



DCI America

PO Box 859, Hanover, NH 03755 ph (800) 888-1027 fax (603) 643-6008

The Thirteenth Annual Native Secretary and Administrative Assistant's Conference

April 24-26, 2012 Albuquerque, New Mexico

AGENDA

Day One

8-9am Continental Breakfast,

Networking opportunities

Introductions, Opening Prayer

Social Media: What it is and How to use it

10-10:15 Break

Incorporating Cultural Values in Contemporary Workplace

Noon – 1:15 Luncheon Provided by DCI America

1:15 – 4:30

Quality Customer Service

Effective and Skillful

Communications

Conflict Management Strategies

Day Two

8-9am Continental Breakfast,

Networking opportunities

From Secretary to Administrative Assistant

Leadership Skills

10-10:15 Break

Leadership Skills cont'd

Noon 1:15 Lunch on Your Own

1:15 -4:30

Basics of Indian Law and Why You Need to Know Them

Time Management Skills

Wellness in the Workplace

Day Three

8-9am Continental Breakfast,

Networking opportunities

Robert's Rules of Order

10-10:15 Break

Robert's Rules of Order cont'd

Noon 1:15 Lunch on Your Own

1:15 2:30

The Role of the Recording Secretary

Round Table Discussions, Conclusions, Closing Prayer



Hotel Cut-Off March 24, 2012

Thirteenth Annual Native Secretary and Administrative Assistant's Conference April 24-26, 2012 Albuquerque, NM

Last Name: _____ First: _____ MI: _____ **Registration Fee: \$620 per person**

Title: _____ Dept: _____ **Payable to DCI America / PO Box 859 / Hanover, NH 03755**

Organization: _____ Method of Payment: Check # _____ PO# _____

Address: _____ Credit Card: Amex MasterCard Visa

City: _____ State: _____ Zip _____ Card # _____

Phone: _____ Fax: _____ Exp Date ____/____ Name _____

Email Address: _____ Signature _____

Sandia Resort & Casino 30 Rainbow Road, Abq, NM 87113 **\$169+/ night** CALL **877-272-9199** Refer to Conference by Name