



# iaap **SUMMIT** 2025

[iaap-summit.org](http://iaap-summit.org)

# THE SUMMIT EXPERIENCE

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**Our Invitation to Elevate Leadership:** In Ourselves, In Others, In Our Organizations, In Our Association, In Our Profession

Leadership. A word used often in business but has become synonymous with titles, roles, and corporate ladders. However, leadership is available to us all and transforms the what we do into how and why we do it. Leadership competencies give us essential insight into all aspects of our lives, from tasks, to technology, to people interactions; insight that can transform us into the confident, equipped, knowledgeable, capable professionals we aspire to be.

Join your colleagues at IAAP Summit 2025 in Chicago to learn valuable administrative skills like self-awareness, AI, technology, project management, strategic mindset, and more; all through the lens of leadership.

Can't travel to Chicago? Join us virtually for a hybrid experience you won't want to miss, including exclusive behind-the-scenes footage and dedicated virtual liaisons!

## MUST ATTEND CONFERENCE HIGHLIGHTS

- Tech Bar and Forum
- AI Deep Dives\*
- Relevant and Interactive Learning Workshops
- LinkedIn Profile Makeovers
- Coaching Moments
- Peer Knowledge Sharing
- Dream & Develop Opportunities





# LEARNING WORKSHOPS AND EXPERIENCES

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## SELF-AWARENESS AS YOUR SUPERPOWER

Have you ever wanted to be a superhero, making the world a better place using your secret talent? You can! Unlock the true potential of self-awareness and discover how it can be your ultimate superpower in the workplace. Learn practical strategies to enhance your self-awareness, leading to better decision-making, improved relationships, and greater professional success. Join us for an insightful journey that will empower you to leverage your unique strengths and navigate challenges with confidence.

### What You'll Learn:

- **Exploring the facets of self-awareness** to recognize personal patterns and behaviors
- **Applying self-knowledge** to enhance interpersonal relationships and professional interactions
- **Developing emotional intelligence** to lead with empathy and clarity
- **Setting and achieving goals** with a deeper understanding of your motivations and obstacles
- **Creating a personal action plan** to maintain and grow your self-awareness journey

## THE MAGIC OF EMOTIONAL AND SOCIAL INTELLIGENCE (EQ & SQ)

Dive into the magic of emotional and social intelligence and how it can truly change your life and the lives of those around you. This session is designed to unravel the complexities of emotional interactions and social connections, empowering you to navigate the social world with finesse and empathy. You'll learn how to read the room, connect deeply with others, and manage your own emotions effectively.

### What You'll Learn:

- **Enhancing emotional intelligence (EQ)** to better understand and manage your emotions
- **Boosting social intelligence (SQ)** to improve interactions and relationships
- **Practicing empathy and active listening** for more meaningful connections
- **Applying EQ and SQ concepts** in real-world scenarios for personal and professional advancement
- **Developing communication strategies** that resonate with diverse audiences

## ED TALKS: AGENTS OF CHANGE

In IAAP's Ed Talks, hear from your peers in 10-minute increments on being Agents of Change. We all know change can be a little scary, but adaptability and intentionality are hallmarks of a great admin professional. Learn how colleagues navigated and championed change along with tips and tricks to become an agent of change in your own organization.

## ROUNDTABLES: MANAGING LIFE WHEN LIFE IS MANAGING YOU

It's easier to be our best selves when life is going well. But sometimes, life seems to get the better of us. How do we show up as leaders when work, family, relationships, or other situations are putting pressure on us beyond what we think we can handle? Discuss with your peers and colleagues for great takeaways and a brand-new support system during those tough times!

## HARNESSING A LEARNER & GROWTH MINDSET VS. FIXED & JUDGER MINDSET

Embark on a transformative journey; learn how to break free from the limitations of a fixed mindset and embrace the possibilities that come with being a lifelong learner. This session is designed to shift your perspective, fuel personal and professional growth, and unlock your full potential.

### What You'll Learn:

- **Cultivating a growth mindset** to overcome challenges and embrace learning opportunities
- **Identifying fixed mindset triggers** and developing strategies to adopt a more open and adaptive approach
- **Implementing practical tools** for fostering a learner's mindset in daily life and work
- **Building resilience** to navigate setbacks with a positive, growth-oriented attitude
- **Networking with peers** who are also on the path to developing a growth mindset







## CREATING YOUR PERSONAL ADVISORY BOARD

Discover the power of collective wisdom! This session is all about building a circle of mentors and advisors who can guide you through various aspects of your career and personal life. Learn how to select the best people, foster meaningful relationships, and leverage their expertise to achieve your goals.

### What You'll Learn:

- **Identifying potential advisors** and understanding their role in your growth
- **Building and maintaining relationships** with your personal board members
- **Strategizing and problem-solving** with the support of diverse perspectives
- **Setting clear objectives** for your advisory board to maximize its benefits
- **Enhancing your network** to support your long-term success

## LEADERSHIP VIGNETTES: LEADERSHIP IN ACTION

Leadership competencies can sometimes seem theoretical when we're learning about them. However, when you can see them "in action", it often connects many dots. Experience Leadership Vignettes, which are professional role plays and situational case studies that allow you to see how leadership competencies can be implemented real-time for maximum effectiveness.

## ROUNTABLES: TIP SHARING FOR HOW TO SHOWCASE YOUR VALUE TO YOUR ORGANIZATION

We thrive as professionals when we're given tools, resources, and opportunities to succeed. Connect with your peers and colleagues and discuss ways to advocate for yourself, whether it's a new opportunity, expanded role, professional development dollars, salary increase, or access!

## PROJECT LEADERSHIP FOR ADMINISTRATIVE PROFESSIONALS

Elevate your project management expertise through leadership. This session is crafted to empower you with the skills and insights needed to lead projects with confidence and strategic acumen. You'll learn how to navigate the complexities of project coordination, communication, and execution, all while maintaining the grace and efficiency expected of top-tier administrative professionals.

### What You'll Learn:

- **Mastering project management** tools to streamline processes and enhance efficiency
- **Cultivating leadership qualities** that inspire and motivate teams
- **Implementing effective communication strategies** to keep all stakeholders informed and engaged
- **Developing problem-solving skills** to tackle project challenges proactively
- **Building a robust support network** to ensure project success and professional development



## THE POWER OF ACTIVE LISTENING

Step into the world of effective communication with our workshop, The Power of Active Listening. Designed for administrative professionals, this will enhance your listening skills, enabling you to become a more empathetic and attentive communicator. You'll learn techniques to fully engage with speakers, understand their message, and respond thoughtfully.

### What You'll Learn:

- **Developing active listening skills** to improve personal and professional relationships
- **Practicing mindfulness** to stay present and focused during conversations
- **Recognizing non-verbal cues** to gain a deeper understanding of the speaker's intent
- **Building rapport** through empathetic engagement and reflective responses
- **Applying listening techniques** in various scenarios to become a more effective communicator

## OWNING INITIATIVE AND ENHANCING INTENTIONALITY

Unlock your potential for proactive leadership. This session will guide you through the principles of intentional action and the power of self-starting behaviors in both personal and professional realms. Learn to identify opportunities, set purposeful goals, and take decisive steps to achieve them.

### What You'll Learn:

- **Embracing a proactive mindset** to recognize and seize opportunities
- **Setting clear, intentional goals** to guide your actions and decisions
- **Partnering with your team** or executive for optimal synergy
- **Overcoming obstacles** with resilience and strategic thinking
- **Building a habit of continuous improvement** to foster personal and career growth

## DEVELOPING A STRATEGIC MINDSET

Elevate your thinking and open up possibilities. This session is crafted to help you think big and plan wisely, turning your daily work into thoughtful and meaningful contributions to your organization. You'll learn how to approach challenges with a strategic lens, make informed decisions, and set the stage for long-term success.

### What You'll Learn:

- **Discovering the distinction between tactic and strategy** and why admin professionals must have both
- **Analyzing and adapting to complex situations** and challenges with strategic thinking
- **Engaging with administrative thought leaders** to expand your strategic toolkit
- **Building resilience as teams** and organizations evolve



# MAIN STAGE LEARNING EXPERIENCES

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## INCLUSION AND BELONGING: ESSENTIALS FOR ADMINISTRATIVE LEADERSHIP

Step into the realm of leadership excellence for anyone and everyone. Designed for administrative professionals, this session highlights how inclusivity and a sense of belonging are key to unlocking leadership potential in ourselves and others. Learn to help create an environment where every voice is heard and valued, fostering a culture that thrives on diverse perspectives.

### What You'll Learn:

- **Embracing diversity** to drive innovation and decision-making
- **Cultivating a sense of belonging** among team members to boost morale and productivity
- **Implementing inclusive practices** to enhance team dynamics
- **Developing empathy and understanding** to lead with compassion and effectiveness
- **Leading the way to foster belonging** for all without "authority" over teams

## PEER SHOWCASE: HOW LEADERSHIP HAS IMPACTED THE LIVES OF ADMINS

Learn how leadership competencies such as effective communication, strategic thinking, and emotional intelligence have impacted the lives of your fellow administrative professionals. Hear personal stories from these admin visionaries about growth, transformation, enhanced opportunities, and increased confidence. Celebrate elevation of the profession and join us in our quest for all admins to become visionaries in their own organizations!





## OPENNESS AND CURIOSITY: A NEW APPROACH TO EVERYTHING

Embrace a curious and open stance in all aspects of life, fostering innovation and continuous learning. Operating from a place of defensiveness and judgment keeps us closed off to the world around us. You'll discover how adopting a curiosity mindset can lead to richer experiences, deeper understanding, and unexpected opportunities.

### What You'll Learn:

- **Adopting an open and curious mindset** to enhance creativity and problem-solving
- **Challenging assumptions and embracing new perspectives** for personal growth
- **Applying curiosity-driven strategies** to professional scenarios for better outcomes
- **Fostering a culture of continuous learning** within your team or organization

## PEER PANEL: HIGH AGENCY IN ADMIN LEADERSHIP

Agency is defined as the capacity, condition, or state of acting. As administrative leaders, it can sometimes feel like we're hurrying up to wait on someone else, for permission, for opportunity, for more. This panel of your peers will share best practices on how to live in a place of agency, successfully navigating leadership without authority and using influence to get things done and make a difference.





# GENERAL SESSIONS

## REFRAMING INGRAINED AND ENMESHED LEADERSHIP PARADIGMS

Join us for this thought-provoking opening session, where we'll explore how leadership is not confined to titles but is an attitude that can be embodied by anyone and everyone. We'll delve into strategies for administrative professionals to assert their leadership potential and influence organizational change. This session will inspire you to embrace your inherent leadership qualities and drive impact from any position within your organization.

### What You'll Learn:

- **Redefining leadership** within the administrative sphere
- **Empowering all levels of professionals** to take lead roles and/or lead from current roles
- **Navigating organizational dynamics** to effect change
- **Fostering a culture of shared leadership** to enhance collaboration and innovation

## THE VALUE OF US: WHY LEADERSHIP MATTERS

Embark on a journey of discovery with The Value of Us: Why Leadership Matters, where we'll uncover the multifaceted impact of leadership within the administrative profession. This talk will illuminate how leadership extends beyond individual achievement to influence others, shape organizations, enrich our associations, advance our profession, and make a difference in our communities and the world. It's an invitation to administrative professionals to step into their power and contribute to a collective legacy of leadership.

### What You'll Learn:

- **Personal empowerment** and the ripple effect of individual leadership
- **Collective influence** and the role of leadership in organizational culture
- **Professional advancement** through leadership within IAAP and the broader profession
- **Community and global impact** of leadership initiatives by administrative professionals



# PRE-CONFERENCE AI LEARNING WORKSHOP EXPERIENCES\*

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## AI TOOLS FOR ADMINISTRATIVE PROFESSIONALS

Dive into the innovative world of AI; this session will introduce you to a variety of cutting-edge AI technologies that are transforming the administrative landscape. From virtual assistants to smart scheduling, you'll learn how to leverage these tools to become more efficient and proactive in your role.

### What You'll Learn:

- **Exploring a range of AI tools** that can optimize your administrative tasks
- **Understanding the principles behind AI** to make informed decisions about tool adoption
- **Practical demonstrations of AI technologies** to improve organization and time management
- **Networking with peer users** to stay ahead in the rapidly evolving field of AI

## AI IN MICROSOFT 365

Experience game-changing process improvements and time-savers with AI in Microsoft 365. This hands-on session will guide you through the powerful AI features available that can transform the way you work. Learn to leverage intelligent automation, data analysis, and intuitive organization tools to boost efficiency and productivity.

### What You'll Learn:

- **Navigating AI-driven Microsoft 365 applications** to optimize your workflow
- **Automating repetitive tasks with AI** to focus on high-value activities
- **Gaining insights from data** with AI-powered analytics tools
- **Enhancing communication with AI** features in Outlook and Teams

*\*Additional fee*





## COMMUNITY & CONNECTION EVENTS

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### SUMMIT WELCOME PARTY

You won't want to miss this fantastic kick-off for an unforgettable event! Enjoy an appetizer and beverage as you connect with your peers and colleagues!

### COMMUNITY CONVERSATION WITH IAAP LEADERS

Join the IAAP and IAAP Foundation's Boards of Directors and CEOs for a conversation with the administrative community about advocacy efforts, programs and services, and more. Bring your questions and learn about ways you can get involved to elevate this essential profession.

### IAAP PROGRAMS AND SERVICES EXPO

This is a fantastic opportunity to connect with vendors, trainers, and community members to learn more about programs, services, and resources available to administrative professionals everywhere.

#### NEW THIS YEAR:

- Stop by the Tech Bar and Forum for custom technology tips and snippet sessions for how-tos and ahas.
- Meet with peer mentors for Dream & Develop Experiences to talk about your goals [DREAM BIG] and support to create your action plans to achieve them [DEVELOP SMART].
- Register for a Speed Coaching Moment for support working through a particular challenge or road-block you are experiencing with actionable steps to make productive progress.

#### Awards Gala\*

A Summit favorite, the Awards Gala is a conference highlight, including an amazing 3-course dinner, honoring and celebrating your peers and colleagues, and dancing the night away!

\* New in 2025: Gala is a separately ticketed event. Daily breakfast and lunch is now offered to all attendees and is included in the registration cost

# HELPFUL INFO

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## DIETARY RESTRICTIONS

IAAP is happy to accommodate special dietary needs within reason and to the best of our ability, prior to conference. Please be sure to be as specific as possible on your registration form. NOTE: if you decline to specify your needs in advance, we cannot guarantee we can accommodate them on-site.

## ADA

IAAP is honored and happy to align with the Americans with Disabilities Act. If you are disabled and need additional assistance to enjoy the conference to the fullest, please specify on your registration form; we will be in contact with you with any questions prior to the event.

## CAP RECERTIFICATION POINTS

If you are a CAP designee, Summit 2025 offers 17.5 recertification points for both in-person and virtual attendees. Earn an additional 2 points for your completed Action Plan!

**[Learn more about certification and CAP here!](#)**

## IN-PERSON LOCATION DETAILS

Summit 2025 is hosted in the Mecca of the Midwest, stunning Chicago. Experience world-class amenities, rich architectural heritage, diverse dining options, and a thriving arts scene.

### **Marriott Marquis Chicago**

**2121 South Prairie Avenue**

**Chicago, IL. 60616**

**312.824.0500**

**Room Rate: \$249/night [single occupancy]**

\*The conference block rate is available through June 24, 2025. Reservations made after that cannot be guaranteed at the block rate.



# WAYS TO ATTEND

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## In-Person Registration

### In-Person Early Bird Rate:

August 1, 2024 – May 31, 2025

Member: \$1599

Nonmember: \$1899

### In-Person Regular Rate:

May 31, 2025 – July 18, 2025

Member: \$1799

Nonmember: \$2099

## Virtual Registration

### Virtual Early Bird Rate:

August 1, 2024 – May 31, 2025

Member: \$799

Nonmember: \$999

### Virtual Regular Rate:

May 31, 2025 – July 18, 2025

Member: \$999

Nonmember: \$1199

[REGISTER HERE](#)

[REGISTER HERE](#)

\*Preconference Workshops: Two AI focused preconference workshops will be available at an additional cost. Attendees may only purchase a ticket to one option. Member rate is \$350/non-member rate is \$500. Preconference Workshops will be held on Friday, July 18.

\*Gala Ticket: Attendees may purchase an Awards Gala ticket for an additional cost of \$185. Tickets include three course meal, awards ceremony, and entertainment. Gala Guest Ticket: An extra ticket to the Awards Gala for guests of Summit attendees for \$185.

Sending several admins from the same organization? Organizational discounts are available!

Not a member? Sign up now to receive member pricing and enjoy all the amazing benefits of the community!

# SCHEDULE AT A GLANCE

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## FRIDAY, JULY 18

**11:00 a.m. - 5:15 p.m.**

On-Site Check-In

**1:00 - 4:00 p.m.**

Pre-Conference Workshop: AI in Microsoft 365

**1:00 - 4:00 p.m.**

Pre-Conference Workshop: AI Tools for Administrative Professionals

**5:00 - 6:15 p.m.**

Summit Welcome Party

## SATURDAY, JULY 19

**8:30 - 9:45 a.m.**

Opening Session and Reframing Ingrained and Enmeshed Leadership Paradigms

**10:00 - 11:00 a.m.**

Why Inclusion & Belonging Are Essential to Great Leadership

**12:00 - 1:45 p.m.**

Lunch & Connect to Home

**12:30 - 1:45 p.m.**

Tech Bar & Forum  
Dream & Develop Experiences  
Speed Coaching Moments

**1:45 - 3:00 p.m.**

Self Awareness as Your Superpower

**1:45 - 3:00 p.m.**

The Magic of Emotional and Social Intelligence (EQ & SQ)

**3:20 - 5:00 p.m.**

Ed Talks: Agents of Change

**3:20 - 5:00 p.m.**

Roundtables: Managing Life When Life is Managing You



## SUNDAY, JULY 20

**8:30 – 9:45 a.m.**

Approaching Life, Including Work,  
From a State of Openness & Curiosity

**10:00 – 11:00 a.m.**

Community Conversation

**11:15 – 12:00 p.m.**

Panel: High Agency in Admin  
Leadership

**12:00 – 1:45 p.m.**

EXPO Open

**12:30 – 1:45 p.m.**

Tech Bar & Forum  
Dream & Develop Experiences  
Speed Coaching Moments

**1:45 – 3:00 p.m.**

Harnessing a Learner & Growth  
Mindset vs. Fixed & Judger Mindset

**1:45 – 3:00 p.m.**

Creating Your Personal Advisory  
Board

**3:20 – 4:30 p.m.**

Leadership Vignettes: Leadership in  
Action

**3:20 – 4:30 p.m.**

Roundtables: Tip Sharing for How to  
Showcase Your Value to Your  
Organization

**6:30 – 10:00 p.m.**

Awards Gala

## MONDAY, JULY 21

**8:30 – 9:45 a.m.**

Project Leadership for  
Administrative Professionals

**8:30 – 9:45 a.m.**

The Power of Active Listening

**10:00 – 11:00 a.m.**

Owning Initiative and Enhancing  
Intentionality

**10:00 – 11:00 a.m.**

Developing a Strategic Mindset

**11:15 a.m. – 1:45 p.m.**

EXPO Open

**12:15 – 1:45 p.m.**

Tech Bar & Forum  
Dream & Develop Experiences  
Speed Coaching Moments

**1:45 – 3:00 p.m.**

Closing Session and The Value of Us:  
Why Leadership Matters



## EXPECTATIONS

IAAP always represents admins with professionalism and practices inclusion. This is especially true at Summit, our largest event of the year. To make sure everyone has a stellar experience, we ask each attendee to adhere to certain principles.

- Be respectful of your fellow attendee in thought, word, and deed.
- Be open-minded and ready to learn. If you think you won't learn anything new, you won't.
- Be inclusive in your speech and actions. Celebrate and appreciate our differences.
- Be present. Summit is a time for renewal and learning; be fully engaged during sessions.

We invite you to attend in a spirit of curiosity, friendliness, open-mindedness, camaraderie, and respect. We will not tolerate harassment in any form. Please [click here](#) to read the full Attendee Conduct Expectations/Event Policy page (including our cancellation and transfer policy); you will be asked to acknowledge that you've read it prior to registering for Summit.