

Schedule At-a-Glance

TUESDAY, JULY 26, 2011

8:00 a.m. – 5:30 p.m.	Chapter Presidents Peer-to-Peer Orientation
2:00 p.m. – 5:00 p.m.	Peer Group Meetings
5:30 p.m. – 6:30 p.m.	Networking Reception for New Presidents and Faculty

WEDNESDAY, JULY 27, 2011

7:00 a.m. – 9:30 a.m.	Working Breakfast: Chapter Presidents Business Meeting
9:45 a.m. – 12:15 p.m.	Personal Leadership Success
12:15 p.m. – 1:30 p.m.	Lunch and Presentation: Project Social – Watch ABC Build America!
1:30 p.m. – 2:30 p.m.	Improving Your Net Promoter Score
2:45 p.m. – 3:45 p.m. 4:00 p.m. – 5:00 p.m.	Concurrent Education Sessions Succession Planning for Chapter Presidents/Talent Management Engaging Staff at All Levels Who Will Lead ABC Into the Future?
5:00 p.m. – 6:00 p.m.	Grant Ackerman: Q&A on Leadership
5:00 p.m. – 6:00 p.m.	Reception
6:30 p.m.	Dinner at Gino's

THURSDAY, JULY 28, 2011

7:00 a.m. – 8:00 a.m.	Breakfast
8:15 a.m. – 10:45 a.m.	Managing Conflict and Consensus
11:00 p.m. – 12:00 p.m.	Staying Motivated and Fulfilled
12:00 p.m. – 1:30 p.m.	Lunch and Presentation: Top Ten Legal Hotspots Chapter Presidents Need to Know
1:45 p.m. – 2:45 p.m.	Options for Annual Planning
3:00 p.m. – 4:00 p.m. 4:00 p.m. – 5:00 p.m.	Concurrent Education Sessions Providing Excellent Service During Challenging Times Race for Relevance
5:00 p.m. – 5:30 p.m.	Conference Wrap-Up and Survey
6:00 p.m.	Dinner (Optional)



July 26-28

The Swissotel
323 East Wacker Drive,
Chicago, IL 60601

2011 ABC Chapter Presidents Management Conference



4250 North Fairfax Drive
Arlington, VA 22203
(703) 812-2000
www.abc.org





Program Agenda

TUESDAY, JULY 26, 2011

8:00 a.m. – 5:30 p.m. Chapter Presidents Peer-to-Peer Orientation

This peer-to-peer orientation will provide new and seasoned association professionals with the skills necessary to respond to the challenges and opportunities faced by chapter presidents today. In this interactive workshop, you will learn time-tested practices in financials, volunteer management, governance, education, recruitment and retention, as well as staff development.

2:00 p.m. – 5:00 p.m. Peer Group Meetings

No one chapter has a monopoly on good ideas. All ABC chapter presidents have the same issues, questions and problems. President Peer Groups bring together similar chapters and issues to find unique solutions to common barriers. The trust among members and open exchange of information will provide you with insights and valuable resources. Peer group members will benefit by developing more cost-efficient, quality-oriented and profitable chapters.

5:30 p.m. – 6:30 p.m. Networking Reception for New Presidents and Faculty

THURSDAY, JULY 28, 2011

7:00 a.m. – 8:00 a.m. Breakfast

8:15 a.m. – 10:45 a.m. Managing Conflict and Consensus

Grant Ackerman, Professor of Management, Columbia Business School

This session will help you identify and understand the dynamics of leading others, including managing conflict and consensus within and among organizations. Learn about five different approaches to conflict and the strengths and limitations of each one. You will take a self-assessment to evaluate your approach to conflict and the impact it can have on your efforts to lead others.

11:00 p.m. – 12:00 p.m. Staying Motivated and Fulfilled

Pat Dean, President, ABC Virginia Chapter; Mike Henderson, President, ABC Baltimore Chapter; Toby Cummings, President, ABC Golden Gate Chapter

What are we doing to stay on top of our game, avoid ruts and feel good about our contributions as presidents of ABC to our association and industry? Three experienced chapter presidents will share their stories and facilitate a discussion that will help you stay on top of your game.

WEDNESDAY, JULY 27, 2011

7:00 a.m. – 9:30 a.m. Working Breakfast: Chapter Presidents Business Meeting

9:45 a.m. – 12:15 p.m. Personal Leadership Success

Grant Ackerman, Professor of Management, Columbia Business School

Take your professional development to the next level! Explore what it takes to lead under pressure in an environment that requires constant engagement with a variety of constituencies and other interested parties. Learn about “derailers,” those attributes that start out as strengths but soon become weaknesses if not moderated during an executive’s career progression. Participants will take a self-assessment to identify their own potential derailers and consider the impact these might have on their leadership responsibilities.

12:15 p.m. – 1:30 p.m. Lunch and Presentation: Project Social – Watch ABC Build America!

1:30 p.m. – 2:30 p.m. Improving Your Net Promoter Score

Jack Zimmer, President and CEO, ABC Keystone Chapter

An organization’s Net Promoter Score (NPS) helps leaders define their real mission and holds people accountable for building great customer relationships. In this session, learn how to improve your NPS for future prosperity and true growth.

5:00 p.m. – 6:00 p.m. Q&A on Leadership with Grant Ackerman

During this informal exchange, you will join others in a discussion about a variety of leadership challenges. Using a roundtable format, participants can share stories and explore ideas for addressing leadership issues.

5:00 p.m. – 6:00 p.m. Reception

6:30 p.m. Dinner at Gino’s

2:45 p.m. – 3:45 p.m. and 4:00 p.m. – 5:00 p.m. Concurrent Education Sessions

Succession Planning for Chapter Presidents/Talent Management

Mike Bellaman, President and CEO, ABC National

You have worked hard to build a successful chapter, and you’ve hired talented people to manage programs and services for members. This session will help you prepare emerging managers to become part of your succession teams and lead your chapter into the future. Also, learn how to manage under pressure during emergency situations.

Engaging Staff at All Levels

Steve Stone, President, ABC Wisconsin Chapter

Identify proven methods to building successful teams, high morale and solid performance levels. No matter how large or small your staff may be, engaging them to produce at exceptional levels is critical to the success of your chapter.

Who Will Lead ABC Into the Future?

John Doherty, President and CEO, ABC Western Michigan Chapter

Discover and discuss ways to involve the next generation in your membership priorities. Whether it is for value-added benefits, networking or management/ leadership education, the next generation needs to further the “movement” and participate in designing ABC’s future, as well as see the ROI on being involved. As chapter executives, we need to facilitate the connections for this to happen!

3:00 p.m. – 4:00 p.m. and 4:00 p.m. – 5:00 p.m. Concurrent Education Sessions

Providing Excellent Service During Challenging Times

Mark Wylie, President, ABC Central Florida Chapter

How are you realigning your chapter resources to best meet your member companies’ needs? Find out what your peers are doing to provide excellent member benefits in these tough economic times.

Race for Relevance

Kathleen Garrity, President, ABC Western Washington Chapter

Today’s association executives feel the ground shifting beneath their organizations. In this uncertain environment, learn about five radical, but achievable, changes you can implement from the thought-provoking book *Race for Relevance*.

5:00 p.m. – 5:30 p.m. Conference Wrap-Up and Survey

Engage in a candid and open discussion about the Chapter Presidents Management Conference. All feedback is welcome!

6:00 p.m. Dinner (Optional)



Special Guest Presenter: Grant R. Ackerman, Professor of Management, Columbia Business School

Grant Ackerman is a professor of management at Columbia Business School. His research and teaching focuses on executive leadership, collaborative leadership models, and managing conflict and consensus. He has extensive experience in organizational consulting and has provided educational programs or consultations for Bankers Trust, Coca-Cola, Deloitte, the Fire Department of New York City and Lend Lease Americas.