



Remember the Past  
Prepare for the Future

2009 Greater New England Division  
Annual Meeting &  
Education Conference



# Sturbridge Host Hotel

## Hotel Information:

Sturbridge Host Hotel  
366 Main Street  
Sturbridge, MA 01566

Phone: 508-347-7393 / 800-582-3232

Fax: 508-347-3944

Website: <http://www.sturbridgehosthotel.com/>

Hotel Check-in: 4:00pm

Hotel Check-out: 11:00am

Room Cost: \$109 single/double, \$119 triple, \$129 quad

Register now as rooms at this price are limited.

Be sure to mention that you are with IAAP–GNED Conference to receive the conference rate.



## Dress code suggestions:

Friday: Business Casual  
Saturday Banquet: Evening Cocktail Attire  
All other events: Business Attire

## Other Hotels in the Area (no rooms are held at these hotels):

Hampton Inn Sturbridge (508) 347-6466  
Publick House Historic Inn (508) 347-3313  
Days Inn Sturbridge (508) 347-3391  
Super 8 Sturbridge (508) 347-9000  
Comfort Inn & Suites Colonial (508) 347-3306

\*\*\*Additional list of local area hotels on separate sheet

## Other fun things to do:

Old Sturbridge Village: <http://www.osv.org/>

Shopping: <http://www.sturbridge.org/shopping.htm>

Ongoing Events: <http://www.sturbridge.org/events.asp>

Area links: <http://www.sturbridge.org/links.htm>

Brimfield Antique Show: <http://www.brimfield.com/>

Vaillancourt Collectibles (Sutton, MA): <http://www.valfa.com/>

Oakwood Farm Christmas Barn (Spencer, MA): <http://www.christmas-barn.com/>

Six Flags (Springfield, MA): <http://www.sixflags.com/national/index.aspx>

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## **Banquet meal information:**

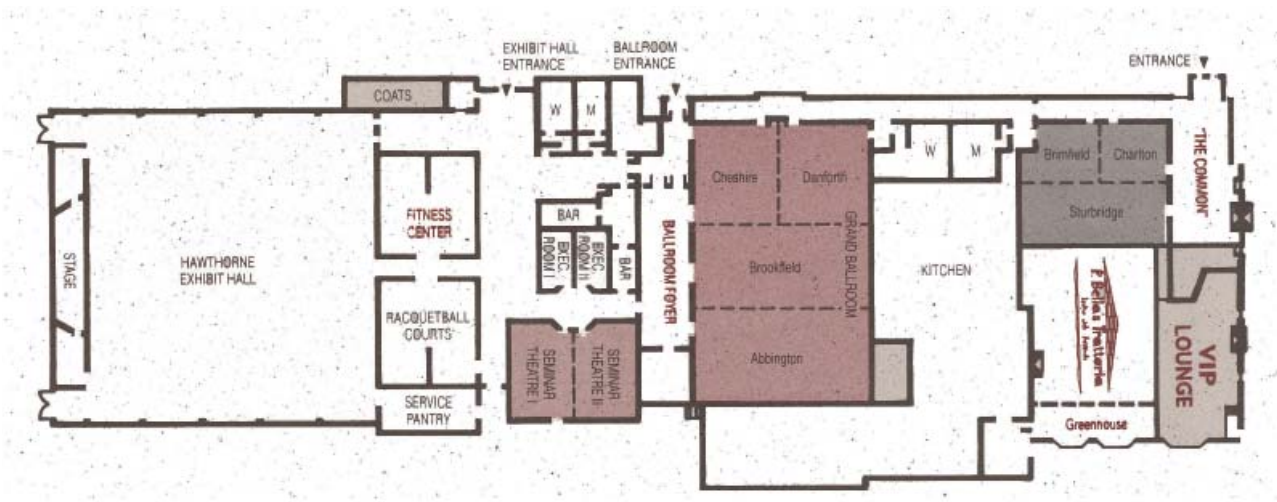
- Cedar Plank Salmon with Vermont Maple Glaze
- New York Sirloin with Caramelized Sherried Onions
- Roasted Garlic and Spinach Ravioli in a Tomato Vodka Cream Sauce

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## **Contact Information:**

Co-Chairwomen: Leah Filipkowski: [Leah.filipkowski@fmr.com](mailto:Leah.filipkowski@fmr.com) || Christiann Gibeau: [Christiann.gibeau@pyramis.com](mailto:Christiann.gibeau@pyramis.com)

# Map of Conference Center Rooms

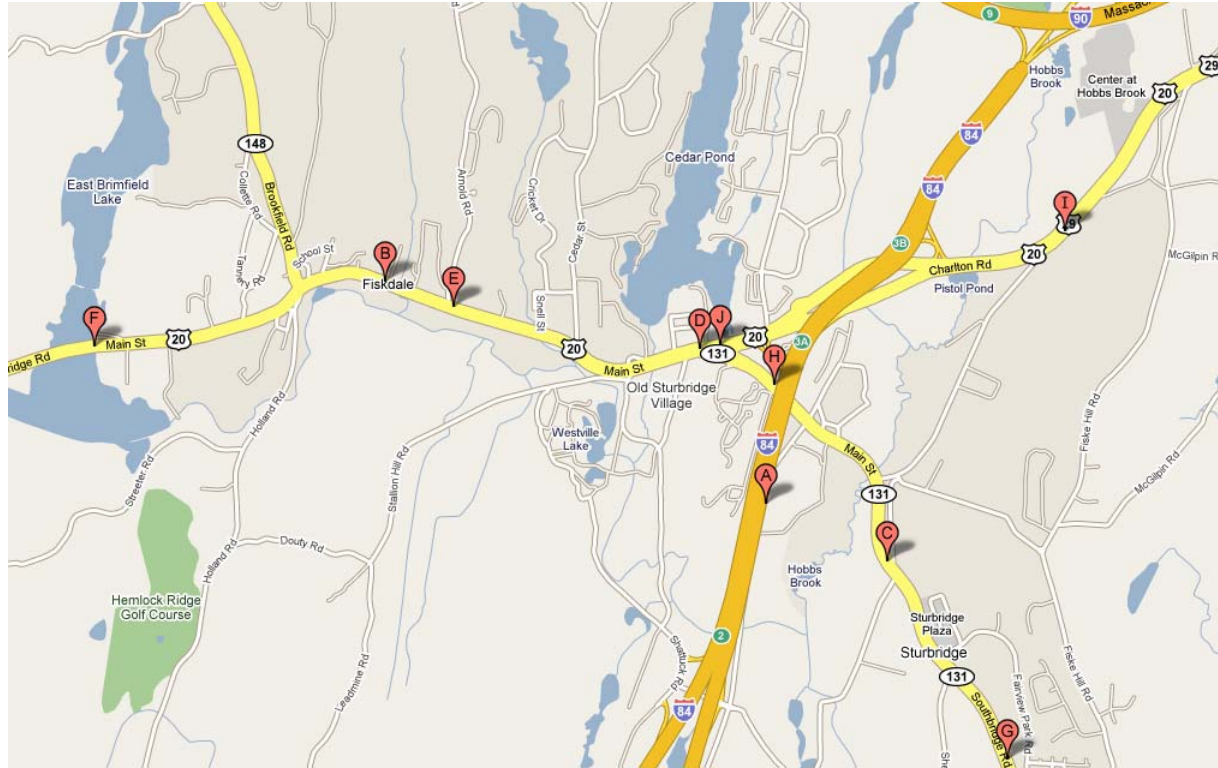


**Other Area Hotels:**

<b>American Motor Lodge</b> 350 Main St, Sturbridge, MA 508-347-9121	<b>Publick House Inn &amp; Lodge</b> 277 Main St, Sturbridge, MA
<b>Econo Lodge</b> 682 Main St (Route 20), Sturbridge, MA 508-347-2324	<b>Quality Inn</b> 478 Main St, Sturbridge, MA 508-347-2034
<b>Express Inn at Sturbridge</b> 478 Main St, Sturbridge, MA 877-747-8713	<b>Quality Inn</b> 400 Route 15, Sturbridge, MA 508-347-1978
<b>Green Acres Motel</b> 2 Shepard Rd, Sturbridge, MA 508-347-3496	<b>Scottish Inn</b> 142 Main St, Sturbridge, MA 508-347-9514
<b>Motel 6</b> 408 Main St, Sturbridge, MA 508-347-7327	<b>Sturbridge Host Hotel</b> 366 Main St, Sturbridge, MA 508-347-7393
<b>Passport Inn</b> 172 Main St, Sturbridge, MA 508-347-9673	<b>Village Motel</b> 444 Main St, Sturbridge, MA 508-347-3049

**Other Local Area Hotels:**

<b>Southbridge Hotel &amp; Conference</b> 14 Mechanic St, Southbridge, MA 508-765-8000	<b>Vienna Restaurant &amp; Historic Inn</b> 14 South St, Southbridge, MA 508-764-0700
<b>Sturbridge Country Inn</b> 530 Main St, Fiskdale, MA 508-347-5503	<b>White Coach Motel</b> 309 Sturbridge Rd, Brimfield, MA 413-245-9021
<b>Sturbridge Heritage Motel</b> 499 Main St, Fiskdale, MA 508-347-3943	



<p><b>A – <a href="#">Days Inn</a></b> 66 68 Haynes St. (Old Rt. 15), Sturbridge, MA - (508) 347-3391</p>	<p><b>F – <a href="#">Econo Lodge</a></b> 682 Main St, Fiskdale, MA - (508) 347-2324</p>
<p><b>B – <a href="#">Sturbridge Country Inn</a></b> 530 Main St, Fiskdale, MA - (508) 347-5503</p>	<p><b>G – <a href="#">Scottish Inn</a></b> 142 Main St, Sturbridge, MA - (508) 347-9514</p>
<p><b>C – <a href="#">Publick House Historic Inn</a></b> 277 Main St, Sturbridge, MA - (508) 347-3313</p>	<p><b>H – <a href="#">Hampton Inn</a></b> 328 Main Street, Sturbridge, MA - (508) 347-6466</p>
<p><b>D – <a href="#">Oxhead Tavern</a></b> 366 Main Street, Sturbridge, MA - (508) 347-7393</p>	<p><b>I – <a href="#">Comfort Inn &amp; Suites Colonial</a></b> 215 Charlton Road, Sturbridge, MA - (508) 347-3306</p>
<p><b>E – <a href="#">Quality Inn</a></b> 478 Main St, Fiskdale, MA - (508) 347-5141</p>	<p><b>J – <a href="#">American Motor Lodge</a></b> 350 Main St, Sturbridge, MA - (508) 347-9121</p>





# Program Schedule

Remember the Past. Prepare for the Future.

May 15-17, 2009

Sturbridge Host Hotel – Sturbridge, Massachusetts

Thursday, May 14	Friday, May 15
<p><b>TOUR:</b> Old Sturbridge Village</p> <p><b>TBD (before 6:00pm / after 7:30pm)</b> Annual Meeting Run-Through</p>	<p><b>9:00am – 3:00pm</b> Vendor Fair</p> <p><b>12:00 – 1:30pm</b> Lunch</p> <p><b>1:30pm – 3:00pm</b> <b>Seminar: Winston Jenkins, Mannersmith Etiquette</b> <b>Consulting: Painless Networking</b></p> <p><b>3:00pm – 6:00pm</b> Free Time</p> <p><b>6:00pm – 10:00pm</b> Dinner Buffet – “Come as You Were” – prizes for Best Dressed, Most Creative, Most Authentic (9:00pm – contest winners) Entertainment</p>
Saturday, May 16	Sunday, May 17
<p><b>7:30am – 8:30am</b> Continental Breakfast</p> <p><b>7:45am – 8:00am</b> Delegates / Alternates Briefing</p> <p><b>9:00am – 11:45am</b> Division Annual Meeting</p> <p><b>12:00pm – 1pm</b> Recognition Lunch</p> <p><b>1:30pm – 3:00pm</b> <b>Seminar: Bob Vear, Linda Trowbridge, Change Dynamics</b> <b>Leadership – Taking the Initiative at Work</b></p> <p><b>3:00pm – 6:00pm</b> Free Time</p> <p><b>6:00pm – 7:00pm</b> Cocktails / Networking</p> <p><b>7:00pm – 10:00pm</b> Banquet Installation of Officers Entertainment</p>	<p><b>8:00am – 9:00am</b> Breakfast Buffet</p> <p><b>9:00am – 9:30am</b> Door Prizes / Silent Auction / Raffle Winners</p> <p><b>9:30am – 10:00am</b> Memorial Service Invitation to 2010 GNED Bid for 2012 GNED Conference</p> <p><b>10:00am – 11:30am</b> <b>Seminar: Lynn MacDonald, Knowledge Tree</b> <b>Speaking in Public and Liking It</b></p> <p><b>11:30pm – 12:00pm</b> Closing Remarks</p> <p><b>12:00pm – 1:30pm</b> <b>Leadership Workshop</b></p>

Registration Hours

Thursday: 5:30pm-8:00pm  
 Friday: 8:00am-1:00pm / 3:00pm-5:00pm  
 Saturday: 7:30am-8:30am / 12:00pm-1:00pm

Hospitality & Silent Auction Hours

Thursday: 5:30pm-8:00pm  
 Friday: 8:00am-1:30pm / 3:00pm-5:00pm  
 Saturday: 8:00am-8:45am / 12:00pm-1:30pm / 9:00pm-10:00pm  
 Sunday: 8:00am-8:45am

## **Mannersmith Etiquette Consulting: *Painless Networking***

While commonly considered a superficial frill of a bygone era, etiquette is an essential professional skill. Come learn how to handle business situations, from conferences to cocktail parties, with poise and confidence. This is an interactive program designed to be both educational and entertaining. You will have the opportunity to practice what you learn in class. We will cover such topics as:

- What to Know Before You Go
- Nametags: Where They Go and Why
- Handshakes: Lessons from Goldilocks
- Introductions: What They Say About You
- Body Language: What You Are Really Saying
- Conversation: Business versus Social
- Connecting With Clients and Customers
- Building Business Relationships



**Winston Jenkins** is an etiquette advocate and has been practicing good manners since she was a young girl growing up in the South. She received her Bachelor's Degree in English from Mount Holyoke College and her Master's Degree in Communications Management from Simmons College.

As a customer service consultant, Winston spent nearly a decade working in the financial services industry. Among her responsibilities, she was an advocate for teaching her clients to take responsibility for their actions and to understand how their behavior affects their business in professional situations. Winston is well known among Mannersmith clients for her calm demeanor and naturally engaging presentation style.

## **Change Dynamics: Leadership – Taking the Initiative at Work**

This highly interactive keynote program will help individuals of IAAP GNED understand the topic of Leadership and learn what Leadership means in today's administrative roles.

Participants will have the opportunity to:

- Discuss the definition of Leadership in the year 2009 and beyond
- Define the skill sets of the administrative leader
- Hear from others in their field regarding their experience with leadership by way of anecdotes and shared stories
- Learn practical behaviors attendees can apply immediately in the workplace to help them increase their own level of leadership within their organizations



**Bob Vear** is President and founder of Change Dynamics Inc., a Training and Organizational/Management consulting company in Ayer, Massachusetts.

*Change Dynamics Inc.* focuses on “*helping organizations work more effectively together*” by providing professional development and project management training, career and project team coaching as well as organizational consulting.

Bob became interested in consulting and organizational education as a High Performance Organization participant at Digital Equipment Corporation in 1992, setting the strategic direction for 25,000 employees of the services group. In the electronic industry since 1978, Bob has worked as a manager, project manager and individual contributor in customer service, engineering and manufacturing organizations, and has lead several successful product teams and programs.

Bob has a BS in Management from Lesley College in Massachusetts, is a graduate of the Institute of Children's Literature and a member of the Nashua Chamber of Commerce, Nashoba Valley Chamber of Commerce, Wachusett Chamber of Commerce and North Suburban Chamber of Commerce.



**Linda Trowbridge** is a co-founder and Vice President of Change Dynamics Inc., a Training and Organizational/Management consulting company in Ayer, Massachusetts, she brings a natural high level of enthusiasm and energy to each seminar she leads.

Linda has 23 years of professional experience in the areas of project management, new product planning, customer service, marketing, professional development training and organizational development. Linda has been an educator, coach and organizational consultant since 1996 successfully training and coaching professionals, teams and organizations helping them to achieve their career and organizational goals.

Linda is a member of the Nashoba Valley Chamber of Commerce, Wachusett Chamber of Commerce, Nashua Chamber of Commerce and on the Board of Directors for the North Suburban Chamber of Commerce.

Linda graduated Cum Laude from Boston University with a *BS in Cultural Anthology* and a minor in *Archeology*, and received her MS in Management from Antioch New England Graduate School.

## **Knowledge Tree: *Speaking in Public and Liking It***

Remember the Past, Prepare for the Future. This program will focus on:

- History and Future of Technology – where we've been, where we are going
- The effect of electronic communications in the business environment
- Effective electronic communication
- Building personal connections, networks and alliances in the electronic communication age.
- Staying current with technology trends!



**Lynn MacDonald** is an adult educator with twenty years of technology training experience and a passion for making the difficult seem easy. She is dedicated to making the training experience fun and non-threatening, removing the anxiety that becomes a barrier to learning. Lynn owns and operates The Knowledge Tree, a software and skills training company based in Manchester, New Hampshire. Information on Lynn and Knowledge Tree can be found at [www.knowledge-tree.net](http://www.knowledge-tree.net).

## Sponsor / Advertiser Area