



Friday, July 29
9:00 a.m. - 4:00 p.m.



ADMINISTRATIVE PROFESSIONALS CONFERENCE

It has been more than three long years since we have gathered, and it's time to REFRESH! This year's event is centered around taking control of the things in our daily lives that can, in turn, enhance our effectiveness and how others perceive us. Chrissy Scivicque will show us how to harness the power of team diversity by respecting differences in personalities and workstyles. Julie Perrine will help us bring calm to the chaos that sometimes surrounds us by leading a deep dive into office procedures and systems. A "refresh" day would not be complete without a session on self-awareness. We may never fully understand the impact of the pandemic on our mental health, but as IHA's Laurie Gerdt will share, there are simple habits we can incorporate into our day that will help us become mindful of the negative emotions that creep in and ways to navigate through it.



Julie Perrine | [How to Effectively Create Your Office Systems and Procedures](#)

Effective systems and documented procedures are an admin's ultimate power tools. They allow you to do more with less, and work smarter, not harder. This session will teach you how to create and utilize systems and procedures in your administrative role.

Session highlights:

- The difference between procedures and systems, and why both are necessary
- Five core systems your office needs to be efficient
- Creating effective systems and procedures to streamline your work
- Implementing and troubleshooting your systems and procedures
- Five simple steps to get you started on creating your procedures
- The appropriate items to include in a procedures binder
- How to fast track your procedures with a few key templates



Chrissy Scivicque | [Working with Humans: How to Create Positive & Productive Relationships](#)

The workplace is full of humans and, let's face it, that can be complicated! Humans are both inherently valuable and inherently flawed. Not everyone approaches work with the same perspective. To create positive, productive relationships, you must learn to not only accept your differences but appreciate them and, at times, adapt to those around you. This is especially important for administrative professionals who have daily interactions with so many people, both inside and outside the organization, and who are working to build partnerships with their managers and colleagues.

Session highlights:

- Appreciate team diversity, respect those who are different from you and encourage others to do the same
- Identify your own natural workstyle and the workstyle of others
- Leverage proven communication strategies to manage the complex social dynamics of the workplace
- Prevent and resolve conflict in a way that enhances (rather than damages) team dynamics
- Collaborate effectively with anyone by adapting to the needs of others and listening



Laurie Gerdt | [Ways to Ensure a High-Functioning State of Well-Being](#)

As health care systems, we have spent the last two years focused on caring for others, our patients, and our staff. Moving forward, we must take care of ourselves as we learn how to navigate this post-pandemic world. IHA's Quality and Patient Safety Advisor Laurie Gerdt will provide tools we can use to be intentional with ourselves about both our current state of well-being and what we need to do to ensure a bright, high-functioning future state of well-being.

Session highlights:

- Professional Quality of Life (ProQOL)
- The difference between being Mind Full vs. Mindful
- "Gritflowness"
- Mindfulness activity

Location

CRG Event Center
2499 Perry Crossing Way, Ste. 205
Plainfield, IN 46168

Registration

<https://cvent.me/KROB7d>
Cost: \$295

Questions

Contact Molly Kelly
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