



International Association of  
Administrative Professionals®

**AZ-NV-NM Division  
Education Conference  
at the Manning House in  
Tucson, Arizona  
Saturday, January 23, 2010  
8:30 a.m. –4:00 p.m.**

## **Conflict Resolution & Strategic Skills for Administrative Professionals**

**with Dr. Jan Northup, President of Management Training Systems  
and Mary Jacobs, Assistant City Manager City of Sierra Vista**

You asked, we listened! Please join the Division Board for a fun and educational day of speakers, networking and prizes at the **2010 Division Education Conference**. We are holding the conference on a Saturday to allow attendance without taking off two days of work!

Registration fee includes:

- Networking
- Full day of speakers
- Recertification Credits
- Continental Breakfast, Buffet Lunch and Afternoon Snacks
- Door Prizes!!!

**POWER**  
**of**  
**Commitment**  
AZ-NV-NM Division

Register by January 4, 2010 at the Early Bird rate of \$55!  
Registration after January 4 is \$65.

## Conflict Resolution and Prevention



**Dr. Jan Northup**, President of Management Training Systems, Inc. is an internationally known author, speaker, and organizational strategist. Dr. Northup began serving as a confidential advisor, executive coach, and strategic and planning consultant to senior-level decision makers in military and government agencies and private and public corporations. Numerous organizations have drawn on her expertise in working with top and mid-level managers in the areas of strategic planning, transitional planning, quality improvement, and pre-employment recruiting and hiring.

At the same time, Dr. Northup has kept her ties with academia. Currently an adjunct faculty at Bellevue University, she develops and teaches undergraduate and graduate courses in the areas of organizational design, strategic planning, team building, leadership, and marketing. Additionally, Jan has taught at numerous universities including Thunderbird, The American Graduate School of International Management, and George Washington University as a Professional Behavioral and Values Analyst. Jan has assisted organizations in meeting employee development needs in subjects including Mentoring, Conflict Resolution, Team-Building, Wellness in the Workplace, Change Management, and Project Planning.

Dr. Northup created *The Promotable Woman: What Makes The Difference*; a video training program that has been featured on the Public Broadcasting Service. Dr. Northup has been a featured speaker at numerous regional and national conferences and was the first woman to conduct a nationwide speaking tour of Australia on women's management issues. Jan has made frequent radio and television appearances discussing the factors that make the difference in the lives of successful people. Close to one million people worldwide have attended her seminars, training classes, and presentations.

### Partnering with your Boss: Strategic skills for Administrative Professionals



**Mary Jacobs** was hired as Sierra Vista's first Assistant City Manager in March of 2000. Prior to this position, she served as the Assistant Town Manager of Barnstable, Massachusetts on Cape Cod for six years. She also worked in several professional and managerial positions for Maricopa County, Arizona from 1989 - 1994.

During her six years in Barnstable, Mary was responsible for managing a variety of departments and tasks, including preparation of the annual budget and capital improvement plans, collective bargaining with five unions, supervising the planning, historic preservation, health, building, conservation, harbormaster, natural resources, and consumer affairs functions of the town, as well as a multitude of other responsibilities.

She currently supervises the City of Sierra Vista's Public Library, Public Works, Parks and Leisure Services, and Community Development departments. She spends a great deal of time on addressing development-related issues, coordinating intergovernmental matters, and reviewing budget issues and is involved in a variety of special projects such as implementing the City's comprehensive development (impact) fee study and ordinance, the development and management of the City Council's strategic plan, leading City-wide annexation efforts, and overseeing the City's legislative agenda.

Mary is a member of the International City/County Management Association (ICMA), and has been awarded the status of Credentialed Manager from ICMA. She is also on ICMA's Government Affairs and Policy Committee. She served on the Board of Directors of the Arizona City/County Management Association (ACMA) from 2003-2008, holding leadership roles of President and Immediate Past President during her tenure. In 2009, she was honored as the recipient of the prestigious ACMA Catherine Connelly Award for Outstanding Assistant City/County Manager.

She grew up in Tucson where her father, professor emeritus at the U of A, mother and many family members still reside. She obtained both a Bachelor of Arts degree in Political Science and a Master of Public Administration degree, from the University of Arizona.



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# Registration Form

**\$55** Early Bird By January 4, 2010

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**\$65** After January 4, 2010

**AZ-NV-NM Division Annual Conference**

(For additional registrations, please copy this form)

**DRESS: Business Casual**

\_\_\_\_\_  
Name (as it will appear on your name tag)

CPS

CAP

\_\_\_\_\_  
Chapter Name

\_\_\_\_\_  
Organization (Please Use Full Name)

Your Title

\_\_\_\_\_  
Street Address Suite, Floor, Room or Mail Stop

\_\_\_\_\_  
City/State/Zip +4

\_\_\_\_\_  
Email—For Confirmation

\_\_\_\_\_  
Phone

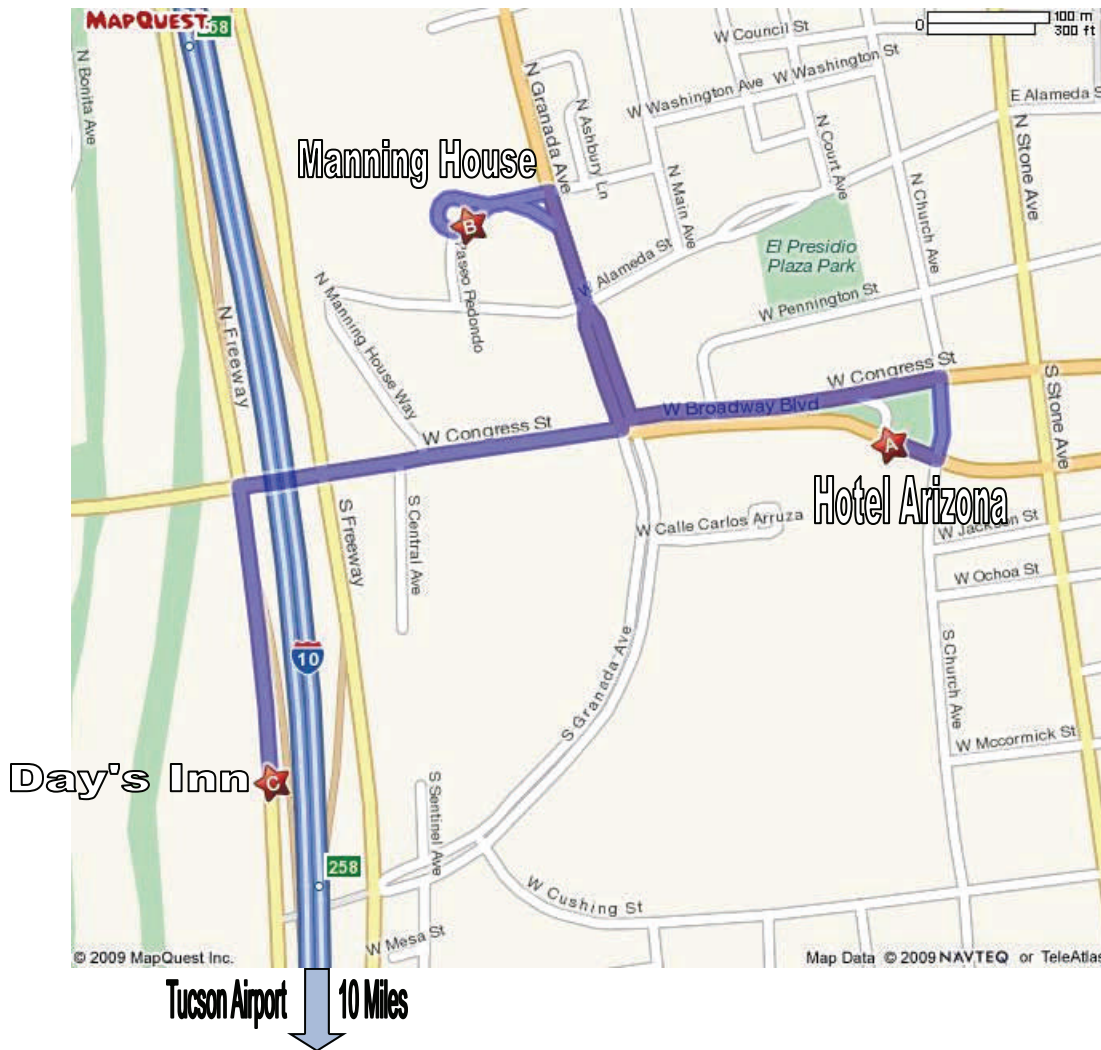
**Please Make Check Payable to: AZ-NV-NM Division IAAP**

**Mail Check and Registration Form(s) To:**

**Damaris Hill, Treasurer**

**1609 Antonio Drive NE**

**Albuquerque, NM 87112**



**For the ease of your travel arrangements**

### **Hotel Information**

The Hotel Arizona, 181 W. Broadway, (0.40 miles from Manning House), Shuttle IS provided from the Hotel to the Manning House. \$79.00 per night (\$91.42 with taxes & fees) for 1-2 people per room. Contact Gayle Venner gvenner@thehotelaz.com 520-624-8711 Visit online at [www.thehotelarizona.com](http://www.thehotelarizona.com)

Days Inn Convention Center, 222 S Freeway, (0.67 miles from Manning House), Shuttle is NOT provided to Manning House. From \$65.95 for one adult, to \$80.95 for four adults (ADD 12.5% tax plus \$2.00 hotel fee). Contact 1-800-329-7666. Visit online at [www.daysinn.com](http://www.daysinn.com)

### **Ground Transportation from the Tucson Airport to Downtown Tucson**

Arizona Stagecoach \$22.00 One Way per person to reserve and confirm price call 877-782-4355 or online at [www.azstagecoach.com](http://www.azstagecoach.com)

AAA Sedan and Yellow Cab Company; \$35 One Way per car up to four people; book round trip, get it for \$60 per car; Contact Sonya, Airport Supervisor to reserve and confirm price at 520-573-8152. Visit Online at [www.aaasedantucson.com](http://www.aaasedantucson.com)