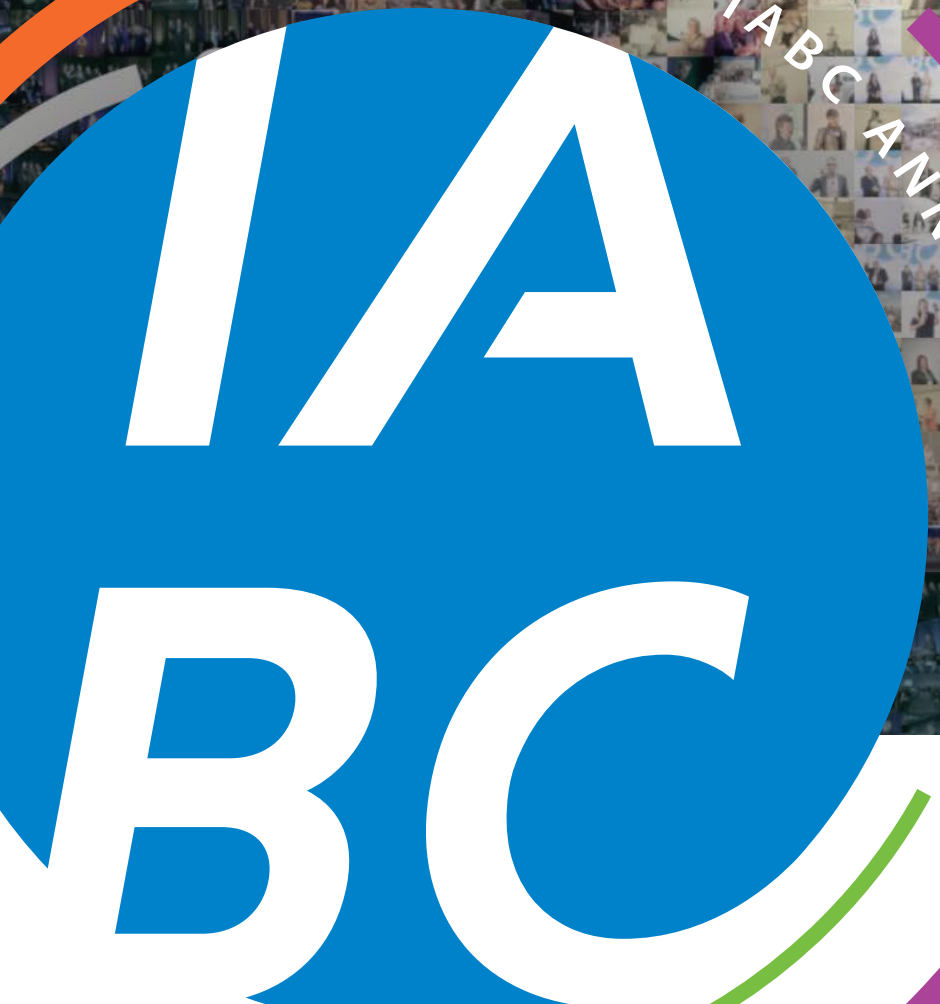


2019-2020

IABC ANNUAL REPORT



International Association
of Business Communicators



IABC connects communicators from around the world with the insights, resources and people they need to drive their careers and the profession forward.

Advancing the communication profession, creating connection and developing strategic communicators.

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About IABC

The International Association of Business Communicators (IABC) is the only global association that connects you with the people and insights you need to drive business results.

Supporting professional communicators at the heart of every organization, IABC provides the insights and tools needed to lean into the future of a changing communication profession and prepare for what's next, while driving your business forward now.

Update from the Chair

As I write this letter the world is in chaos, and the United States is in turmoil.

This has unquestionably been a painful, challenging year for everyone on planet earth, and certainly for our members and the organizations we serve.

I have to admit that the trials of a professional association (even one I love) might seem trivial at this moment — except that I believe the International Association of Business Communicators (IABC) has a critical role to play in helping to improve lives on a global scale.

The work of communication professionals creates context and meaning from data and detail. We are experts at connecting the dots for our audiences to make important information accessible. We make the complex comprehensible, and in doing so empower people to think critically, evaluate intelligently and act intentionally.

Being relentlessly audience-focused makes us intensely human-centric by default. We are often the consciences of our organizations, and for many of us, the decision to grow our careers and take on more strategic roles is directly related to our desire to make a greater impact in the world.

We find ourselves at a moment in history in which communication professionals have an opportunity to change the course of global events for the better.

“Decisions are made by those who show up.”

This quote has been attributed to many, but my personal favorite is President Jed Bartlet, the hero of the 90s television show ‘The West Wing.’ The sentiment has never been more true.



So, how lucky are we to be part of an association that celebrates change makers, rewards rigor and innovation and is powered by passionate volunteers?

The opportunity to speak truth to power. That seat at the table. Our members don't take these privileges lightly. We know that the opportunity to influence our organizations — to be business leaders ourselves — must be earned. Not just once, not just through a degree or a certificate, but every day, every month, every year of our careers — like brushing our teeth.

IABC offers its members the complete package — professional development, community, thought leadership and commitment to best practice — not just in our own industries, countries or disciplines, but around the world and across the profession. We created the Global Standard and a groundbreaking Certification program. Our organizations are looking to us to lead.



This is our moment. This is the time for us to step up and double-down on our own development. This moment in history is challenging us to be and become the best communication professionals we can be. There's a lot at stake, and anyone who is serious about changing the world knows that starts by changing themselves.

I couldn't be prouder to have had the opportunity to lead IABC during such a challenging year. If we ever doubted that the work we do matters, we needn't any longer. Our world is in the midst of a seismic shift. **Are you ready?**

Victoria Dew, SCMP
International Executive Board Chair

IABC By the Numbers

90 Chapters	8 Council of Regions
600 Chapter leaders	80 Region leaders
21 Committees/task forces	12 Staff
12 Executive board members	128 CMPs
110 SCMPs	140 International leaders

Update from the Executive Director

Dear IABC Members,

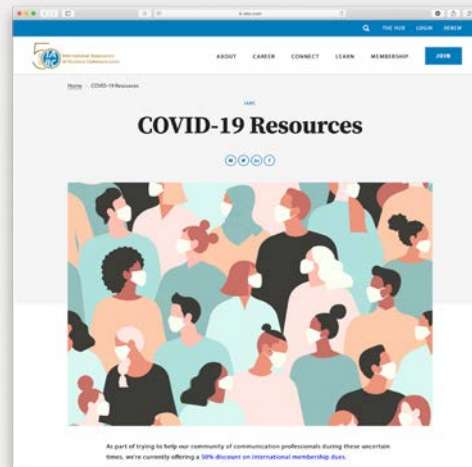
I have been honored to serve as your interim Executive Director since November of 2019.

At that time the focus was on learning IABC's mission and operations, working closely with the staff team to ensure timely deliverables of member benefits. The scope of IABC's programs and services was eye-opening in terms of range and depth of offerings.

In January, following due diligence research into the association management model, the **IEB voted to enter into a professional services agreement with SmithBucklin effective July 1**. This partnership will provide strategic and operational expertise in an adaptable service model.

An early highlight for me was attending **Leadership Institute (LI)** in February in Austin, TX. It was wonderful to see the energy and enthusiasm of IABC chapter and regional leadership in action. The distances that attendees traveled was a testament to the value of this peer connection. Programming was outstanding, as was the networking. I left LI feeling more informed and connected to the membership; the timing also corresponded to the operational launch of the transition.

We thought change was a constant, especially for IABC in 2019 and in early 2020...then just a few weeks following LI, unprecedented change occurred. Life as we knew it was altered, personally and professionally, with the COVID-19 pandemic. IABC responded with a series of activities to



support our members: a **COVID-19 Resource page** to provide change management tools; **Catalyst content Shifted to thought leadership** to support business disruption; **The Hub became a critical communication tool** to share challenges & solutions; use of all of these resources grew immediately, showing the **value of IABC membership** in challenging times. A **50% membership discount** was offered March through June to support those who needed IABC more than ever.

Efforts Shifted to **pivot World Conference to a virtual event**. Many volunteer and staff hours resulted in a high quality event with top programming and networking opportunities, now available year round as a professional development resource. If you and your team haven't experienced VWC 2020, know that is available all year, along with other educational resources from the Academy and webinars.



I want to express my appreciation to the IABC staff team for their commitment to a successful VWC and transition. Their focus was on IABC and you, the members, to ensure an efficient hand-off of operations. Their commitment never wavered.

Looking forward to a busy and energetic second half of 2020 in support of you, our members.

All the best,

Janet Rapp

Interim Executive Director



"I want to express my appreciation to the IABC staff...their commitment never wavered."

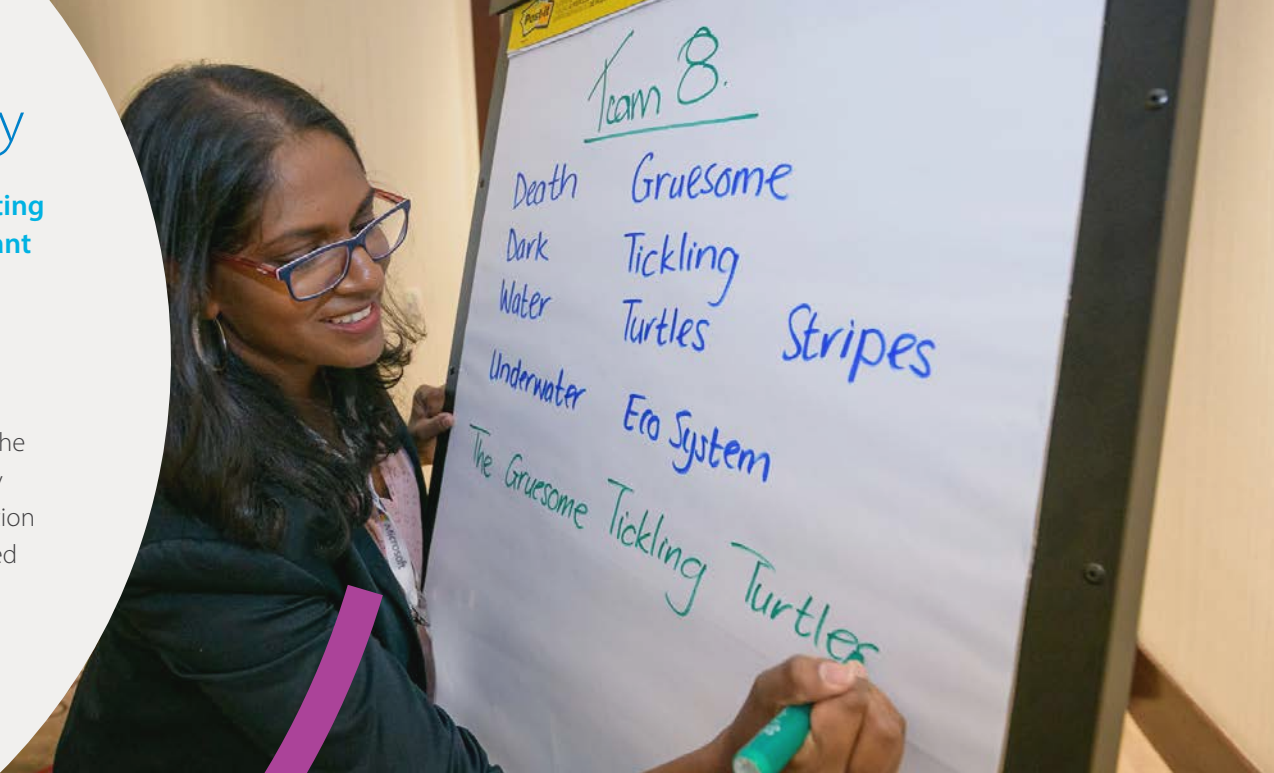


IABC 2017–2020 strategy

By strengthening existing programs and implementing new initiatives, IABC put its focus on taking significant steps toward advancing IABC's Strategic Plan.

To that end, we elevated careers through GCCC certifications and the Gold Quill Awards, offered new opportunities for life-long learning through the IABC Academy, created shared learning, new connections and meaningful engagement at the IABC World Conference and on the Hub, IABC's member-only forum. To address the most critical issues facing communication professionals, Catalyst publications and content center offered an ongoing stream of innovative ideas, creative solutions and innovative best practices for major problem-solving.

IABC established new partnerships and deepened existing connections to deliver new initiatives to serve IABC members, advance the profession as whole and secure IABC's growth and vibrancy for the future.





Advance Profession

Advance awareness of communication as a strategic leadership function within organizations, demonstrating its impact on business performance.

Build recognition for and adoption of the Global Standard and certification with key internal and external stakeholders.

Demonstrate the power of communication to build high-performing, collaborative cultures through proactive thought leadership focused on insights and results.



Create Connection

Create global peer connections, facilitating ways for practitioners to interact and support each other.

Strengthen international membership to drive global connection and preserve this key competitive differentiator.

Local leaders are active ambassadors driving engagement and peer exchange.

Facilitate and enhance opportunities for communicators to engage in conversations.

Innovate to create conference experiences that differentiate our brand and build on the value of cross-functional disciplines for networking.



Develop Strategic Communicators

Develop opportunities of learning, leadership and recognition to help communicators become trusted business advisers.

Learning opportunities prepare communicators for strategic leadership roles with the business acumen needed to deliver measurable results.

Create robust career resources for members.



Organizational Excellence

While there are three pillars to our purpose, we must continue to improve the structure, efficiency and leadership skills of our organization.

Maintain a strategically focused and engaged board who achieve shared outcomes.

Assist chapters and regions with effective and engaged boards.

Pipeline for IABC leadership is filled with talent and engaged members

IABC is profitable and exceeds revenue targets.

Excellence in strategic integrated marketing and communication planning.

IABC meets standards in transparency and good governance across the entire association.

Finance and investments

Financial Summary (US Dollars)

Revenue and Support

Membership	1,402,948
Certification	67,700
Conferences, Academy, Awards	2,520,106
Ad Sales	7,940
Royalties	15,258
Job Centre	52,281
Investment Income	76,708
Other Income	320
Net Assets Released From Restrictions	-
Total Revenues and Support	4,143,261

Expenses

Program Services

Conferences, Academy, Awards	1,681,178
Membership	827,914
Content	321,512
Chapter Relations and Development	266,549
Certification	164,058

Total Program Services

General & Administrative	676,958
Governance	270,423

Total Expenses

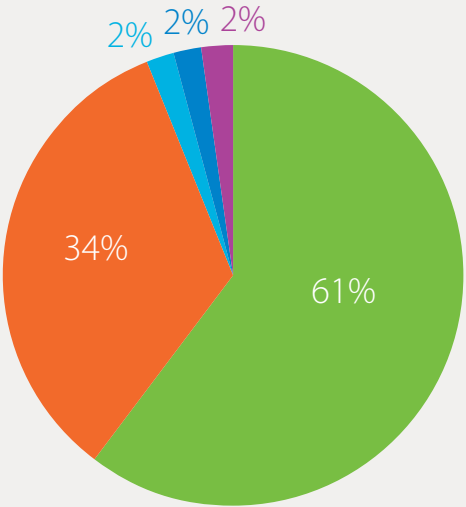
Net Assets Beginning of Year	88,519
Net Assets End of Year	23,188
Changes in Net Assets	65,331





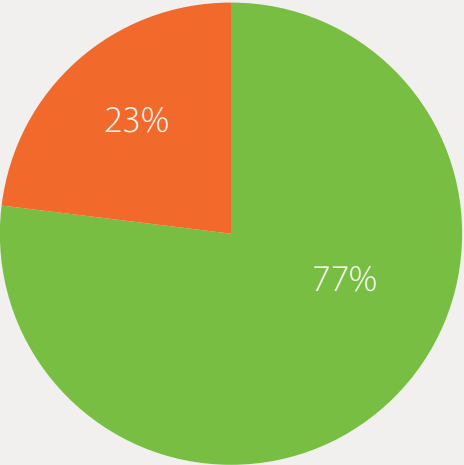
Finance and investment (cont'd)

Revenue



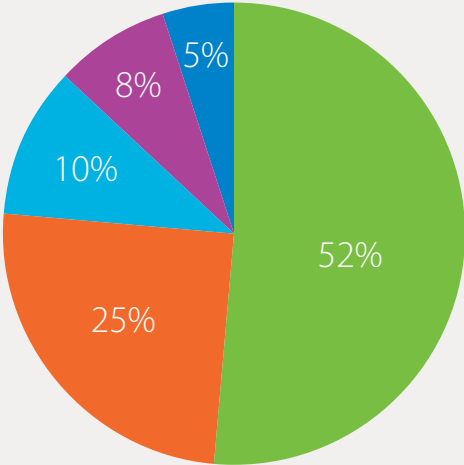
- Conferences, Academy, Awards
- Membership
- Investment Income
- Certification
- Ad Sales, Royalties, Job Centre

Expenses



- Program
- General

Programs
(Expense Breakdown)



- Conferences, Academy, Awards
- Membership
- Leadership Institute
- Communication World, Content & Communications
- Certification

2020 key dates

July

Mid-July

IABC Leadership Institute open call

15 July

GCCC exam in Windsor, CA

31 July

Free-to-members webinar,

[6 Essentials of Communication from a Negotiator's Perspective](#)

August

August

Launch Gift of Excellence Grant

August 1

GCCC exam in Nashville, TN

18 August

Free-to-members webinar,

[Creating Powerful Audience Experiences in Presentations](#)

29 August

GCCC exam in Tulsa, OK

September

September

Launch of Gold Quill

10 September

Free-to-members webinar,

[Cultivate Your Personal Brand](#)

TBD September

[Accelerate](#), (uncertainty of event scheduling is due to COVID-19)

October

17 October

GCCC exam in Irvine, CA

17 October

GCCC exam in Overland Park, KS

TBD October

[Accelerate](#), (uncertainty of event scheduling is due to COVID-19)

31 October

GCCC exam in Bucharest, Romania

November

7 November

GCCC exam in Ottawa, ON

14 November

GCCC exam in Sydney, NSW, Australia

TBD November

[Accelerate](#), (uncertainty of event scheduling is due to COVID-19)



Stay connected with the happenings at IABC to continue driving your career and the communication profession forward.



Transition to Virtual World Conference

When COVID-19 hit earlier this year, IABC and our members worked at warp speed to continue to deliver vital communication. In fact, communication professionals were indispensable not only in the way they kept information flowing responsibly during this crisis, but through the work they continued to do delivering business results. Communication professionals will no doubt play a key role in the coming weeks, months and years, as work is done to save lives and keep the global economy moving. The pandemic, despite the tragic losses, created an opportunity for IABC to reconfigure some steadfast events in a new way.

With this in mind, the [2020 IABC World Conference](#), with its future-focused theme of “Shift: #AreYouReady,” was needed more than ever despite the hurdle of being unable to convene in Chicago. As a result, the conference was transformed into a global virtual event. In addition, member services were enhanced to assist members seeking connection, support and resources. There was increased activity in places like The Hub to share experiences and best practices. [Catalyst](#) also focused on content related to COVID-19 to help IABC members access the latest information. The adjustments IABC members and the world have made to this new way of living are inspiring. Despite all the change, IABC continues to be a place that brings people together. It is a testament to why IABC will be here to celebrate its next 50 years.



With the pandemic, IABC used its future-focused theme of “Shift: #AreYouReady” to quickly transform its marquee event into the 2020 IABC Virtual World Conference

Academy courses launched

This was a year of exciting growth and change for the Academy as we launched six new courses in a redesigned, revamped format.

The Academy shifted to a more engaging course design utilizing sleeker, user-friendly software for delivery and offering short, on-demand courses to meet the needs of busy professionals. The first of these new courses launched in September of 2019, and all of the new courses have brought renewed interest and increased enrollments to the Academy.

Carefully-selected instructors have enthusiastically shared their time and expertise to create the following courses at IABC's Academy:



Launched 6 September 2019



Launched 29 November 2019



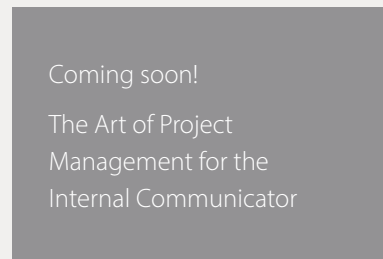
Launched 4 December 2019



Launched 22 January 2020



Launched 19 May 2020



Launching June 2020



For more information
or to register, visit
iabc.learnupon.com

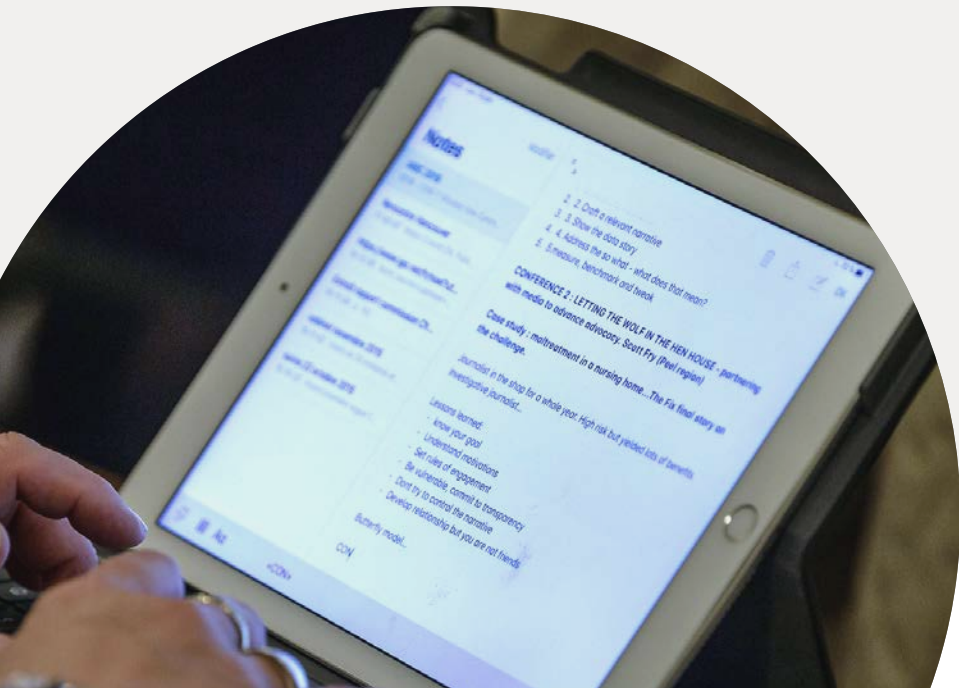
GCCC update

The Global Communication Certification Council (GCCC) continues to grow the Strategic Communication Management Professional (SCMP) and Communication Management Professional (CMP) certifications.

In June 2019, 18 test takers sat for certification exams at World Conference in Vancouver. Following that success, in 2019–20, exams were offered seven times in Canada, four times in the States, twice in Australia, as well as once each in India, Kenya, and South Africa.

In 2019, 32 CMPs earned their designation, along with 40 SCMPs. In 2020, there are exams scheduled for 11 sites, following postponements due to COVID-19.

The GCCC is working in partnership with Scantron to revise the SCMP exam format, ensuring our exams are in line with the scheme of the program, the current climate of the field, and the most up to date trends in communication. As of June 2020, ANSI will begin the decision-making process regarding accreditation of the CMP program. The GCCC has worked diligently to meet all of the requirements to earn this prestigious endorsement.



GLOBAL COMMUNICATION
CERTIFICATION COUNCIL

An IABC Initiative

For information on how to host an exam, please contact info@gcccouncil.org.

Eligibility requirements to sit for the Communication Management Professional (CMP) or the Strategic Communication Professional (SCMP) differ for each of the exams.



For more information or to apply,
visit gcccouncil.org.

IABC leadership



The [international executive board \(IEB\)](#) is the governing body of IABC. It is accountable to the members and has supervision, control and direction of the affairs of the association.

It actively pursues the association's purpose and determines its policy within the limits of the law, [IABC Bylaws](#), and Articles of Incorporation. It upholds the [IABC Code of Ethics](#) for professional communicators and supervises disbursement of the association's funds. The IEB develops the strategic plan and direction for the association under the guidance of the association Bylaws approved by the IABC membership. The IEB, committees, regions and chapters work together to achieve our goals, while enhancing our reputation within the profession through better brand positioning and greater interaction with the broader communication profession.

IEB 2019-2020

Chair – Victoria Dew, SCMP

Vice chair – Bonnie Cover

Past chair – Ginger Homan, ABC, SCMP

Secretary/Treasurer – Michael Nord, MBA, SCMP

Executive Committee Member – Sheila Carruthers, MBA-PR, FCMC, SCMP

Director – Jill Vitiello

Director – Ben Shaw

Director – Deborah Hileman, SCMP

*Director** – Matthew Tidwell, Ph.D, APR

Director – Danielle Bond, SCMP

Director – Derrick Rozdeba

Director – Maliha Aqeel, PMP, SCMP

New 2019-2020 offerings

Tools & Templates

IABC's performance in 2019/20 included both growth and transformational change that further established IABC as the top association to serve communication professionals from all over the world and propelled the organization as a thought leader in the communication industry.

Programs like the GCCC certification program grew by 20%. A new expanded Hub, IABC's online forum for members, also grew to a high of over 7,600 active users since its launch in 2018. The former Communication World magazine was recast as Catalyst, including a weekly publication and extensive online content center, with a library of over 100 webinars.

Webcasts articles, podcasts, templates and reports on critical and current issues faced by communication professionals. The prestigious Gold Quill Awards program brought in more than 500 entries, resulting in 203 Awards conferred honoring communication campaigns from around the world. With at-capacity attendance nearly 90% overall satisfaction the World Conference in Vancouver was one of the most successful in IABC's history.



Through the IABC Academy and industry partners, we delivered both online and in-person training and education tailored to advance key learning on current and critical issues, as well as opportunities to build skills and elevate careers for communication professionals.

Finally, to support IABC to grow and serve its members, as well as the whole communication profession far into the future, IABC brought on the **SmithBucklin management team** to secure a long and prosperous future for the association.

IABC Foundation award recipients



During the 2020 Leadership Institute, the IABC Foundation trustees awarded five applicants Gift of Excellence grants to allow them to seek certification as a Communication Management Professional (CMP) or Strategic Communication Management Professional (SCMP) through the Global Communication Certification Council (GCCC). The grant covers the application fee, exam fee and one-year renewal fee, totaling US\$600 for each person.

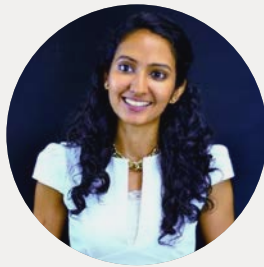
The IABC Foundation is particularly interested in helping to expand availability of certification where currency discrepancies or developing economies may make it financially difficult for members to take part. IABC members living and working in areas designated as developing nations by the World Bank and International Monetary Fund, as well as those living in areas significantly impacted by a natural disaster, received the highest priority in the disbursement of Gift of Excellence grant funds. All applicants demonstrating financial need are considered.

The five 2020 grant recipients:



Oyindamola Ajibola

Saskatoon,
Saskatchewan, Canada



Kristy Christie

Kuala Lumpur,
Kuala Lumpur, Malaysia



Amanda Fischer-Penner

Independence,
Missouri, United States



Mazilifah Mohd Razak

Bayan Lepas,
Penang Pulau Pinang, Malaysia



Malaya Del Rosario

Taguig,
Manila, Philippines

Council of regions



Africa

Gold Quill Blue Ribbon Panel held in Johannesburg, South Africa
Silver Quill Awards Program
Chair: Carol Allers, ABC, APR
Past Chair: Phumelelo Dhlomo



Asia Pacific (APAC)

12 chapters
Gold Quill Blue Ribbon Panels held in the Philippines, India, Melbourne, Australia, and Sydney, Australia
Region of the 2020 Chapter Leader of the Year, Sia Papageorgiou, FRSA, SCMP, IABC Melbourne and 2020 Region Leader of the Year, Zora Artis, GAICD, SCMP
Chair: Zora Artis, GAICD, SCMP, FAMI, CPM
Past Chair: Lisa McNally



Canada East

8 chapters
Silver Leaf Awards program co-chaired with Canada West
Gold Quill Blue Ribbon Panel held in Toronto
Chair: Jo Ann Johnston, ABC
Past Chair: Kelly Rusk



Canada West

6 chapters
Canada West Conference held in Banff, Alberta
Silver Leaf Awards program co-chaired with Canada East
Gold Quill Blue Ribbon Panels held in Vancouver, British Columbia
Region of the 2020 Large Chapter of the Year: IABC British Columbia
Chair: Will Tigley
Past Chair: Jonathan Tremblay, CMP

Council of regions (cont'd)



Europe, Middle East, and Northern Africa (EMENA)

3 chapters

Regional conference, EuroComm, held in Bahrain

Gold Quill Blue Ribbon Panels held in London and Dubai

Chair: Stephen Welch

Past Chair: Mike Klein



Heritage Region (U.S.)

13 chapters

Regional conference held in Detroit, Michigan

Gold Quill Blue Ribbon Panels held in New York

Silver Quill Awards program

Chair: Matt Evans

Past Chair: Rebecca Callahan



Pacific Plains (U.S.)

12 chapters

Regional conference co-hosted with Southern held in Kansas City, Missouri

Gold Quill Blue Ribbon Panels held in San Francisco

Chair: Tracie Bettenhausen

Past Chair: Brandon Babcock



Southern (U.S.)

23 chapters

Regional conference co-hosted with Pacific Plains held in Kansas City, Missouri

Silver Quill Awards program

Region of the 2020 Small Chapter of the year, IABC Central Oklahoma, and the 2020 Medium and International Chapter of the Year, IABC Houston

Chair: Mark Evans, SCMP

Past Chair: Patrick Cobb

IABC Champions

Thank you to our IABC Champions!

VERB: To act as champion; maintain; fight for; advocate

ADJECTIVE: (informal): first-rate

NOUN: An IABC member who actively seeks out colleagues and works diligently to #createconnection and grow the IABC membership

- Abbe Wiesenthal
- Abbey Wood
- Abdul Latiff Puteh
- Adam Zouak
- Adnan Abdel-Razzak
- Adriano Macedo
- Adrienne Lem
- AGNES NAKITENDE
- Aleta Moloji
- Alex Mejia
- Alexandra Drake
- Alexandra Pearl
- Alexandra Trakula
- Alexia Kalfopoulos
- Alison Boughy
- Alison Ziemianski
- Allie Mena
- Allison Plake
- Amanda Campbell
- Amanda Lee
- Amanda Symynuk
- Amber Leberman
- Amy Gieni
- Amy MacKinnon
- Amy Ward
- Anastasia Jones
- Andreas Mikota
- Andrée Desrochers
- Andrew Bennett
- Andrew Blunt
- Andy McLean
- Angela Ford
- Angela Hunt
- Anita Hofer
- Anna Aitchison
- Anna Fiddler
- Anna Maria Nisce
- Anne Harding
- Anne-Kathryn Flanagan
- Annelie Dahlstein
- Annette O’Herlihy
- Antonio Corkovic
- April Stewart
- Ariane Madden
- Ashleigh Evans
- Astrid Vasudeva
- Audrey Britton
- Audrey Ruark
- Awele Okigbo
- Barbie Smith
- Becca Mercola
- Ben McAlary
- Bernice Puzon
- Beth Geisler
- Beth Senn
- Bobby Jones
- Braden Istace
- Braden Smith
- Brandon Perrett
- Bree Dunscombe
- Brendan Hawkins
- Bridgette Slater
- Brielle Pope
- Brittany MacArthur
- Brooke Anderson
- Bruce Campbell-Fraser
- Bryan Baldwin
- Carla Landon
- Carla Putnam Kerr
- Carlette DeLeon
- Caroline Bruno
- Carolyn Bendall
- Carolyn Ormsby
- Carolyn Sobczyk
- Carolyn Tomkins
- Carrie Whittlesey
- Casey Sink
- Cat Dundas
- Cat Graham
- Catherine Hollyman
- Catherine Kwolek
- Catherine Naylen
- Catriona Byrne
- Cecelia Crow
- Charlotte Bochulak



IABC champions (cont'd)

- Charly Rowan
- Charmead Schella
- Chase McConnell
- Chelsea Gale
- Chris Meredith
- Christina Cary
- Christina McMillan
- Christina Parsons
- Christina Stachulak
- Christopher Darr
- Claire Castillo
- Claire Kroening
- Clare Novak
- Clint Phelps
- Colette Harrod
- Colleen Burghardt
- Colleen Rosso
- Courtney Chu
- Craig D'Egidio
- Cristin Taylor
- Dagmar Climo
- Damien BATEY
- Dani Lindley
- Daniel Naqvi
- Daniel St Pierre
- Daniel Sundin
- Danielle DelBalso
- Danisha Bhaloo-Shivji
- Darinka Savovic Shulman
- Dave Duncan
- David Imber
- David Stobbe
- Dayla Lahring
- Deanna Lysaght
- Deanne Vick
- Derald Riley
- Diana Wearing Smith
- Divya Sinharoy
- Dominique Lepage
- Duncan Blomfield
- Edward Segal
- Elaine Reaume
- Eleanor Tilothhalemaje
- Elizabeth Cockle
- Elizabeth Sargis
- Ellen Hall
- Elsabe van Rooyen
- Elyse Sheare
- Elzette Van Niekerk
- Emileigh Ard
- Emilie Haas
- Emilie Noel
- Emily Banyas
- Emily MacIntosh
- Emily Neeb
- Emma Lane
- Emma-Rose Taylor-Isherwood
- Emolly Palmer
- Eric Edwards
- Eric Swanson
- Erin Peterson
- Evette Wessels
- Fa Mafi
- Faezal Yunus
- Farha Akhtar
- Felicia Griffin
- Filip Przybysz
- Flavie Cote
- Fran Moran
- Fritzi Michelle Lescano
- Gabriana Filice
- Gabriel Galdamez
- Gabrielle Day
- George Gretes
- George Morse
- Gillian Chester
- Gina Martin
- Girard Hengen
- Giuseppe Laviano
- Gloria Lawrence
- Graham Seldon
- Graham White
- Guy Litalien
- Hailey Gish
- Haley Bourne
- Haley Daniels
- Halle Barham
- Hannah Jackson
- Hayley Pawlenchuk
- Heather Mah
- Helen Roberts-Ferguson
- H  l  ne V. Gagnon
- Henrietta Ashton
- Holly Tulipano
- Iftekhar Hasan
- Ilan Sivapathasundaram
- Jack Barsoum
- Jack Kinley
- Jacob Ross Robinson
- Jacqueline Bellerose
- Jacqueline Lane
- Jade Towle
- James King
- Jamie Toth
- Jana Al-Sagheer
- Janelle Dixon
- Janine Garner
- Jared Leeder
- Javier Guzman-Barcenas
- Jayshal Sood
- Jemma Somervail
- Jen Kwiatkowski
- Jen Weixl
- Jenna Wenkoff
- Jeremiah McWilliams
- Jesse Deal
- Jesse Ives
- Jessica Carthen
- Jessica Halsmer
- Jessica Reynolds
- Jessica Storer
- Jocelyn Facciotti
- Jodie Sanheim
- John Scharf
- Jonathan Ray
- Jordan Gingrich-Hadley
- Jose Bernal
- Joshua McFarlane
- Jovita Dsa
- Joy Quiring
- Judy Webb
- Juli Holloway
- Julia Sheasby

IABC champions (cont'd)

- Julian Mather
- Julianna Klose
- Julie Barber
- Julie Craig
- Julie Fuhr
- Julie Hallonquist
- Julie Sielaff
- Julie Smith
- Juliette Elfick
- Kaila Butler
- Kaila Ruppel
- Kailee Norcross
- Karen Clarke
- Karen Garth
- Karine Plouffe
- Karri Kempf
- Kasia Galica
- Cassandra Perry
- Kate Brinkerhoff Angus
- Katharine Nichols
- Kathryn Hoffart
- Kathy Bilitzke
- Kathy Biron
- Kathy Lim
- Katrina Schigas
- Kay Pascoe
- Kayla White
- Kelli Gill
- Kelly Clark
- Kendra Sheedy
- Kenna McCarthy
- Kent Lewis
- Kerry Volk
- Kevin Gibson
- Kim Mah
- Kim Page
- Kimberly Boetsch
- Kimberly Kranz
- Kimberly Yuk Lum
- Kirsty Fyfe
- Kirsty Tatlow
- Kris McBride
- Kristen Broussard
- Kristen Foster
- Kristen Hewlett
- Kristen Hovet
- Kyla Anderson
- Kyle Kappler
- Kylie Robertson
- Lainie Grubbs
- Larry Bryan
- Laura Benoit
- Laura Bratanek
- Laura Johnson
- Laura Oliveto
- Laura Stoneburner
- Lauren Connor
- Lauren Duda
- Lauren Singleton
- Lauren Tse
- Laurie Spoon
- Lee Bond
- Leigh Murray
- Lenda Oshalem
- Lerato Setsiba
- Lianne Brown
- Lisa Napoleon
- Lisa Ruether
- Lisa Sharp
- Lisa Squires
- Lucas Warren
- Luke D'Emanuele
- Lyndon Smith
- Lynn Dittmer
- Mahbulul Shourav
- Maressa Carey
- Margaret Stroz
- Margaret Ziolecki
- Maria Effertz Hanson
- Maria Evans
- Marijo Millette
- Marissa Guerra
- Mark Schurman
- Martin Tapia III
- Mary Jensen
- Matt Juniper
- Matthew Gallagher
- Maura Beaton
- Maura Healy
- Maxime Chagnon
- Maxime Duchesne
- Megan Cornwell
- Megan Longenderfer
- Megan McKay
- Megan Takata
- Mel Kettle
- Melissa Cunningham
- Melissa Gignac
- Melissa McGath
- Mellissa Braham
- Melody Christie
- Merryn Coutts
- Michael Muma
- Michele Correia
- Michele Pettersen
- Michele Sherpy
- Michelle Conn
- Michelle Finley
- Michelle Jondreau
- Michelle Sullens
- Michelle Taylor
- Mijal Tenenbaum
- Mikayla Douglas
- Mina Atia
- Molly Irvin
- Molly McGreal
- Morgan Sutherland
- Naila Rasquinha
- Nakita Serrador
- Nana Ama Akuffo
- Nancy Miller
- Naomi Goodman
- Natalie Clancy
- Natalie Sorenson
- Nathan Ammerman
- Nicholas Brennan
- Nicole Allitt
- Nicole Boileau
- Nicole Bonomini
- Nicole Hadjisofocli
- Nina Cammalleri
- Pam Reed
- Paola Duran



IABC champions (cont'd)

- Patricia Dickinson
- Paul Chapman
- Paul Diggins
- Paul Jackson
- Paul Wickham
- Penny de Borst
- Perry Papageorgiou
- Peter West
- Phil Norris
- Philip Mozejko
- Pierre Cadieux
- Priya Das
- Qi Yang
- Rachel Gemmell
- Rachel Patterson
- Rachel Tolhurst
- Rachell Carroll
- Rebecca Derwantz
- Rebecca Shaffer
- Renato Gandia
- Renee Giroux-Wyton
- Resha Seeram Singh
- Rhi Bell
- Rhianne Bell
- Ricki Agresta
- Roberta Prattico
- Robin Jeffrey
- Robin Sims
- Robynn Tysver
- Rochell Bretton
- Roger Sant
- Roxy Tomacder
- Ruel Navia
- Rufus Guidry
- Ruth Shirley
- Ryan Evans
- Sabrina Muysken
- Salima Virani
- Samantha Unnikrishnan
- Sandra Cassell
- Sara Rabern
- Sarah Fullerton
- Sarah Hogeveen
- Sarah Klitzing
- Sarah Roach
- Sarah Willgress
- Sasha Yeomans
- Scarlett Templeman
- Sean McCoy
- Shane Hatton
- Shannon Parke
- Shannon Wilson
- Sharon Will
- Sharveswary Balakrishnan
- Shawnike Harden
- Shaylee Arpin
- Shayna Welsh
- Sheila Reynolds
- Shelby Hines
- Shelby Tays
- Sherri Bouslama
- Shey Dimon
- Shiv Nair
- Sonja Collins
- Sophie Cridland
- Stacia Vogel
- Stacy Hopwood
- Stan Heaton
- Sudel Retief
- Sue Stanley
- Susan Dyster
- Susan McCormick
- Susan Woodward
- Susanna Wolz
- Sylvain Morissette
- Tacko Diaite-Koumba
- Tamer Akermawi
- Tana Findlay
- Tana Smythe
- Tanya Ayala
- Tanya Frye
- Tatianna Ducklow
- Tenney Loweth
- Tim Garth
- Tim Tettenborn
- Tina Miller
- Toni Riley
- Tracey Macleod
- Tracy Hicks
- Tracy Wolf
- Trevor Boudreau
- Valerie Williams
- Vanessa Agrawal
- Vanessa Merewether
- Veronica Goluzza
- Vicki Estes
- Victoria Silverman
- Violet MacLeod
- Warwick Merry
- Wendi Meyer
- Wendy Placko
- William Meinel
- Yasasvini Varma
- Yvette Smith
- Zahra Mirza
- Zoe Koulouris

Staff acknowledgement

It is a time of transition for IABC, both the IEB and SmithBucklin are grateful for all the hard work IABC staff have provided over the last year. Their professionalism and tireless efforts are notable. We want to thank the staff for their contributions, their graciousness and their committed service to IABC. Thank you.



Micayla Felicion-Davin

Chapter Relations Manager



Gary Hill

Operations and
Membership Services
Manager



Michele Liston

Gold Quill Awards
Manager



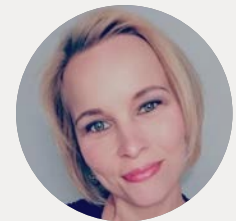
Mike Holden

Senior Marketing
Manager



Claudia Anderson

Communication
Specialist



Sara Fowdy, Ed.D.

Senior Certification
Manager



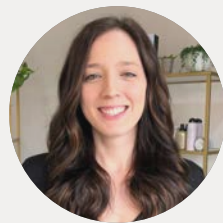
Natasha Nicholson

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**Jessica Burnette-
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Senior Content Manager



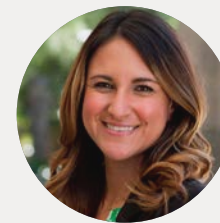
Khyla Flores

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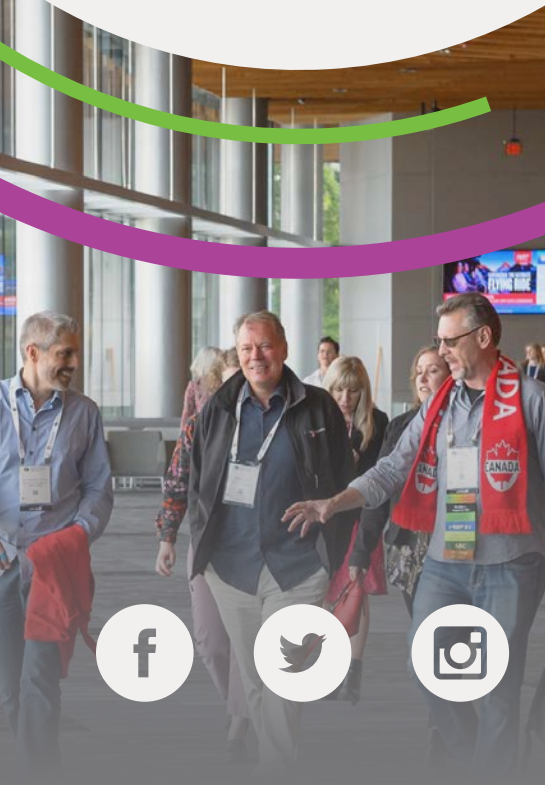


Rosalinda Venegas

Staff Accountant

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