate apparel in today's office. You'll learn about new fabrics, what fabrics wear well together, and how fabrics travel. It doesn't take a lot of money to create a professional appearance. Give the clothes in your closet a new look by mixing and matching or by using accessories.

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one- to three-hour presentation	\$100
four to six-hour presentation	\$200

Expenses incurred by the presenter need to be added to the presentation fee:	
travel	(mileage @\$.55 per mile)
lodging and meals	if needed
duplication of materials	if needed

An itemized statement will be ready for the client at the time of the presentation.
Checks should be made payable to the presenter.

**If you have questions, please contact IAEOP Professional Development Chairman,
Paula Bender.**

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