

# Administrative Symposium

Thursday, April 16, 2009

8:30 AM – 4:30 PM

Snead Hall

VCU School of Business

301 West Main Street

Room B3189

[www.bus.vcu.edu/cce](http://www.bus.vcu.edu/cce)

## We Develop “Business Ready” Leaders

- Dynamically improve workplace processes by learning the Six Sigma tools for success.
- Develop strong writing and editing skills for increased clarity and effective communication.
- Enhance your knowledge of changing computer and software trends.
- Complete four sections toward your VCU School of Business Administrative certificate.

## AGENDA

- 8:30 A.M.     **Symposium Registration**  
Refreshments and Networking
- 9:00 A.M.     **Keynote Speaker**  
*Ilene Maurer, Senior Manager of Communications*  
*Phillip Morris, USA*
- 9:45 A.M.     Refreshment & Networking Break
- 10:00 A.M.    **Six Sigma Tools for Office Personnel**  
*Lee Campe, Performance Excellence*
- 11:45 A.M.    **Lunch**
- 12:45 P.M.    **Office Automation & Data Security**  
*Michael A. Tharp, Director, Technology Services & Training*  
*VCU, School of Business*
- 2:15 P.M.     Refreshment and Networking Break
- 2:25 P.M.     **Intra-Office Conflict Resolution**  
*Carmen Dailey, Consultant*  
*VCU, School of Business*
- 3:30 P.M.     **Technical Writing for Administrative Assistants**  
*R. Jon Ackley, Associate Professor*  
*VCU, School of Business*
- 4:30 P.M.     **Program Conclusion**

Center for  
**Corporate**  
Education  
**VCU** business  
Virginia Commonwealth University



### TWO WAYS TO REGISTER:

On-line, [www.bus.vcu.edu/cce - Administrative Symposium](http://www.bus.vcu.edu/cce-Administrative%20Symposium)

By FAX: 804-828-6615  
(download fax form via our website)

For Questions  
E-mail [Corp-ed@vcu.edu](mailto:Corp-ed@vcu.edu)  
or call Karen Brown-Davis  
at 804-828-3165

### FEES:

\$225 per attendee  
(includes lunch, refreshments  
and parking)

\$200 per attendee for FIVE or  
more from same company or  
organization

Fees for registration after  
April 1st escalate to \$250

Seating is limited to the first  
50 registered.