



Association of Administrative Professionals Report for the 12th World Administrators Summit - October 15 and 22, 2022

Prepared by:

- Chrisy Burton, CCAP, National Director - President
- Heather Gronek, BA, CCAP, National Director - Vice President & MAL Liaison

Administra

- **How do you use it?** A reference guide for our planning sessions.
- **What is helpful about it?** It gives us a starting point to facilitate discussion for our strategic planning
- **Do you feel it is fit for purpose?** Yes

The Global Skills Matrix

- **How did you hear about the Skills Matrix?** Through the World Administrators Alliance.
- **What have you done with it?** We partnered with IAAP to host a webinar for our members, and we have shared information about matrix in our e-blasts to members, and we have a link to it available on our website in the members' only portal for convenience and easy access to our members.
- **What should happen next with the Skills Matrix?** A regular review of its relevance (perhaps annually)

Technology

- **What technology training have you done in the past two years?** See copy of our National webinar series attached. This would be in addition to any local branch level activities that each branch (at their own discretion) provides for their members.
- **How did you get this training?** Members of our association, and Executive Boards, and National Board network, have existing contacts, and reach out to prospective facilitators. A lot of our training is booked through networking opportunities and member referrals.
- **What digital skills will you need for the future?** Anything cloud-based to be able to work with teams, collaboratively and remotely (Google Workspace, Microsoft 365, various messenger platforms, and similar)

Mental & Physical Wellbeing

- **How has hybrid working affected your mental or physical health?** There are many pros and cons; one main positive is the work-life balance flexibility it offers. One main challenge is the isolation that can happen when working in a space remotely without other team members. Virtual calling platforms help teams stay connected, however, which is a wonderful tool when it comes to hybrid arrangements.
- **What training have you had to become more resilient?** Change management, cloud-based training, health and wellness (self-care) focused training.



- **What will you be doing differently in the future?** Respecting boundaries we set for ourselves to achieve work-life balance. Seeking out additional health and wellness opportunities; focusing on building connections with colleagues.
- **How is your company supporting your wellbeing?** Offering flexibility to work hybrid, and more recognition and acceptance of family or health related challenges when they arise (sickness, childcare, mental health) and increased understanding and promotion of a healthy work-life balance for employees.

The Career Behind The Job

- **How do you feel the perception of the profession needs to change?** Recognizing administrative professional work as a career and not just a job (i.e. we are not 'just' the secretary). Understanding that in times of fiscal challenges for companies that the first people to be structured out should NOT be the administrative professional staff (which can often be the case based on experience and surveying of others). We are high value players, and should be recognized as such with our salaries.
- **How do you talk about your role to others?** We are strategic partners in our careers
- **How does your company support your career?** Support ongoing learning, professional development, enhancement of skills. Supportive of association membership, association volunteership, and networking opportunities with fellow administrative staff and company team-building.



Association of
Administrative
Professionals

Goal 4: : Market association membership to encourage active participation of younger people.

- Partnered with IAAP to host the Global Skills Matrix Webinar for our members
- We had our National Board Strategic Planning session to develop our 2023-2026 Strategic Plan, the main focus was retention and attraction of current and new members. Some of our actionable items include:
 - Develop an Annual Membership Experience Strategy (onboarding, offboarding, and everything in between) that will benefit members belonging to a local branch, as well as our members-at-large
 - Promote our Community Page with active involvement from National Board in discussions and threads, and encourage increased member participation and contributions within our community page
 - Relaunch our Mentorship Program
 - Board members are encouraged to participate as program advisory committee members with their local colleges/universities to help promote AAP to the younger generation.
 - Continue to grow our partners and sponsors. These partnerships and sponsorships provide additional benefits to our members (webinars, discounts, resources, etc.)
- Held our first in person post pandemic Annual General Meeting in June 2022, which gave all our members an opportunity to reconnect.