

*What do you get when eleven of Ottawa's Information Management associations band together? Ottawa's first **SHARED** blockbuster event of the year to bring in the Spring!*

*Hosted by: **Ottawa IM Roundtable's eleven associations and their official calendar alert service at Ottawa IM Calendar** <http://OttawaIM.xist.com>*

Presentation by "outstanding educator", Paul Byrne: Improve Professional Communication in the Office!

*Followed by a chance to put Mr. Byrne's lessons into practice with
an...*

IM networking social !!!!

Managers! Enhance your corporate culture and promote professionalism by bringing your entire team to this lively and enlightening event. The goal is to improve harmonious relationships, improve marketing communications, and develop greater understanding among all IM professionals.

Hosted by: The Ottawa Information Management Roundtable, an alliance of eleven information management associations listed below, representing over 3,000 local IM practitioners from archives, records management, libraries, web site and intranet management, and other IM professions.

What a great way to celebrate the end of fiscal year for many of us from records management, libraries, archives, IM/IT, Internet/Intranet management, and other forms of information management!

Date: Thursday April 7th, 2005
Venue: National Press Club, 165 Sparks St.,
Booth Building on the Sparks St. Mall, near O'Connor Street, Ottawa
Price: **\$20** to all personal and institutional members** of **ARMA, CASLIS, CFL, CIPS, CLA, DPI, LANCR, OVHLA, OLAEI, OALT, RMI**
(**No limit to people you can send for institutional members for this event.)
\$50 to all non-members of these participating associations listed above.

Schedule: 3:00 - 3:30 Registration
3:30 - 4:30 Paul Byrne, Speaker
4:30 - 7:30 Networking, Cash Bar, Hors d'Oeuvres (complimentary)

Registration: <http://caslisottawa.on.ca/register.html>
To assure your space, please register. People welcome at the door as well.

For more information: <http://OttawaIM.xist.com> the Ottawa IM Roundtable's official calendar.

Speaker: Paul Byrne, Communications Professor and Corporate Trainer par excellence.

Topic: Improve Professional Communication in the Office

Enhance your team's corporate culture. Take charge of your professional communication with new strategies for beating negativity, eliminating doubts, and setting positive goals. Learn how to create consistently positive working relationships by sending supportive messages. We'll uncover the need to know principles of **networking** and communicating with colleagues and vendors, whether it be face-to-face or via email. Learn how to expand your listening capabilities to become a more effective communicator.

Participants will:

- Capitalize on the perceptual tendencies of others
- Incorporate a strategic approach to use in all business conversations
- Appreciate the importance of good timing and appropriate conversational contribution
- Disclose information that builds relationships
- Use language that creates a supportive climate and lowers defensiveness
- Listen as a tool to build goodwill
- Use strategies to subtly direct conversations toward a pre-planned goal
- Prevent conversational pitfalls and use tips for repairing conversations that lose track
- And, put into practice networking lessons during the social that follows.

Mr. Paul Byrne is a senior partner and trainer with Mackay Byrne Group; he is also a professor of communications skills in Ottawa, Ontario. As a professor, he's been formally recognized for **outstanding achievements in teaching and curriculum design**. Corporate clients have been consistently rewarded with his ability to translate academic theory and psychological research into practical communication techniques for the workplace. His training design and delivery skills have been applauded by clients coast to coast.

His personal belief is that enhanced communication competence is a result of a heightened self-awareness, an appreciation of benefits (personal and organizational), and knowledge of easy to understand communication techniques and strategies. To this end, he consistently creates an environment that is psychologically safe, highly participatory, and above all, professionally relevant.

The Ottawa IM Roundtable was formed this January 18, 2005 by eleven of the following information management associations:

ARMA
Association of Records Managers and Administrators

LANCR
Library Association of the National Capital Region

CASLIS
Canadian Association of Special Libraries and Information Services

NCALL
National Capital Association of Law Librarians

CFL
Council of Federal Libraries

OVHLA
Ottawa Valley Health Library Association

CIPS
Canadian Information Processing Society

OALT
Ontario Association of Library Technicians

CLA
Canadian Library Association (via CASLIS)

RMI
Records Management Institute

DPI
Association of Public Sector Information Professionals