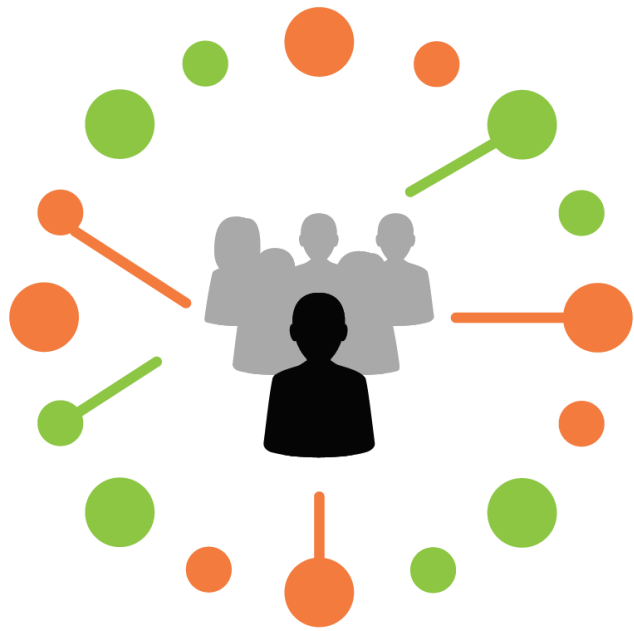


2018 Administrative Professionals

Leadership Summit

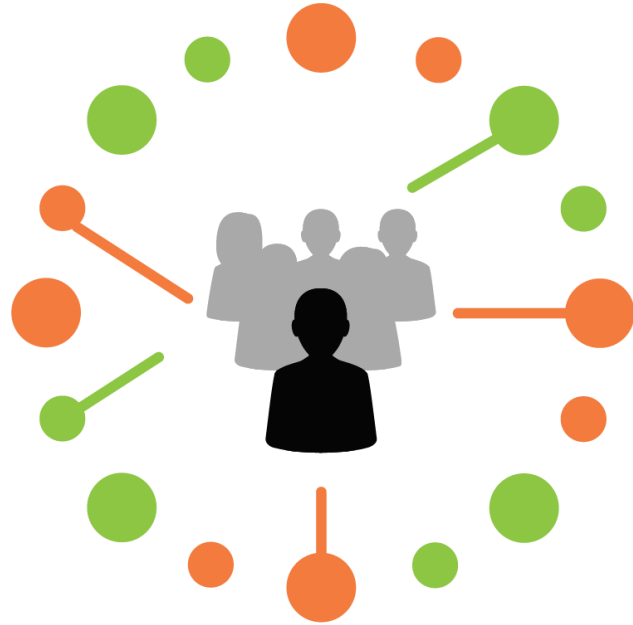
Wednesday, May 23, 2018 | Lansing, MI

Today is YOUR day and the time is NOW...



SUMMIT WELCOME SPONSOR
SHANNON HENSEL





TEDI PARSONS

President, The Professionals Forum LLC

Let's Get Started...

GROUND RULES & HOUSEKEEPING

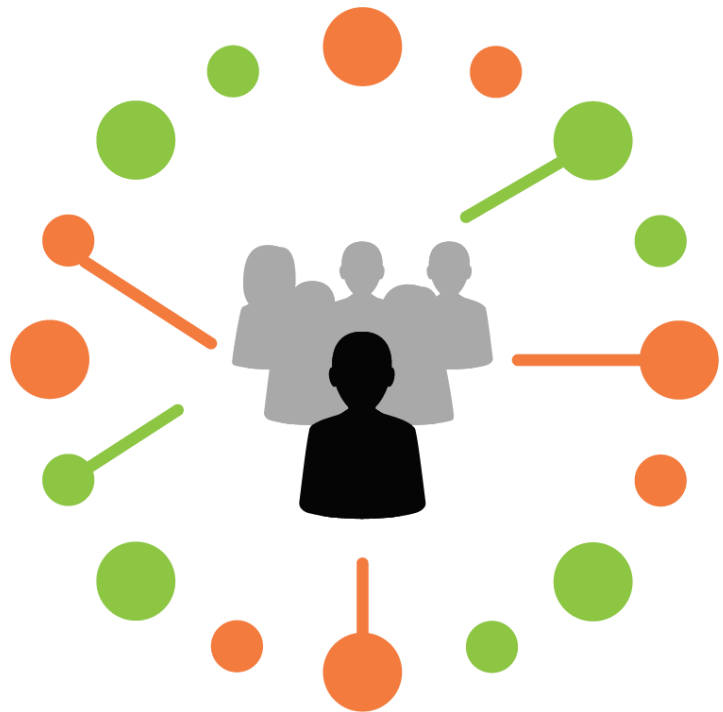
- ✓ Please silence your electronic devices
- ✓ Be mindful and respectful of those around you (be a good neighbor)
- ✓ Take advantage of the great networking opportunities
- ✓ Respect confidentiality (like Vegas, it all stays here)
- ✓ During table exercises, speak to the group (not in side conversations)
- ✓ Speak from your own experiences (share when appropriate)
- ✓ Respect each-others space & place
- ✓ Be present, be focused and be ready to have fun...

THANK YOU TO OUR AMAZING SPONSORS & PARTNERS



2018 Administrative Professionals Leadership Summit | Wednesday, May 23, 2018 | Lansing, MI

THANK YOU TO OUR AMAZING VOLUNTEERS



Meleena Herring

Raechel Marks

Anum Mughal

Mary Ellen Purificato

Feliz Rodriguez

Give us a Shout-Out



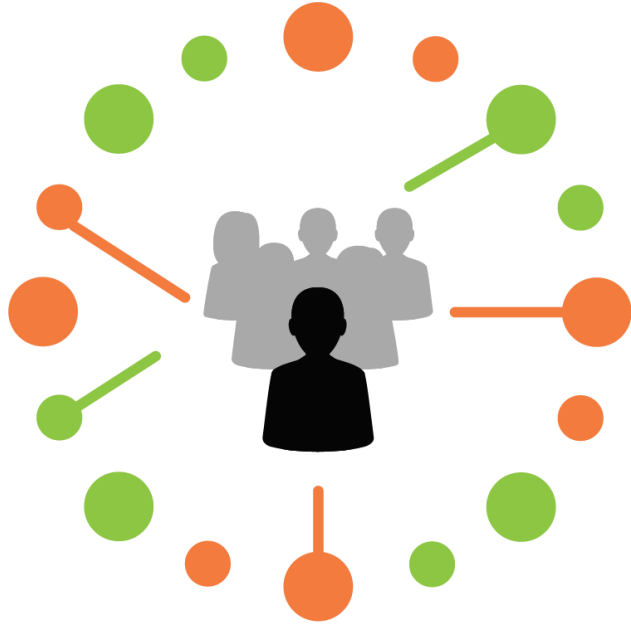
@TheProsForum

Hashtag: *#2018adminprossummit*

‘LIKE’ us on Facebook



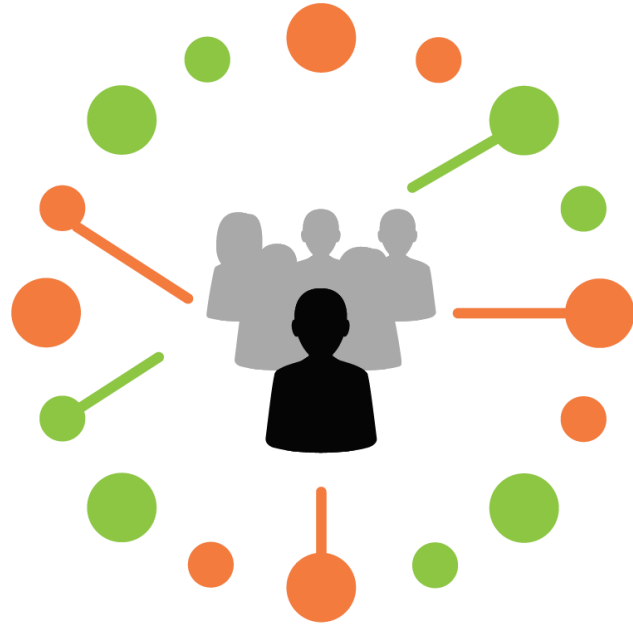
TheProsForum



ICEBREAKER

Get to Know Your Neighbor

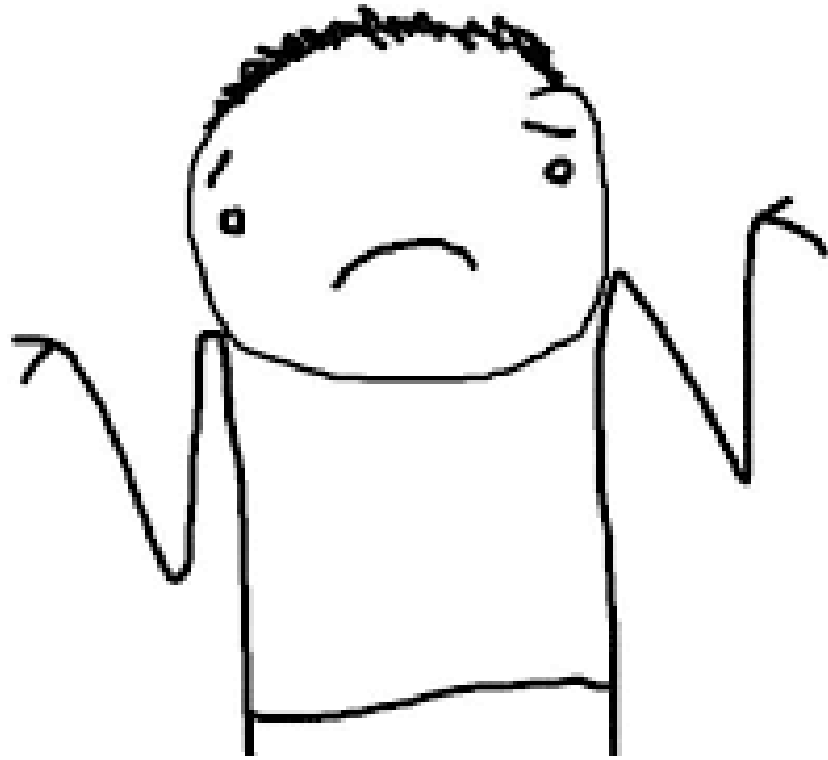




TEDI PARSONS

President, The Professionals Forum LLC

**Understanding Your Role in the
Organization: Accepting & Owning it...**



“I’m Just an Admin”



Old School



Coming out of
the dark ages...

Want a talented temporary?

for the
very best

temporary office help
call Manpower[®] for
'The Girl in the White Gloves'
TYPES • STENO • OFFICE WORKERS
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THE VERY BEST IN TEMPORARY HELP
Over 500 offices throughout the world



TODAY'S BUSY ADMINISTRATIVE PROFESSIONALS MUST...

- **Be Flexible (working on everyone else's agenda)**
- **Be Adaptable & Agreeable (the 'Yes' to all things)**
- **Be the Calming Force (to end the Nonstop Disorder)**
- **Be the Gatekeepers of Sacred Information**
- **Be the Den Mothers / Troop Leaders / Counselors**
- **Be ALL Things to ALL People (managing it ALL)**
- **Have a Servants Heart (*Putting Others Needs First*)**



NEVER UNDERESTIMATE YOUR VALUE WITHIN THE ORGANIZATION!

- You are one of **8.9 million** people working in administrative support roles in the United States
- You keep important information flowing (The ultimate Communication Center)
- You are the eyes and ears for your boss – Always in the know!
- You are a strategic partner, a trusted confidant and a professional problem solver (who gets results)
- You are tech savvy and most likely know how to operate every piece of equipment within your organization
- You are a superior multi-tasker, making split minute important decisions



SELF WORTH COMES FROM ONE THING: A BELIEF THAT **YOU** ARE WORTHY!



“No one can make you feel inferior without your consent.”

~ Eleanor Roosevelt

YOU ARE A WARRIOR

“Go forth and conquer for the world is small and you are the giant and in every step you take will make the ground shake as it rises to meet you”

~ Atticus Poetry

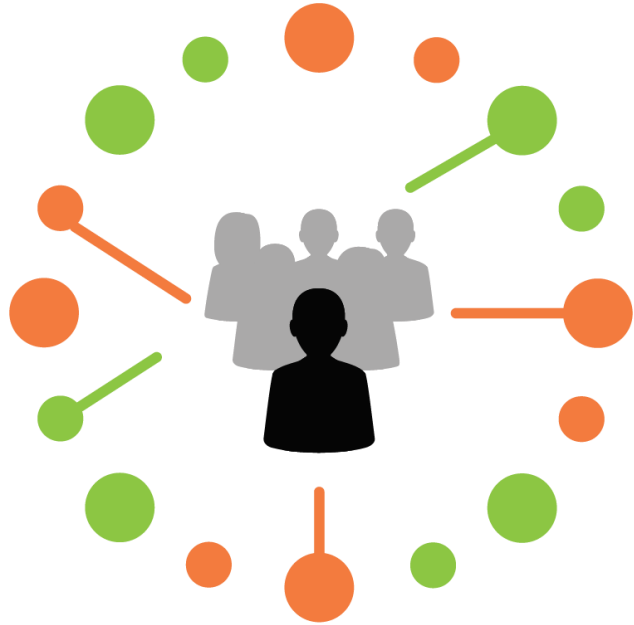
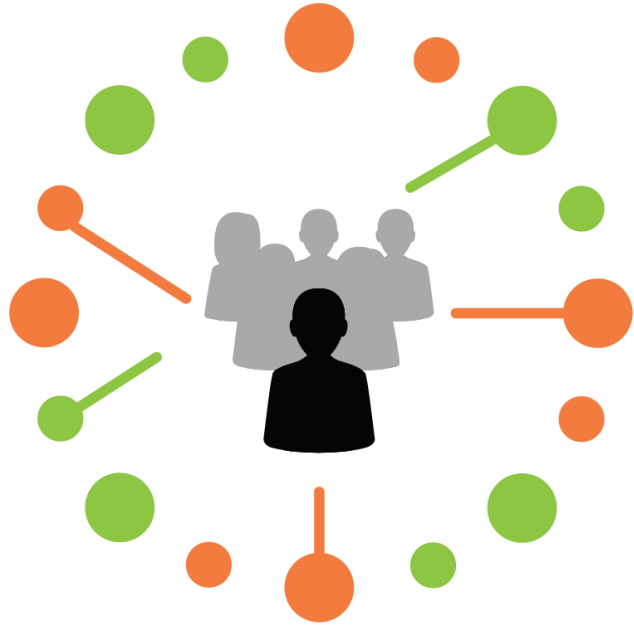


TABLE EXERCISE

What are the Five Most Difficult Aspects of your Job?



MORNING BREAK

Time to Refresh...

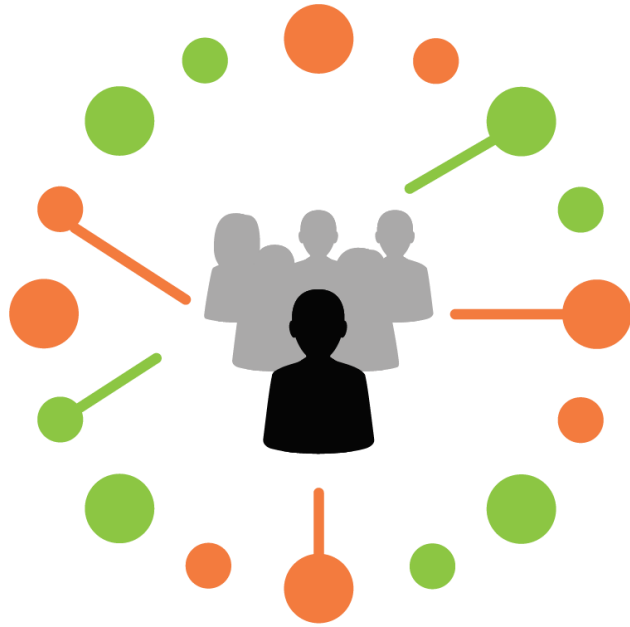
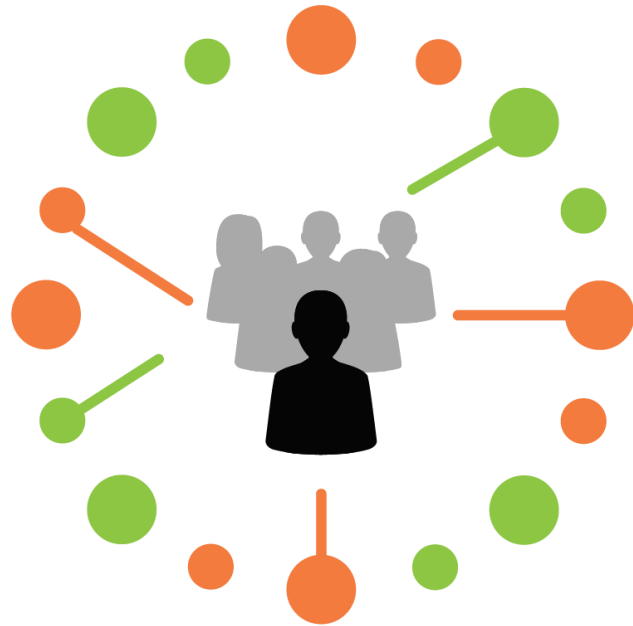


TABLE EXERCISE

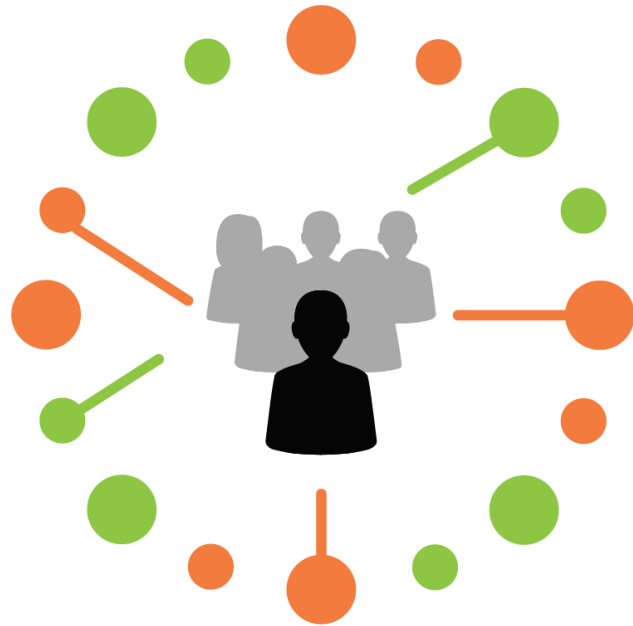
THE RESULTS:

What are the Five Most Difficult Aspects of your Job?



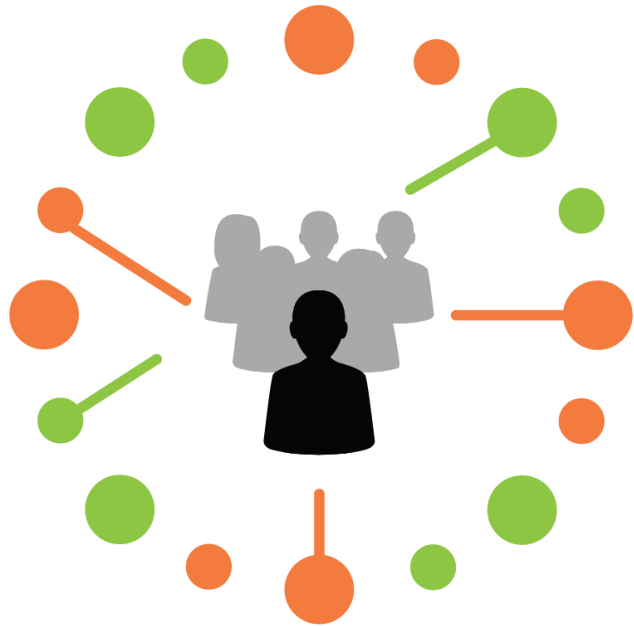
TOP ISSUE #1

COMMUNICATION



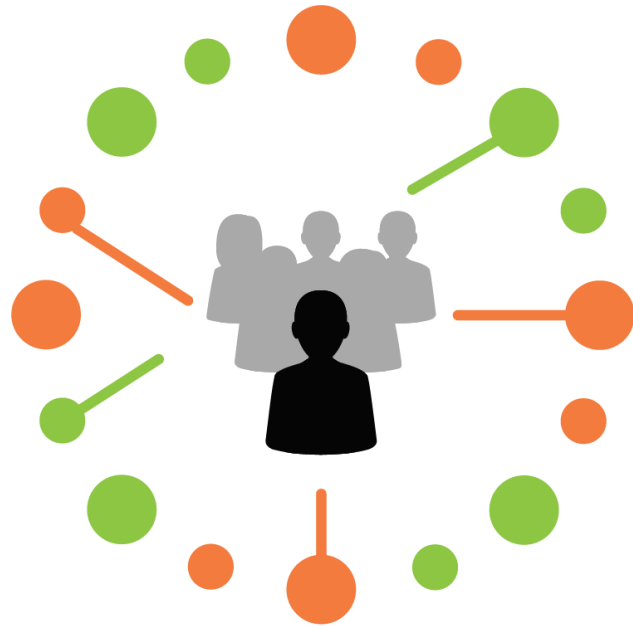
TOP ISSUE #2

TIME MANAGEMENT/ PRIORITIZATION



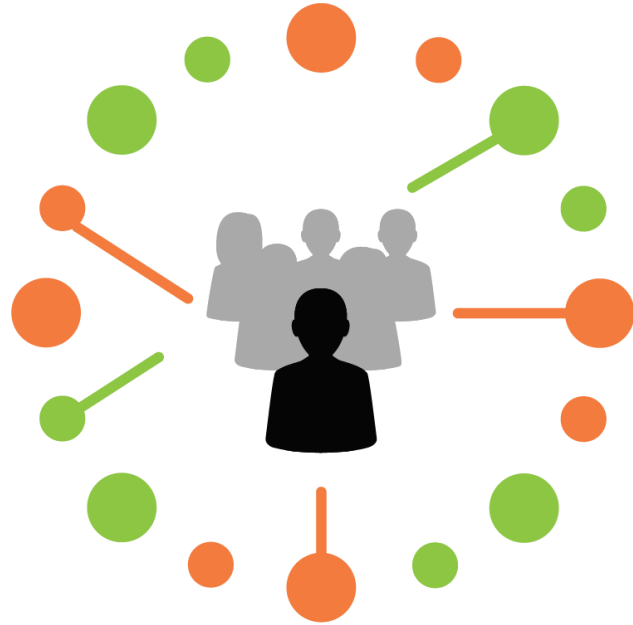
TOP ISSUE #3

NO BACK-UP



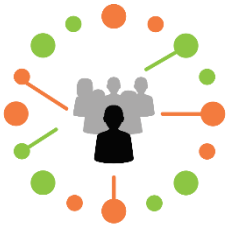
TOP ISSUE #4

LEAVING WORK AT WORK



TOP ISSUE #5

**BEING UNDERESTIMATED/
NOT VALUED**



2018 Survey Results

How many years have you been in the Administrative Support field?

		Response (%)	Responses
Less than One-Year		9.23	6
One to Five-Years		21.54	14
Five to Ten-Years		23.08	15
Ten to Twenty-Years		23.08	15
Over Twenty-Years		23.08	15
		Answered Question	65
		Skipped Question	0



2018 Survey Results

In your role, who do you support?

		Response (%)	Responses
Chief Executive Officer (CEO)		13.98	13
President & CEO		11.83	11
Chief Operating Officer (COO)		8.60	8
Sr. Vice-President and/or Vice-President		15.05	14
Other		50.54	47
		Answered Question	65
		Skipped Question	0



2018 Survey Results




What is the most challenging part of your job?

		Response (%)	Responses
Too much work (heavy workload)		31.03	27
Not enough direction (poor leadership)		5.75	5
Lack of respect from others (do not value my role in the organization)		9.20	8
Lack of resources, education and training		8.05	7
No potential for growth within the organization		14.94	13
Other		31.03	27
		Answered Question	65
		Skipped Question	0



2018 Survey Results

In your role, do you feel you are valued for your contributions to the organization?

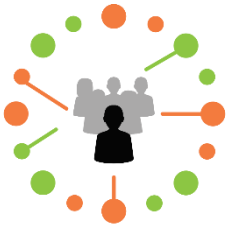
		Response (%)	Responses
Yes, I always feel valued		63.08	41
Sometimes I do (on occasion)		29.23	19
No, I do not feel valued		4.62	3
Other		3.08	2
		Answered Question	65
		Skipped Question	0



2018 Survey Results

What do you need to do your job more effectively/efficiently?

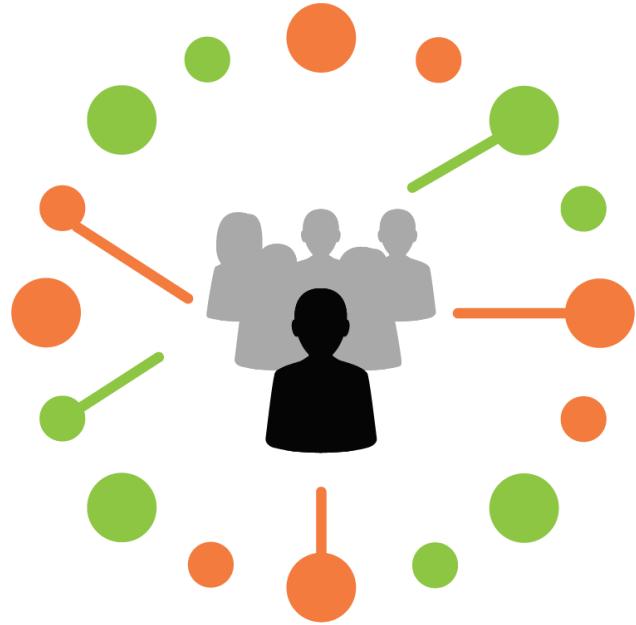
		Response (%)	Responses
More training and/or professional development		31.25	35
Respect from management and others for my position and the work I do		10.71	12
Better resources and up-to-date data/information		15.18	17
Better technology		9.82	11
More room/space (improved work-space)		16.96	19
Other		16.07	18
		Answered Question	65
		Skipped Question	0



2018 Survey Results

Do you feel there is value in networking/collaborating with other administrative support professionals?

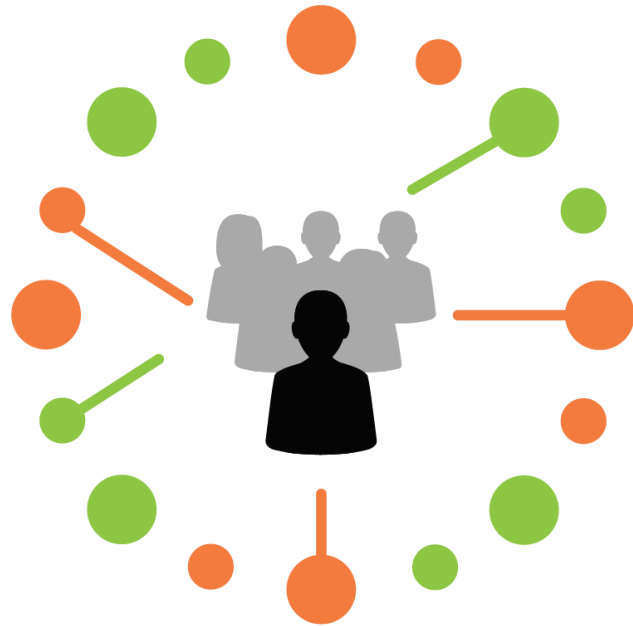
		Response (%)	Responses
Yes, definitely		58.46	38
Potentially there may be some value		30.77	20
No, this is not important to me		1.54	1
I am neutral/undecided		7.69	5
Other		1.54	1
		Answered Question	65
		Skipped Question	0



VICTORIA MEADOWS

Marketing, Communications & Talent Director
LEAP

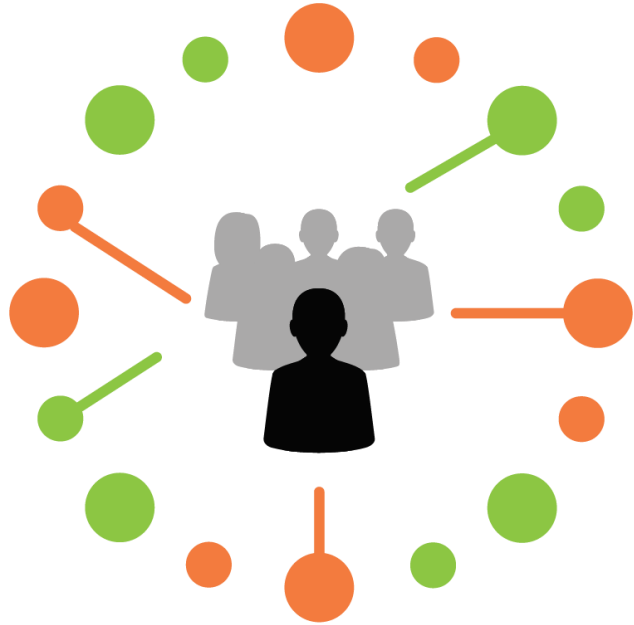
Welcome Summit Keynote Speaker



MONICA SPARKS

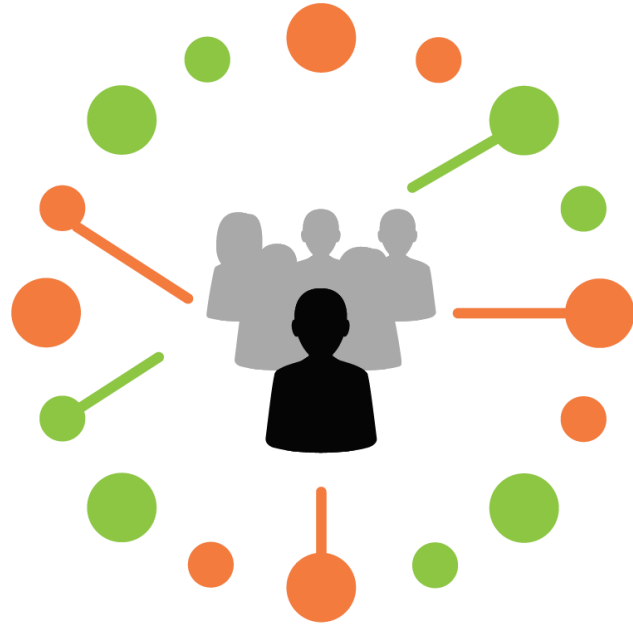
President, Urban Sparks LLC

**2018 Administrative Professionals
Leadership Summit Keynote Speaker**



LUNCH

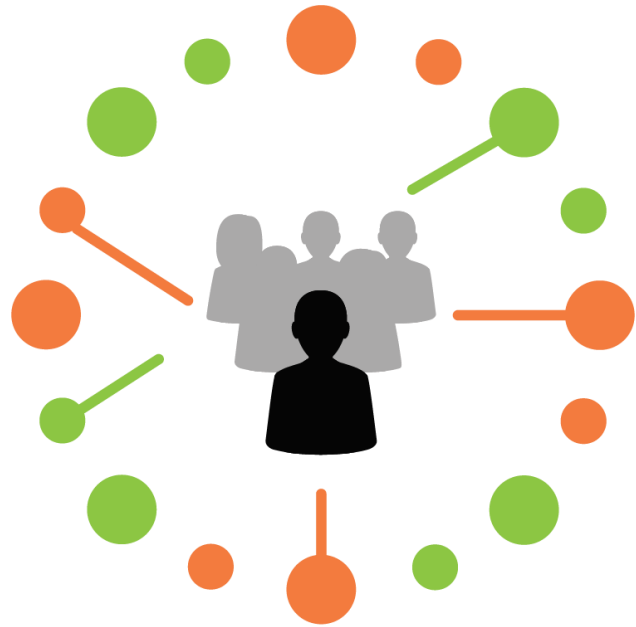
Time to Network & Meet Others...



STACY A. HICKOX

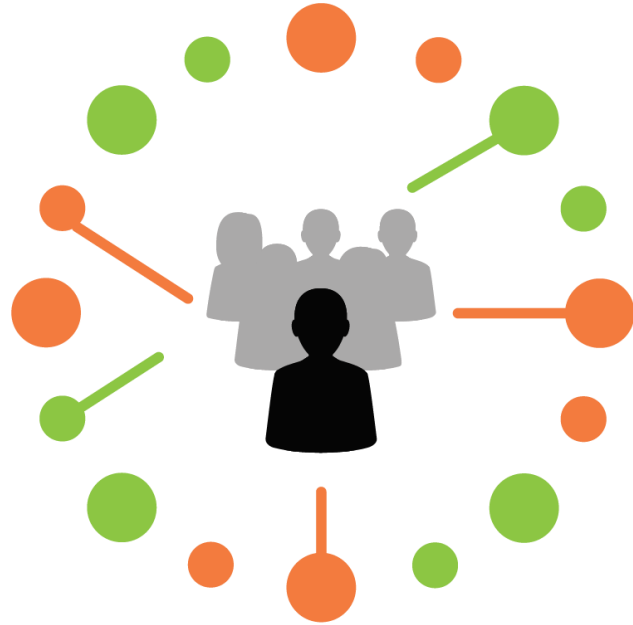
Associate Professor, Michigan State University

Managing Difficult People & Situations:
Turning Challenges into Triumphs...



AFTERNOON BREAK

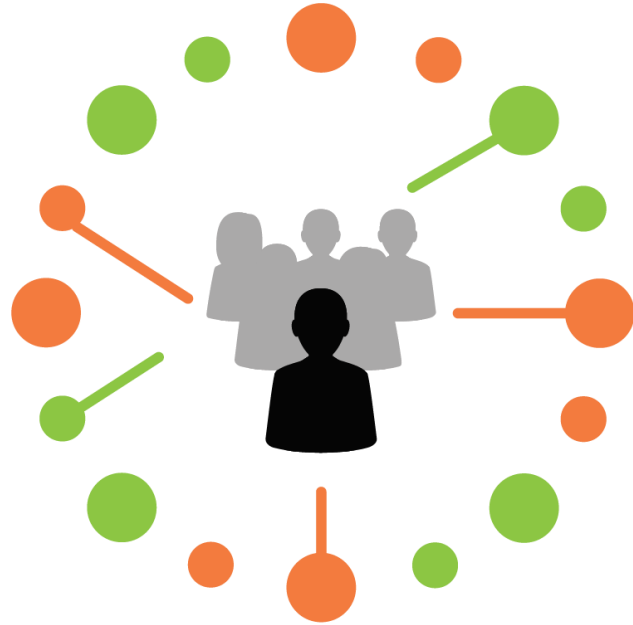
Time to Refresh...



CINDY WHITTUM

Sr. Career Advisor, Davenport University

'P' Stands for Professionalism:
Setting the Standard for Excellence

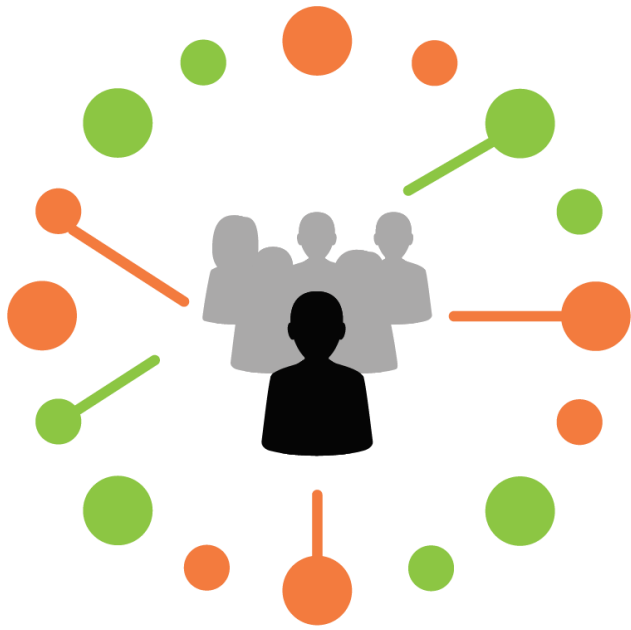


JOSH HOLLIDAY

Board President, Lansing 5:01

Event Planning 101:

From the Ordinary to the EXTRAordinary

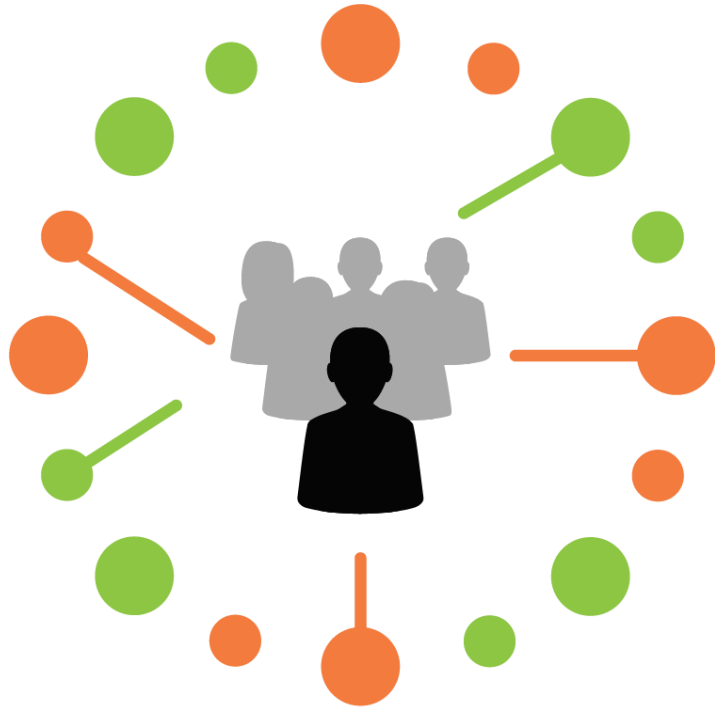


CLOSING REMARKS

Tedi Parsons

President, The Professionals Forum LLC





SAVE THE DATE

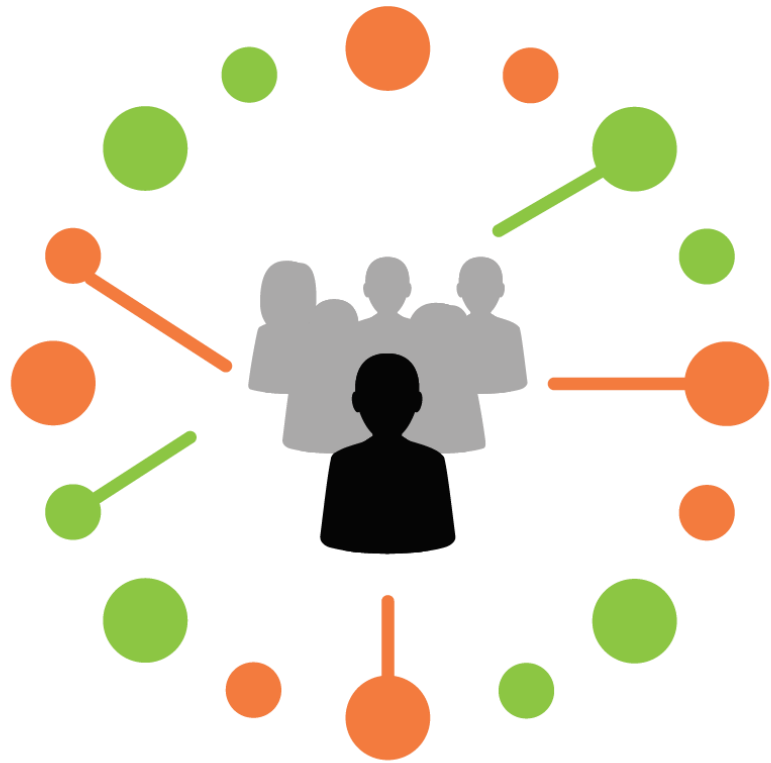
2019 Administrative

Professionals

Leadership Summit

TUESDAY, APRIL 23, 2019

“For Tomorrow Belongs to the People who Prepare for it Today” ~ African Proverb



THANK YOU

2018 Administrative

Professionals

Leadership Summit

Go Forth, Change the World and be AMAZING!