

Welcome to

# Ontario

*Whatever You Can Do or Dream You Can Do,  
Begin It with CAEOP!*

*at the*

## **58th Annual Conference**

*of the*

**California Association of Educational  
Office Professionals**

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*Providing Professional Development  
Opportunities for the  
Educational Office Professional*

2008



**IMPORTANT DETAILS**

**Dates**

**March 6-8, 2008**

**Location**

**Ontario Airport Marriott Hotel**

2200 E. Holt Blvd.; Ontario, CA 91761

For Online Reservations:

<https://resweb.passkey.com/go/CAEOP>

Or you can call the Marriott  
@ 1-800-284-8811

Room Rates: \$89.00 + Taxes,  
Single or Double Occupancy  
(Total is \$99.75 per night)

**Reservation Due Date: 02/08/08**  
(To Receive Special CAEOP Rates)

**Parking—\$7.75 per day**

**Free Shuttle from  
Ontario Airport**

**How to Register for Conference**

Register at:

[www.caeop.org/conference\\_2008.htm](http://www.caeop.org/conference_2008.htm)

**OR**

Complete the one-page Conference  
Registration Form included with this brochure  
and mail with your check payable to CAEOP  
to the conference registrar:

**REGISTRATION DEADLINE: 02/08/08**

Sharon Callahan  
2008 Conference Registrar  
43830 Tiber Street  
Hemet, CA 92544-9193  
(951) 927-3121

Email: [scallaha@hemetusd.k12.ca.us](mailto:scallaha@hemetusd.k12.ca.us)

*For late reservations, please contact confer-  
ence registrar.*

**Still have questions?**

Darrin Reed

2008 Conference Co-Chairperson  
(949) 497-7700 x202

Email: [dreed@lagunabeachschools.org](mailto:dreed@lagunabeachschools.org)



Established 1950  
[www.caeop.org](http://www.caeop.org)

**SCHEDULE OF ACTIVITIES**

**MICROSOFT PUBLISHER**

**Thursday, March 6, 2008 8:00 a.m.—5:00 p.m.**

PRE-CONFERENCE INSTITUTE \* SEPARATE REGISTRATION FEE

**CONFERENCE SCHEDULE**

**Thursday, March 6, 2008**

7:00 p.m.—9:00 p.m.

**“A TRIBUTE TO OUR FREEDOM”** Opening Ceremonies  
National Teacher of the Year, Andrea Peterson

**Friday, March 7, 2008**

8:00 a.m.—9:15 a.m., General Session

**“PROFESSIONAL LEARNING COMMUNITIES ... A SNEAK  
PREVIEW”** BY DR. ALAN DALY, PROFESSOR UC SAN DIEGO

9:30 a.m.—11:00 a.m., Workshops

**A. “Helpful Hints to Getting  
Organized”**

**C. “CalPERS, Retirement  
Planning”**

**B “Business Etiquette”**

11:30 a.m.—1:00 p.m. Awards Luncheon

**“RECOGNIZING EXCELLENCE”**  
Awards Luncheon including 2008 Senior Scholarships, Poster  
Contest, Affiliate Newsletter Awards, and Educational Office  
Professional/Administrator of the Year Awards

1:15 p.m.—2:45 p.m., Workshops

**D. “Customer Service — Who Is  
My Customer?”**

**F. “Advanced Time Management  
Skills for the Busy Office  
Professional”**

**E. “1000 Good Things Happened  
Today”**

3:00 p.m.—4:30 p.m., Workshops

**G. “Customer Service — Who Is  
My Customer?”**

**I. “Advanced Time Management  
Skills for the Busy Office  
Professional”**

**H. “1000 Good Things  
Happened Today”**

**Saturday, March 8, 2008**

8:00 a.m.—10:00 a.m., General Session

**“PROFESSIONAL LEARNING COMMUNITIES FOR THE  
EDUCATIONAL OFFICE PROFESSIONAL ... GOING DEEPER”**

10:00 a.m.—10:30 a.m.

**ANNUAL BUSINESS MEETING — KATHY RAMOS, PRESIDENT**

11:30 a.m.—1:15 p.m., General Session Spirit Luncheon

**CAPTURE THE EXCITEMENT...IT’S STATEWIDE!**

1:30 p.m.—3:00 p.m., Endnote Speaker

**“GOOD HUMOR: CREATIVE WAYS TO REDUCE STRESS  
& COMMUNICATE YOUR MESSAGE”**

6:30 p.m.—9:00 p.m., Installation Banquet—**WENDY ROCHESTER**  
2008-09 President’s Theme: *“Lifelong learning: Expand Your Horizons Day by Day”*

# **HOT** Topics Headline Conference Workshops

## **1000 THINGS WENT RIGHT TODAY**

*Presenter: Laurie Milhiser*

*Director of Risk Management, County of San Bernardino*

“1000 Things Went Right Today” is a program developed by Ilan Shamir and his *Your True Nature* organization. This interactive session will provide exercises to help participants understand that focusing on what went right is a choice and it is just a matter of looking at the same thing in a different way. Learn how to build positive momentum in your life by joining in this fun and uplifting presentation.

## **BUSINESS ETIQUETTE**

*Presenter: Kristin Tillquist,  
Free Lance Writer and Columnist*



Learn more about business etiquette, workplace relations, networking conversation skills, business correspondence, and image management.

## **ADVANCED TIME MANAGEMENT SKILLS FOR THE BUSY OFFICE PROFESSIONAL**

*Presenter: Dr. Thomas Godley*

*Superintendent, Orange Unif. School District*

Have you ever started your work day and had your calendar blow up within the first ½ hour? Have you ever had a nice neat “to-do” list for the week and when Friday comes you realize you didn’t accomplish one of the items on the list? Have you ever had someone else’s agenda suddenly become your agenda? Have you ever had so many number one priorities that suddenly nothing is a priority? Have you ever felt that your schedule controls you rather than you controlling your schedule? If any of the above even partly apply to you, than maybe it’s time to take a new approach to time management.



## **CUSTOMER SERVICE—WHO IS MY CUSTOMER?**

*Presenter: Roseanne Coyle  
Chaffey High School*

What do customers see when they first enter your office ... and is it what you want them to see? How do customers feel when they are greeted? Do you leave callers on hold? If a community leader walked around your office when no one was there, what would they be able to tell you about your office the next day? Would it be accurate, and would it be the key messages you want your community to know?

## **HELPFUL HINTS TO GETTING ORGANIZED**

*Presenter: Penny Lambright  
President, Clutter Cleaners, Inc.*



Some people can’t escape it, no matter how hard they try. Despite their best efforts, stacks of papers and other items are ever-present at home and at work. What are the worst clutter culprits you face and how can you keep them under control? You will learn what is unwanted “stuff” and tips for tidying up.

## **PROFESSIONAL LEARNING COMMUNITIES FOR THE EDUCATIONAL OFFICE PROFESSIONAL**

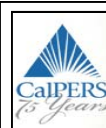
*Presenter: Dr. Alan Daly, Professor  
University of California, San Diego*



Professional learning communities are powerful staff development approaches and a potent strategy for school change and improvement. Persons at all levels of the educational system concerned about school improvement will learn how our role as educational office professionals in our school’s professional learning community at our school or district is vital to success.

## **CalPERS RETIREMENT PLANNING WORKSHOP**

*Presenter:  
CalPERS Representative*



Tools for Building a Successful Retirement will be presented at this workshop. CalPERS has a variety of ways you can learn about your benefits and plan for your financial future. This workshop will also provide information for the current retiree.

## **SATURDAY’S ENDNOTE SPEAKER**

### **“GOOD HUMOR: Creative Ways to Reduce Stress & Communicate Your Message”**

*Mr. Dave Schwensen, Keynote Speaker/Corporate Trainer/Author*



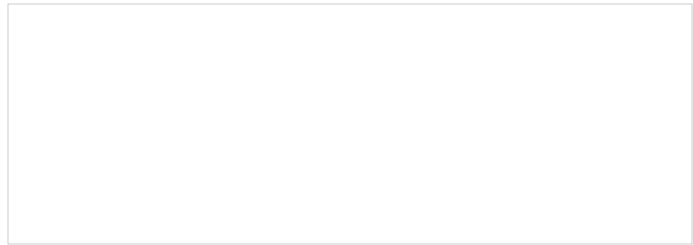
Dave Schwensen motivates his audience on how to relieve stress, increase productivity and build professional and personal relationships through the use of non-offensive "Good Humor" communication skills. With a presentation style that is both relaxed and energetic, humorous, informative and interactive with the audience, he combines the inside excitement of Hollywood's entertainment industry with a healthy dose of facts and fun that will inspire you to improve teamwork and customer service within your office.



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Sharon Callahan  
2008 Conference Registrar  
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Hemet, CA 92544-9193

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Address or telephone change?  
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[www.caeop.org](http://www.caeop.org)



**MICROSOFT PUBLISHER XP  
(2003) CLASS OFFERED WITH  
PRE-CONFERENCE INSTITUTE**

*Presented by ...*

*Victor Guthrie, Director of Technology  
Laguna Beach Unified School District*

- Attend this one-day seminar for only \$99.00!
- Registration includes all seminar materials.
- Lunch included.



*You will learn how to create professional looking publications and marketing material in house. Learn how Publisher can help you create materials for print, e-mail and the Web. Gain time-saving tips for personalizing your publications, and for creating and changing Publisher templates.*

## *Special Conference Offer*

*Not a member of CAEOP?*

*Here's a special offer just for you!*

Be among the first ten non-members to register for the 2008 conference and include your first-time membership fee of \$30, and you will receive a

*\$25 Gift Card*

