



Presenters

Heather Ostrowski is a dynamic speaker with endless energy. Heather has degree in Speech Communication from St. Cloud State University. Her professional experience includes working for Josef's School of Hair Design for over ten years. She also completed Dale Carnegie training that "changed my life in such a positive way I will forever be grateful."

Heather says, "Each message is unique and created special for every event. That is what I LOVE about this message - it can be delivered so many different ways to reach so many different results."

Jim Stenehjem is a Williston High School graduate, and was a science teacher in Pascoe Vale Girls High School in Melbourne, Australia, White Shield High School, Willow City High School, and the principal at Sheyenne High School, Watford City High School and in Grand Forks at Central HS, Valley JHS, Schroeder MS, and Red River HS.

Jim is presently the director of the ND LEAD Center, where he works with school administrators across the state of North Dakota.

Fargo—April 27
Expressway Suites—Dakota Room
4303 17th Avenue S

Bismarck—April 29
Doublewood Inn—Congress Room
1400 E interchange Avenue

Educational Secretaries Association of North Dakota

A Division of NDCEL

121 E Rosser Avenue
Bismarck, ND 58501

Phone: 701-258-3022

Email: Mavis.Christianson@ndcel.org

Educational Secretaries Association of North Dakota

presents

Shoes of Life

April 27, 2010—Fargo
Expressway Suites
Dakota Room

Telephone Etiquette

April 29, 2010—Bismarck
Doublewood Inn
Congress Room



Fargo:
“Shoes of Life”



Shoes of Life will inspire you to be the person you were meant to be. It will encourage you to try something new. It will motivate you to stay focused on your goals. It will empower you to face challenges armed with tools to embrace and overcome them. You will be reminded to have fun, laugh and enjoy life.

Presenter: **Heather Ostrowski**

Bismarck:
“Telephone Etiquette”



You only get one chance to make a first impression. Effective phone answering skills are essential to creating that positive first impression.

This presentation will help you understand how to respond effectively to incoming telephone calls; create a favorable first impression over the phone; apply telephone techniques & procedures that will enable you to handle incoming calls courteously and efficiently.

Presenter: **Jim Stenehem,**
Director, ND LEAD Center

ESAND
Regional Meetings

Registration

Please indicate which meeting you will be attending

April 27, 2010 — Fargo

April 29, 2010 — Bismarck

\$25 REGISTRATION ENCLOSED
(includes meal)

Deadline to register:

Fargo—April 23

Bismarck—April 26

Agenda

5 p.m.	Registration
5:30-6:30 p.m.	Social/Dinner
6:30-7:30 p.m.	Program
7:30 p.m.	Adjourn

Gifts for all who attend!

Dress: Casual/Comfortable

Please note all times indicated are “central time.”

Name

Position

School

Address

School Phone

Make checks payable to **ESAND** and mail to:

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121 E Rosser Avenue

Bismarck, ND 58501