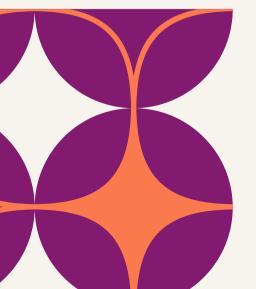




NAEOP 90th Annual Conference





ENAEOP

National Association of Educational Office Professionals



Welcome to Little Rock, Arkansas!

The 2024 NAEOP Annual Conference promises to touch on every aspect of our association's mission in formal and informal ways. You will have the opportunity to *L.E.A.R.N.* each day you attend.

- Leadership: Participate on a committee, Advisory Council, or serve on the Board to make an impact
- Education: Learn and grow in breakouts and other wonderful events
- Achievement: Attain milestones on your Professional Standards Program (PSP) journey
- Recognition: Join in acknowledging the great work of individuals and affiliates
- Networking: Connect with people in similar roles and settings from across the country

Our planning committee looks forward to welcoming you to Little Rock, Arkansas, July 14-17, 2024, to explore your potential, see our association at work, grow as a professional, and enjoy this special conference location.

Hotel Information

Double Tree Little Rock

424 West Markham, Little Rock, Arkansas 72201 | Phone: (501) 372-4371

Reservations

The DoubleTree Little Rock hotel is connected to the Robinson Center and is next to the Arkansas River. They are blocks from the Statehouse Convention Center and River Market District, and the William J. Clinton Library and Museum is a mile away. Enjoy their seasonal outdoor pool, free airport and area shuttle, and a warm DoubleTree cookie upon arrival. Reserve your room using this link to receive the group rate. You can also reserve your room over the phone at (501) 372-4371. Reservation deadline is June 12, 2024. Room rates are \$149.00.

Airport/Shuttle/Parking

The hotel does offer a free airport and area shuttle. Once you have your bags, please call the hotel at (501) 372-4371 to let them know of your arrival and to schedule your pickup. The DoubleTree offers overnight self-parking for guests at the rate of \$15.00 per night.

Hotel Dining

Bridges Restaurant & Lounge offers a top selection of authentic and tasty southern-inspired food. Whether you're in the mood for BBQ, Beignets or a few fingers of Bourbon, Bridges Restaurant & Lounge is ready to satisfy your culinary craving.



General Information

Conference Check-In

Check in to receive your packet and welcome bag on Sunday, July 14, 12:00 pm - 7:00 pm; Monday, July 15, 7:30 am - 2:30 pm; or Tuesday, July 16, 8:00 am - 3:00 pm. You will receive the conference schedule, the hotel map, meal tickets, and information needed for the conference. There will also be a photo op backdrop set up for taking your own pictures.

Guests

Are you interested in bringing a guest? The guest registration price is \$25.00 plus the cost of any meals. Please make any meal selections in the guest section of the registration form. If your guest wishes to attend the breakout sessions and meetings, they must pay the non-member registration fee, which would include the cost of their meals.

Technology Summit

There will be a new Technology Summit offered this year, attendees can add-on to their registration for \$75.00. The Summit will be Sunday, July 14th from 10:00 am - 3:00 pm. See additional information on page 6.

Spening Session/Keynote Speaker

The opening general session will be Monday, July 15, 9:30 - 11:30 am. During the roll call of states, show your pride by wearing your state colors or something patriotic. We are honored to have Lisa Olsen as our Keynote Speaker who will present "Are You All In?"

Conference Breakouts

Within this packet you will find descriptions for the various breakout sessions being offered. All breakout sessions are included in your registration fee. The number of attendees for each breakout session will be limited by room capacity.

Advisory Council

Advisory Council is held to discuss the operations of NAEOP, hear suggestions from the affiliates for changes/improvements, and to make recommendations to the NAEOP Board. All members are welcome to observe, but only delegates can participate in the discussions and vote on the business at hand. This year's meeting will be held on Sunday, July 14 at 3:30 pm.



General Information

NAESP Marketplace

The NAEOP Marketplace provides an opportunity to visit vendors and NAREOP tables, purchase tickets for a chance to win a basket/s from our affiliates, plus other great prizes. Tickets will also be available for the 50/50 Split the Pot during the conference in the Marketplace and during events. The Marketplace will be open, Sunday, July 14, 3:00 pm - 7:00 pm; Monday, July 15, 8:00 - 9:30 am, 2:30 - 3:30 pm, 5:00 - 7:00 pm; Tuesday July 16, 7:30 - 10:00 am, 2:30 - 5:00 pm. You do not need to be present to win. Winners of all raffles can pick up their prizes in the Marketplace at 11:15 am on Wednesday, July 17.

Conference Kick Off/ First Timers' Event

This event is to welcome our first timers and kick off the conference. If you are attending your first ever NAEOP conference, be sure to attend this fun and exciting experience. During this event, first timers will have the opportunity to meet and network with other first timers, mentors, and board members. This is an opportunity to make new friends!

Area and Council Meetings

Area and Council meetings will be held to conduct Area and Council business, hold Area and/or NAEOP committee elections, and provide professional development. This year's Area meetings will be held Tuesday, July 16, 10:00 - 11:30 am, and the Council meetings will be held Tuesday, July 16, 1:00 - 2:30 pm.

Meals

In your registration packet, you will be given a ticket for each of your pre-selected meal choices. These should be shown to the servers at each meal once you are seated. Are you interested in bringing a guest? Select the choice in the guest section of the registration form. If you have any dietary restrictions, please indicate so on your event registration.

SUNDAY, JULY 14 - Technology Summit

Boxed Lunch with Sandwich, Kettle Chips, Cookie, Iced Tea, and Regular & Decaf Coffee

MONDAY, JULY 15 - Member Awards Luncheon

• Soup & Salad Buffet: Soup, Fruit, Tuna Salad, Garden Greens with Dressing, Rolls, and Dessert

TUESDAY, JULY 16 - Awards Banquet

- Choice A: Boursin Cheese Filled Breast of Chicken: Baked Breast of Chicken Filled with Boursin Cheese and Topped with a Sage Beurre Blanc served with Grilled Asparagus, and Roasted Red Potatoes
- Choice B: Seafood Stuffed Tilapia: Tilapia Fillet Filled with a Seafood Stuffing and Topped with a Lemon Dill Butter Sauce served with Grilled Asparagus, and Roasted Red Potatoes
- Salad: Fresh Tossed Caesar Salad
- Dessert: Cheesecake with Strawberry Sauce Topping and Whipped Cream

WEDNESDAY, JULY 17 - Board Installation Luncheon

- Choice A: Florentine Chicken: Baked Airline Chicken Breast Stuffed with Spinach and Mozzarella Topped with a White Cream Sauce served with sauteed Tuscan Vegetable Medley and Garlic Mashed Potatoes
- Choice B: Harvest Pork Loin: Pork Loin topped with Honey Mustard Sauce served with sauteed Tuscan Vegetable
 Medley and Garlic Mashed Potatoes
- Salad: Governor's Salad: Crisp Romaine Lettuce, Cranberries, Feta, and Candied Pecans
- Dessert: Pound Cake with Mixed Berries Compote and Whipped Cream

2024 Schedule at a Glance

Saturday - 7/13/2024

9:30 - 10:30 AM Executive Committee Meeting 11:30 - 4:30 PM 2023-24 NAEOP Board Meeting

Sunday-7/14/2024

12:00 - 7:00 PM Registration Open

10:00 AM - 3:00 PM Technology Summit "Google Gab"

11:30 AM - 2:30 PM Marketplace Set-Up 3:00 - 7:00 PM Marketplace Open

3:30 - 5:00 PM Advisory Council Meeting

5:00 - 5:30 PM 2023-24 NAEOP Board Meeting(continued...)

5:45 - 6:00 PM Moderator Meeting 6:00 - 7:00 PM Past Presidents Meeting

7:30 - 8:30 PM NAEOP Foundation Board Meeting

Monday - 7/15/2024

7:30 AM - 2:30 PM Registration Open 8:00 - 9:30 AM Marketplace Open

8:00 - 9:00 AM Conference Kickoff/First Timers' Event 9:30 - 11:30 AM Opening General Session - Keynote 12:00 - 3:00 PM Member Awards Luncheon & Breakout

2:30 - 3:30 PM Marketplace Open

3:30 - 5:00 PM Second General Session & Foundation Annual Meeting

5:00 - 7:00 PM Marketplace Open 7:30 - 9:00 PM NAREOP Board Meeting

Tuesday - 7/16/2024

7:30 - 10:00 AM Marketplace Open 8:00 AM - 3:00 PM Registration Open

8:00 - 10:00 AM NAREOP Annual Meeting

8:00 - 9:30 AM Breakouts 101-105 10:00 - 11:30 AM Area Meetings 1:00 - 2:30 PM Council Meetings 2:30 - 5:00 PM Marketplace Open 3:00 - 4:30 PM Breakouts 201-205 5:30 - 6:30 PM PSP Rehearsal/Photos

6:00 - 7:00 PM Social Hour

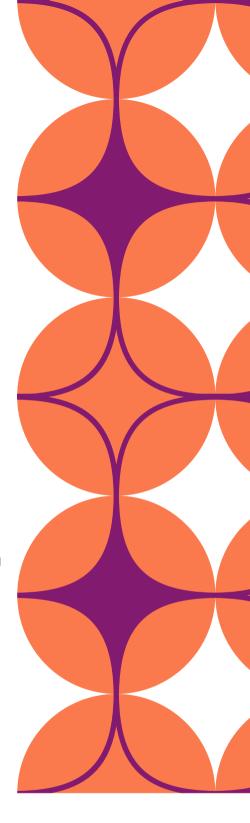
7:00 - 9:00 PM PSP/Awards Banquet

Wednesday - 7/17/2024

8:00 - 9:30 AM Breakouts 301-305 9:45 - 11:15 AM Breakouts 401-405

11:15 - 11:45 AM Marketplace Basket Pick Up

12:00 PM - 2:00 PM NAEOP Board Installation Luncheon 2:30 - 6:00 PM 2024-2025 NAEOP Board Meeting







Google Gab with Angie and Terri

Angie Wiliams and Terri Freeny Fort Smith Public Schools SUNDAY, JULY 14, 2024 - 10:00 AM - 3:00 PM

We are Technology Integration Specialists with 50+ years of combined experience teaching technology to both students and adults. We love learning about new techie things, and sharing resources to help others!

Conference attendees will have the option to add-on this Technology Summit to their registration for an additional \$75.00

Summit Description

We will demonstrate and discuss various aspects of Google workspace. Some topics include organizing email and Google drive, using Docs, Sheets, and Calendar. We will discuss the difference between shared folders and shared drives, and the latest updates to Google Workspace. Have questions? We would love to hear them! We want this to be an interactive discussion of efficient and effective ways to use Google Workspace.

Help us celebrate NAEOP's



Show your NAEOP spirit by wearing Green and Gold on Tuesday, July 16!



Keynote Speaker - Opening Session

Are You All In?

LISA OLSEN, MS, CWCA: MONDAY, JULY 15, 2024 - 9:30 - 11:30 AM

Lisa advocates continuous learning and encourages administrative professionals to expand their potential, take initiative and practice being "relationship engineers." An enthusiastic and sought-after international speaker, her presentation style is engaging, educational, and motivational.

Lisa's successful career as a senior executive assistant, administrative manager, and educator spans over 20+ years. She is an experienced professional development workshop facilitator and engaging conference speaker. Her passion is to help elevate the administrative career and share her knowledge and experience to help others recognize their potential and build empowered confidence in their administrative roles. She has been a repeat keynote and concurrent session speaker at the following professional conferences:

- Office Dynamics Conference
- Executive Secretary Live Conferences
- IAAP International Forum
- Professional Business Women's Conference (PBWC)
- Central CA Women's Conference (CCWC)
- Admin Pro Forum
- · Administrative Professionals Conference (Canada and U.S.)
- Executive Leadership Forums

Since earning her Master's degree in Organizational Leadership in 2018, Lisa has continued to support education and opportunities for professional development. As an adjunct faculty member at Ensign College in Salt Lake City, Utah, she teaches courses on Business Communication and Leadership Principles. She is the co-owner of Admin to Admin, providing resources for administrative professionals of all levels including training and development webinars, event keynotes, and on-site workshops.

She is a Certified World Class Assistant and is certified to teach the Star Achievement and World Class programs through Office Dynamics presenting them both in Las Vegas and virtually for over 10 years. She was one of the original members of the Advisory Council for the Administrative Professionals Conferences serving two years to assist in conference educational planning and session content.

Her administrative career includes work in the healthcare and engineering industries partnering with CEOs and senior executives, as well as the public sector where she supported the CEO of the Sacramento Area Council of Governments. She has experience as a Community Board Coordinator, Administrative Manager, and Human Resource Generalist.

Currently, she is a Senior Executive Assistant on the Executive Leadership Team at Intermountain Health in Salt Lake City, Utah, providing strategic support and partnership to the President of the Intermountain Health Foundation.





2024 Breakout Sessions

Monday, July 15, 2024 - 1:30 - 3:00 pm (Session will follow Membership Luncheon)

- The Many Hats of the Office Professional: Learning to Adapt and Be Empowered, Lisa Olsen, MS, CWCA
 - Have you ever considered the many hats an office professional wears? In some cases, we wear multiple
 hats at the same time! Every hat an office professional wears is important and valuable, however it's
 important to prioritize them so we don't feel overwhelmed. The key to adaptability and empowerment is
 an understanding of our own work style, where we have gaps, and what thinking traps are sabotaging
 us from being our best. This interactive breakout session will cover the following:
 - What are the many "hats" that office professionals today wear?
 - What is empowerment and what are the characteristics of an empowered office professional?
 - Discover the thinking traps that sabotage adaptability and empowerment.
 - Complete a personal "blueprint" to determine what hat to wear and why.
 - Learn the eight steps to build empowerment.
 - Strategies to develop agility and adaptability.
 - Create effective professional habits to increase confidence and empowerment.

Tuesday, July 16, 2024 - 8:00 - 9:30 am

- 101 CPR Demonstration and How to Treat/Manage Basic First Aid, Jeff Jeffries and Jonathan Baxter
 - Hands-Only CPR demonstration. You will get hands on experience and practice this important skill. We will also learn how to treat and manage basic first aid.
- 102 Finding the Balance: Work/Life/Home, Eronda Jackson, CEOE
 - Work, Life, and Balance. Is this a thing? Can we have it all? In this session we will explore the challenges
 of trying to obtain it all. What is priority and how do we manage it? Let's think out of the box and share
 practices and habits that help to keep you at an optimal level to be the best version of you.
- 103 Professional Standards Program (PSP) Basics: Information & Work Session, Bonnie J. Miller, CEOE
 - Want to be acknowledged for your dedication and commitment? Have you wondered how to have CEOE/CESE after your name? Intimidated by the PSP application process? Or perhaps you have started your application and simply need some guidance. This session will provide a Professional Standards Program overview, review the application and answer all your PSP questions.
- 104 Healthy Living, Vickie Wingfield
 - Tips and Tricks Healthy nutrition for a busy office professional
 - What steps can you take to building a heart healthy lifestyle
 - o Fitness for retirees
- 105 A is for Apple, Appetite, Awesome & Attitude, Debbie Wade, CEOE
 - Prepare for a fun, interactive session designed to focus on the "real" meanings of some very important
 "A" words in our life: Apple, Appetite, Awesome, and Attitude. Be ready to share, laugh, and learn. Wear
 or bring something red and receive "A" special surprise.



Tuesday, July 16, 2024 - 3:00 - 4:30 pm

- 201 Yoga for the Office Professional, Ruth James, CEOE
 - Chair yoga is a wonderful practice for everybody, suitable for beginners and seniors. Recognizing that
 as Office Professionals our time can be spent at a desk for eight or more hours a day, this class is the
 perfect introduction to chair yoga. Participants will go through a chair yoga sequence they will be able
 to incorporate into their daily routines.
- 202 Safety Hazards in the Office, John K Wolfe
 - A summary of the most common hazards found in the office environment and how to avoid them.
- 203 Parliamentary Procedure, Mary Guest, CEOE
 - Explore the basics of parliamentary procedure in a relaxed, comfortable setting. This session will help
 to put parliamentary procedure in perspective and remove the intimidation you might feel that keeps
 you from running a meeting. You will learn all the basics you need to facilitate effective meetings.
 There are only seven motions that will get you through just about any meeting. In this session, you will
 learn how to use parliamentary procedure to protect the democratic process in your meetings. If you
 have specific questions you would like addressed, please email them to me prior to the conference at
 parliamentarian@naeopboard.org.
- 204 PSP Chairmen: Understanding & Promoting PSP, Bonnie J. Miller, CEOE
 - PSP Chairmen and Association Presidents are encouraged to participate in this session. We will
 discuss the role of the PSP Chairman, program marketing ideas, and network, enabling us to provide
 our members with a better understanding of the program and guidance to apply for the their PSP
 certification and CEOE/CESE distinction.
- 205 Using Canva to Create Eye Catching Graphics, Katie Brown
 - Want to make graphics that pop with ease? No photoshop or elaborate training needed. Canva is the
 free solution to make your graphics pop like a pro. In this session you will learn the basics of Canva
 and observe multiple ways Canva can be utilized on a daily basis to catch the eye of EVERYONE!

Wednesday, July 17, 2024 - 8:00 - 9:30 am

- 301 Mind-fullness vs Mindfulness, Katie Henricks
 - Mindfulness definition: a mental state achieved by focusing one's awareness on the present moment, while calmly acknowledging and accepting one's feelings, thoughts, and bodily sensations, used as a therapeutic technique. Katie will share some techniques with us to allow us to live our lives more in the moment. To appreciate our experiences to the fullest. She will also talk about some of the therapies used today in our special education classrooms.
- 302 Once Upon a Time, Gervonder R. Brown
 - "Once upon a time" is a stock phrase used to introduce a narrative of past events, typically in fairy tales
 and folk tales. It has been used in some form since at least 1380 (according to the Oxford English
 Dictionary) in storytelling. Presenting and public speaking goes hand in hand as it allows the presenter
 to tell their story. This engaging work session will teach how the art of storytelling, presenting and
 public speaking work hand in hand!
- 303 How to Work in Education and Live to Tell About It!, Debbie Wade, CEOE
 - Learn the secrets to surviving our daily educational challenges while having some "wild and crazy" fun! Discover why humor, creativity, flexibility, observation, listening, and stress management are the keys to surviving in the workplace. This one's for YOU!



- 304 Sharpen Your Memory, Sally Sizer Fitts, Ph.D.
 - AARP's "Six Pillars of Brain Health" was prepared by national experts for a generalist audience to highlight
 things we can do to keep our brains healthy and our wits sharp. Don't fall for an expensive cure-all, when
 you have the power to maintain a sharp memory. Information based on research by the Global Brain Health
 Initiative confirms we can reduce (or increase) our risk of dementia, whether our genetic risk is high or low
 and whether starting young or later in life.
- 305 Civilian Response to Active Shooter Events, Kimberly Granich
 - The Civilian Response to Active Shooter Events (CRASE) course, designed and built on the Avoid, Deny
 Defend (ADD) strategy developed by ALERRT in 2004, provides strategies, guidance, and a proven plan for
 surviving an active shooter event. Topics include the history and prevalence of active shooter events,
 civilian response options, medical issues, and considerations for conducting drills.

Wednesday, July 17, 2024 - 9:45 - 11:15 am

- 401 Emotional Intelligence or Influence Without Authority, Audra Mead
 - Emotional Intelligence, often abbreviated as EQ, EI or EIQ, was originally defined by Salovey and Mayer as:
 the ability to monitor one's own and others' feelings and emotions, to discriminate among them and to use
 this information to guide one's thinking and action. Linking one's brain, heart, and voice takes balance a
 fine balance of emotion and rationality to succeed and it is critical thinking that is the connecting link
 between emotions and intelligence. Critical thinking feeds and enables emotional intelligence, and there
 are a number of reasons why you should cultivate your emotional intelligence:
 - Self-Awareness clearly understand your strengths and weaknesses without any obstruction
 - Emotional Management not only be aware of your feelings but learn to manage those emotions
 - Social Awareness be well-tuned to the emotions of others and pick up on what's going on around you
 - Effective Communication / Relationship Management clearly convey what you want to say and do so in a manner that inspires and motivates others and builds relationships
- 402 QPR (Question, Persuade, and Refer) Gatekeeper Training for Suicide Prevention, Lauren Scott
 - QPR is designed to teach the warning signs of a suicide crisis and how to respond. The process follows three steps: (1) Question the individual's desire or intent regarding suicide, (2) Persuade the person to seek and accept help, and (3) Refer the person to appropriate resources. Trainees receive a QPR booklet and wallet card.
- 403 Stop Sextortion, Jessica Lynn Franklin
 - Sextortion is impacting youth across the nation, and online predators are a real threat to Arkansas children.
 FBI Little Rock wants to inform educators about the dangers their students are facing, and provide them with the tools to better protect youth in their communities.
- 404 Learning to Lead/Leading Up, Georgette Council
 - Leading Up is the art of working with your superiors collaboratively in order to accomplish more and in a
 more efficient manner. This session will help you identify the 3Cs of Leading Up Communication,
 Collaboration, and Cooperation and help you find ways to make your job easier by enlisting the support of
 the decision makers in your organization. Learn to become a trusted confidente and respected part of the
 team.
- 405 Protecting Yourself Against Cyber Crime, Walter Mahone
 - You will learn how to protect yourself and your loved ones from cybercrimes. These crimes consist of items such as: fraud, malware/spyware, identity theft, predatory crimes, and device protection.

Fun things to do in Little Rock

Murry's Dinner Playhouse

- · "Jersey Boys" will be playing in July of 2024!
- Prices range from \$42-46 depending on what night you choose to attend.
- Menu includes choice between 4 entrees, 5 sides, salad, and 5 desserts
- For more information check out their website!
- To make reservations call 501-562-3131





Let's Roam Scavenger Hunt

- · Download the "Let's Roam" App on your phone
- · The App will have several self guided tours and scavenger hunts
- Grab a friend and explore downtown Little Rock!



Dive into history at the William J. Clinton Presidential Library! Explore the legacy of America's 42nd president, immerse yourself in interactive exhibits, and walk through the corridors of power where decisions that shaped the world were made. Get ready for an unforgettable journey through the life and times of one of the most influential leaders of our era!





Explore Riverfront Park

Experience the charm and beauty of Little Rock, Arkansas at Riverfront Park! Nestled along the banks of the Arkansas River, this scenic park offers a perfect blend of natural serenity and urban excitement. From leisurely strolls along the riverwalk to captivating views of the city skyline, there's something for everyone to enjoy. Discover the heart of Little Rock at Riverfront Park - where every moment is a picture-perfect memory waiting to be made!

Explore and Shop the River Market District

Get ready to ignite your senses in Little Rock's River Market District! Delight in a fusion of flavors at diverse eateries, uncover hidden treasures at artisanal shops, and soak up the vibrant atmosphere of this cultural hotspot. From farm-fresh produce to live entertainment, every step reveals a new adventure. Embrace the pulse of the city at the River Market District - where the spirit of Arkansas comes alive in every corner!





July 14-17, 2024 - Little Rock, AR Attendee Registration Form

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Attendee Name:		CEOE CESE		
Full Address:				
E-Mail:	Phone:			
	_			
Conference Registration				
NAEOP Member Registration	\$425		\$	
Non-Member Registration	\$525		\$	
☐ First time attending a NAEOP Conference ☐ Receiving PSP/CEOE/CESE Recognition at the PSP/A	wards Banquet			
Conference Kick Off/First Timer Event (July 15, 2024 - I plan on attending (First Timer) I plan on attending (Conference Alumni) I would like to be a First Timer Mentor	- No Charge)			
☐ Retirees Only: Attending the NAREOP Annual Meetin	ng (July 16, 2024)			
Check Appropriate Meals: PSP/Awards Banquet	☐ Not Attending ☐ Not Attending			
Please list any special dietary needs or disability:				
Additional Add-Ons: ☐ Technology Summit - July 14th \$75		Registration Fees Total	\$	
Conference Bag \$15 (First Timers will receive a free I	bag)	Add-On Fees Total \$		
Guest/Spouse Registration:	Admin	Fee \$25	\$	
Name:		wards Banquet \$50 icken 🔲 Tilapia	\$	
Email:	Installa	ation Luncheon \$50	\$	
Phone:	Ch	icken Pork		
		Guest Fees Total	\$	

Total Conference Fees \$ _____

2024 ANNUAL CONFERENCE REGISTRATION FORM

Payment Method (All fees are payable in	U.S. dollars)				
☐ Copy of Purchase Order is attached (Must be paid Enclosed is a check or money order payable to N ☐ Credit Card	·	ence date)			
Name on Credit Card:			Payment Total \$		
Credit Card Number:		Exp. Date	:	CVC:	
Billing Address:					
Please note a \$5 convenience fee is applied to all credit	t card transactions Sign	nature:			

Registration:

You must register by June 15, 2024, to be listed in the Annual Report. After June 15, please bring the registration form and payment with you for onsite processing. Onsite registration will be accepted on a space available basis. Meal tickets, however, may not be available onsite. **Registration must be paid in full prior to June 30, 2024.**

Cancellation/Refund Policy:

All cancellation requests must be received in writing to the National Office. Cancellations received on or before June 15 will entitle the registrant to a full refund less a \$25 administrative fee. Cancellations received between June 15 and June 30 will entitle the registrant to a 50% refund. There are no refunds for registration or meals after June 30, 2024. No-shows will not be refunded.

Fees for hotel accommodations, tours, and transportation to and from the conference are the sole responsibility of the registrant.

Return completed form and payment to:

NAEOP National Office 521 First St, PO Box 10 Milford, NE 68405 Email: staff@naeop.org

