



Scarborough Chapter Newsletter

February 2012



Message from the President:



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Here we are ... January is well underway – almost done, in fact. How are your New Year's Resolutions going? Statistics show that by now, most of us have already broken and/or abandoned our resolutions and will feel guilty for the next eleven months and start again in January 2013. Let's make this a new journey, step by step, with no guilt by choosing "resolutions" that are realistic and fit in with our current lifestyles. There is no point making a promise to ourselves that we are going to exercise four times a week when we are working twelve hour days. That doesn't work. But, a promise to walk more by parking the car at the other end of the parking lot works. Little steps building upon one another and before you know it, you will be reaching that goal of 10,000 steps per day!

February is traditionally the month of LOVE ... and as my resolution was to be kind to myself this year, February is definitely the month of loving myself! Find something to do for yourself this month to make you feel good about yourself.

As February is the month of LOVE, consider your heart and remember to take care of it. And while you're about it, consider taking care of your financial health too – after all, financial issues seem to cause us more stress than many other things! Jan Gupta from Investors Group will be with us to look at financial planning for woman and will be available to answer any questions you may have about mutual funds and TFSA's. I know I'm looking forward to gaining a better understanding of how this all works

Please participate in the member survey that we have sent out – we need your input to ensure the best possible member experience!

Valentine image from <http://valentinesdayclipart.blogspot.com/>
Scarborough Civic Centre Image from <http://guides.library.utoronto.ca>



February Meeting



Join us on Wednesday, February 15, 2012 as we welcome Jan Gupta, financial adviser. Jan will be talking about financial planning for women and will be available to answer all your questions related to financial planning.

We will also be presenting the New Member Orientation presentation for our new members. So if you are a new member, please make every effort to attend this meeting and learn more about the Association.

We look forward to seeing you all on February 15th, 2012.

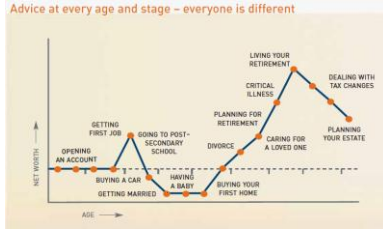


Image taken from Investors Group "The Value of the Plan" available for download from their website www.investorsgroup.com.

Where we are in pursuit of Chapter of Excellence:

2011/2012 Board:

President: Kate Denton, CAP-OM
kdenton@armlink.com

Vice President: position open

Treasurer: Liz Blight
iaap_liz_blight@rogers.com

Secretary: Deanna Jean Patawaran
dpatawaran@springhillsuitesvaughan.com

Committees:

Membership: Kate Denton, CAP-OM

Certification: Kate Denton, CAP-OM

Fundraising: Tharshini Navaranjan, CAP

Special Advisor: Veronica Stoute, CAM, CAP-OM

Board Volunteer: Linda Allcock

Criterion	Details	Deadline	Status
#1 Training	Annual meeting calendar	October 1, 2011	COMPLETE
#2 Financial	Budget and annual review/audit report	December 31, 2011	COMPLETE
#3 Recruitment	Membership Drive	May 31, 2012	COMPLETE
#4 Orientation	New Member Orientation	May 31, 2012	Planned for February '12
#5 Business Plan	Updated Business Plan	April 30, 2012	COMPLETE
#6 CDC	Delegate or proxy	June 2012	
#7 EFAM	Delegate or proxy	July 2011	COMPLETE
#8 MOE	3 members attain MOE	June 30, 2012	In progress

2011/2012 Ontario Division Board:

President: Nancy Brown, CAP

President-Elect: Melanie Lambert

Treasurer: Bonnie MacKay

Secretary: Suzanne Van Cleef, CAP

Past President; Gini Henderson, CAP-OM

International President: Tamra Goodall, CAP-OM

Canada District Director: Lina Veglia

Nominations are open for the Ontario Division Board. Please contact Gini Henderson, CAP-OM if you are interested (ginihenderson@hotmail.com).

Please note that nominations are also open for all Board positions for the Scarborough Chapter. Please contact Linda Allcock if you are interested in participating in the Board (plallicock@sympatico.com).

All four positions are open in 2012-2013. The Chapter needs a President and a Treasurer as a minimum to continue operating. Nomination forms will be coming out shortly – please watch for them in your mailbox!

Meeting Report – January Chapter Meeting



Doug Bolger, Chief Learning Officer of **L(earn)² Get Connected™** shared his passion for networking with us at the January Chapter meeting.

For those of our members who attended the meeting were treated to possibly the best presentation we have had in a long time. Doug is an engaging, energetic and entertaining presenter.

This was not an event for the audience to sit and listen. It was interactive (with emphasis on the “active” – much to the amusement of the hotel patrons that watched us through the windows!).

We learned that networking is really not a difficult thing to do, provided that we give ourselves permission to feel comfortable. We can’t learn anything unless we decide we want to learn. To quote Rhonda Scharf’s recent Twitter post “*The mind is like a parachute. It only works when it’s open*”.

We worked in groups of two, three, four and the whole group and built a washing machine, a vehicle, a kitchen and a city street. For those of you who weren’t there, I know you’re curious! It’s amazing what two, three, four minds can do when given a time limit and a challenge to be creative!

We experienced, with much laughter and enjoyment, the ease of networking for a completely new perspective. Our sincere thanks to Doug for sharing his passion with us. It is contagious!

We ended the evening with doorprizes and the 50/50 draw – congratulations to the prize winners! The doorprizes were a \$15 Tim Horton’s Gift Card (won by Tharshi Navaranjan, CAP), a 2MB Memory Stick (won by Veronica Stoute, CAP-OM) and a Bath & Body Shop Gift Box (won by Pamela Fell). Kate Denton, CAP-OM won the 50/50 draw.



Doug Bolger, Chief Learning Officer of L(earn)² Get Connected™



Hanging on to every word, before the “active” part began!

Delta Toronto East –Our Venue!

TTC Directions to the Delta

From Kennedy Subway Station:

Take the 43 Kennedy Bus Northbound

Departs at 5:04

Arrives at Kennedy Rd. and Sufferance Road (Village Green Square) at 5:27

Short walk to the Delta

From Steeles Ave. at Midland, or from Passmore Ave., or from Kennedy Rd.:

Take the 43 Kennedy Bus Southbound to Sufferance Road (Village Green Square)

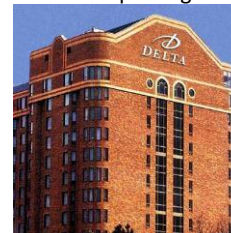
Short walk to the Delta

Driving directions to the Delta

The Delta is located at 2035 Kennedy Road at Hwy 401. The hotel is on the East side of Kennedy Road, North of the 401. The hotel entrance is located on Sufferance Road (the first traffic light north of Hwy 401).

The parking fee is included in the registration fee. Please be sure to include your license plate number when registering online.

Failure to do so could result in a parking ticket.



2034 Kennedy Road, Scarborough, ON M1T 3G2
(416) 299-1500

www.deltatorontoeast.com

January Message from IAAP International President – Tamra Goodall



I enjoy ushering in a fresh year. There's something inviting about not simply turning the page on the calendar but cracking open a new calendar. It welcomes opportunity, ideas and encourages me to set goals. What do you like about starting a new year?

I'm starting off this calendar year with an exciting announcement. I am pleased to introduce IAAP's new executive director, Gerald J. "Jay" Donohue, Jr., CAE, CMP. Jay comes to IAAP with an impressive résumé. He's had over 18 years of association experience, having served as executive director/chief administrative officer and chief operations officer for three major national and international membership organizations. His background also includes serving as an executive job coach with the nation's first, oldest and premier outplacement firm, Challenger, Gray and Christmas.



Jay Donohue

Over the years, Jay has been responsible for the operation and services for the International Association of Defense Council, the Academy of General Dentistry and the Professional Convention Management Association. He has implemented new organizational strategic plans and also assisted with the restructuring of administrative and governance systems. He's skillful at finding and implementing creative solutions. Jay is also excellent in developing employee talent and in training.

The board and I are excited that Jay is taking the helm at IAAP. We're confident that 2012 holds many good things for the staff and the association.

To all of you who took the certification exam in November, I want to extend my congratulations and admiration for taking the step to advance in your profession. I've taken the exam to become certified and I know it's difficult. For those who passed, congratulations. For those who didn't, don't give up! Getting that certification is something to continue to work towards.

You spoke and we listened. For those of you who are already certified, we have a new specialty for you. You've told us that keeping up on the latest technology is important and we're here to help you do just that. Starting this year, IAAP is offering a new specialty: Technology Applications. Complete three [Options Technology modules](#) then pass a Microsoft test in one of those areas and you're qualified to send in the application and fees for the Technology Applications specialty. Read all about it on [the IAAP public website](#).

We know how important training is to you. Learn something new and earn rave reviews at your office by attending [IAAP's Spring Conference](#). Like a great movie, every office has its own set of characters, plot, setting and theme. The key to success is directing all these elements into a compelling and productive story. At this year's IAAP Spring Conference, you'll learn how to identify your office's genre and write the script for your own workplace blockbuster. On Sunday we're offering an optional, interactive technology workshop with Gini Courter. I'm going—are you?

Please remind your chapter and division members about these upcoming deadlines:

January 15: Deadline for IAAP BOD and RTF Trustee nominations

February 1: Deadline for IAAP committees and RTFC candidate forms returned

February 1: Deadline for proposed bylaws amendments submission.

February 1: Deadline for Avery Great Results Chapter and Division Achievement Awards

Happy New Year everyone!

Tamra Goodall, CAP-OM
IAAP International President

Message from Canada District Director – Lina M. Veglia



Dear Members,

10, 9, 8, 7, 6, 5 And just like that 2011 is over and gone!

Happy New Year! Each New Year brings new hope and great expectations. We reflect on the past and look forward to the future.

A New Year is always a great way for people to realize there is time for change or new beginnings and time to look ahead without regrets of where you've been. Although change is difficult sometimes, it can be very rewarding.

A New Year brings new beginnings, new plans and new motivation. But after a festive holiday season with bright lights and good cheer, it's also time to turn off those lights, take down the decorations and get ready for a long winter.

It seems that Mother Nature is on an extended holiday this year because winter hasn't really hit us yet. As I write this message, it is very warm outside and almost feels like spring - hardly typical weather for early January! But you know what this means. We will be shovelling snow in May to make up for it. Mark my words - there will be some freaky snowstorm in May that will break all sorts of records.

January is always a great time to take stock and decide what things you would like to change or improve over the next year. I've been a big fan of making resolutions, even though they seem to be falling out of favour with many people lately because resolutions tend to be broken.

Some resolutions may not make it past the end of the month, but I believe that those of us who choose to make resolutions should still do so with anticipation and excitement. I've already made a few for this year that will make a positive difference in my life.

- Eating healthy
- Exercising more
- Making the Leap to REMARKABLE

What will you do this year? This is your year! By December 31, people will be talking about you wondering how you achieved everything you accomplished in 2012.

Just take that first step! Make that Leap! You will be REMARKABLE!!!

Lina M. Veglia
International Director, Canada District
Member of Excellence 2008-2011

Canada District Conference – June 7 – 9, 2012



2012 Canada Divisions' Conference

June 7 - 9, 2012
Delta Kitchener

IAAP CDC 2012
International Association of Administrative Professionals®



CDC Agenda

Agenda*



Wednesday, June 6, 2012	Pre-Conference Networking
4:00 p.m. - 7:00 p.m.	Registration Open Canada District Director's Meeting (Division Officers & Host Committee)
8:00 p.m. - 10:00 p.m.	Wine & Cheese Reception (Complimentary)
Thursday, June 7, 2012	Day of Welcome
7:30 a.m. - 4:30 p.m.	Trips & Tours
9:00 a.m. - 4:30 p.m.	Registration Open
5:30 p.m. - 6:00 p.m.	First Time Attendees' Orientation
6:00 p.m. - 6:30 p.m.	Registration/Credentials Check-in
6:30 p.m. - 8:30 p.m.	CANADA DIVISIONS' CONFERENCE OPENING CEREMONIES Keynote Speaker: Merelle Rodrigo, (<i>Great Teams Produce Outstanding Work</i>)**
9:00 p.m. - 11:00 p.m.	Presentations - Western, Ontario and Eastern Canada Divisions Evening of Welcome Reception
Friday, June 8, 2012	Day of Learning
7:00 a.m. - 8:15 a.m.	Registration Open Continental Breakfast
8:30 a.m. - 10:30 a.m.	PROFESSIONAL DEVELOPMENT SEMINARS Liz Radzick (<i>Making the Leap With Remarkable Presentations</i>)**
11:00 a.m. - 12:00 Noon	Margaret Barrie (<i>The Multi-Generational Workforce</i>)**
12:00 Noon - 2:00 p.m.	LUNCH & OFFICE EXPO
2:00 p.m. - 4:30 p.m.	Professional Development Seminars Continued: Sofie Andreou (<i>Understanding the Importance of Social Media</i>)**
6:00 p.m. - 10:00 p.m.	Oktoberfest in June Event
Saturday, June 9, 2012	Day of Business
7:00 a.m. - 8:00 a.m.	Continental Breakfast
8:00 a.m. - 11:30 a.m.	Division Annual General Meetings - Eastern Canada Division - Ontario Division - Western Canada Division
12:00 Noon - 1:00 p.m.	LUNCH (not included)
1:00 p.m. - 5:00 p.m.	CANADA DIVISIONS' CONFERENCE CONTINUES: Registration /Credentials Check in 2014 CDC Bid Welcome from 2013 CDC Host Committee International Update Wendy Melby, CAP-OM, International Treasurer. (<i>Leadership Workshop</i>)** Swearing in of 2012-2013 Officers
6:30 p.m. - 7:00 p.m.	Cash Bar Reception
7:00 p.m. - 11:00 p.m.	Closing Ceremonies & Banquet
Sunday, June 10, 2012	Wrap up
8:30 a.m. - 10:00 a.m.	Post Conference Debriefing - Division Officers & Conference Coordinators

* Agenda is subject to change

** Eligible for Recertification Points

When You Don't Know What You Don't Even Know

By: Susan Fenner PhD, Manager of Education and Events, IAAP

How many times do we think we have the right answer...only to find out that we don't even know what we don't even know and boy, are we off base! Well, it happens to the best (and worst) of us. But here's some things you can do to pinpoint those nebulous areas and then set about filling the gaps.

- Don't feel you always have to be right. Sometimes, the greatest accomplishments come when you're wrong. As Edison said, "I now know 1000 ways not to build a light bulb", which led to his eventual success. Be open to new ways of looking at a problem and solving it.
 - Do what you can to create an environment where it's okay to fail. Forget placing blame. Instead, examine what you'd do again and what you'd do differently next time. It's called an "attitude adjustment" and it will serve you well in life and business.
 - If you have a question, ask! As they say, the only stupid question is the one not asked. Chances are, others are also thinking, "what the heck????", but are just too timid to ask for clarification, for risk of appearing dumb. Guess who the dummy actually is! You only learn by understanding and you only understand by questioning what you don't get.
 - If it sounds too good to be true, it probably is. Ask others, "What am I not seeing?" Now is the time to find the flaw, while you are still in the planning stages. It will be cheaper and easier to fix.
 - Get an outsider's opinion. There's a phenomenon called "group think." Members try to minimize conflict and reach a consensus decision without critical evaluation of alternative ideas or viewpoints. So, you can all end up going down the same road...but not the road that leads to your desired destination. Outsiders are often more objective because they aren't part of the group. They bring new viewpoints and personal experiences to the equation.
 - Google. This seems to be a solution to almost every dilemma I have nowadays. You'll find a wealth of information to peruse and see how others have tackled the same issue.
 - Keep a file of cool ideas. Whenever you see something that pertains (even slightly) to things you are involved with and strikes your fancy, copy the link or clip the article and file it away for future reference. You don't have to keep reinventing the same things. Save time and energy and build on what has worked for others. It's okay to adapt. Sometimes a novel model will spark a whole new approach. Find relevant RSS feeds, subscribe to newsletters in your areas of interest, and regularly scan favorite web sites and publications.
 - Expand your professional network. Track people who are leaders in the field and befriend them. With e-mail, your new BFF can be in the next cubicle or halfway around the world. Where they may not have responded to an inquiry letter years ago, they are likely willing to shoot off an e-mail with advice today. Technology has expanded all your horizons...and networks. And don't be afraid to start at the top and work your way down. What do you have to lose?
 - Use web communities. I am on several list serves and I find them quite useful. This peer-to-peer sharing can be invaluable and save you heartache (not to mention heart burn). The IAAP web communities are a good place to start. Can't find a suitable group to address your question? Create a new community and invite sharp folks to join it. People love to share.
 - Take refresher courses –self-study, virtual, or in a classroom. The rate of information/knowledge obsolescence is growing every year. Depending on your industry, what you know this month may be outdated the next. So, it is your responsibility to keep pace with information turnover. Once you stop learning, you stop!
 - Find a mentor or someone you admire nearby who will help you fill in the gaps as they occur. This is especially important for those of us who learn best by hands-on. This person can show you in a few seconds what might take you hours to read, absorb, and apply. But, be careful not to overuse your support pal and make sure that the arrangement is reciprocal. Give as much as you take.
- If you are a certifiable don't-know-what-you-don't-know person, then you probably didn't bother to read this – you thought you knew it all! But, if you read the points and gleaned at least a few new insights, then you are well on your way to not knowing it all, but knowing where to find it all.

Telecommuting a Tempting Option

Hoping to telecommute? Your chances could be better than you think. High-speed and wireless Internet access has made this work style much easier than in the past.

Many professionals are choosing to telecommute not only because it's convenient, but also because it allows them greater work-life balance. In addition, rising gas prices and lengthy commutes have made working from home — or even cafés and satellite offices — an appealing option.

If you would like to telecommute, build a business case and note how the change in your work environment would also benefit your employer. For example, working from home may lead to increased productivity by reducing the number of times you are interrupted throughout the day.

Of course, not all positions lend themselves to remote arrangements. Jobs that require a great deal of face time with colleagues or customers, for instance, cannot be performed outside the office. However, if your role allows for flexibility, you may want to discuss working remotely with your manager.

If it's determined that working from home is a practical option for you, keep the following considerations in mind:

- **Availability.** Let everyone know which days you will be working from home and give them your contact information. Check in frequently and pledge to return phone calls or emails within a given period of time. Assure your boss you can come into the office if you are urgently needed.
- **Accountability.** Your manager's biggest fear is likely that you will be unproductive without close supervision. Keep him or her informed of your progress by submitting a weekly report of your activities, or setting up regular evaluation meetings to review your accomplishments.
- **Activity.** Give your manager a list that shows which of your job activities will be accomplished at home versus in the office. Include information on how you will ensure key relationships with coworkers are not negatively affected. This will show your boss that your absence will not affect the progress of group projects.

By considering all aspects of telecommuting and demonstrating the advantages in your particular case, you may soon find yourself among those who dial, rather than drive, into work.



OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has 315 locations worldwide, and offers online job search services at www.officeteam.com.

Notable Dates:

May 2012 – CAP exams

June 7-8, 2012 – Canada District Conference, Kitchener/Waterloo, Ontario

July 2012 – EFAM, Grapevine, Texas

Inspiration

The first step towards getting somewhere is to decide you're not going to stay where you are."

— John Pierpont Morgan

Cathedral Bluffs Symphony Orchestra

One of our members, Pamela Fell, is a member of the Cathedral Bluffs Symphony Orchestra. On February 5th, they are proud to host Arthur Ozolins, internationally acclaimed pianist. Here is the program for February 5th; and further information on the orchestra follows:

CATHEDRAL BLUFFS SYMPHONY ORCHESTRA

Norman Reintamm Artistic Director/Principal Conductor

Subscription Concert #3

Rachmaninov - Piano Concerto No. 2
with internationally acclaimed pianist, **ARTHUR OZOLINS**

Beethoven - Symphony No. 5



ARTHUR OZOLINS

International attention focused on Canadian pianist Arthur Ozolins more than thirty-five years ago when The New Yorker heralded his emergence as "one of the great virtuosos of our time". His training on three continents has produced a musician keenly attuned to the cultural and stylistic idioms in repertoire ranging from baroque to contemporary. Audiences and critics around the world applaud his unique fusion of romantic ardour and uncommon clarity of thought. He has recorded the complete concerti and Rhapsody on the Theme of Paganini of Rachmaninoff with Mario Bermani and the Toronto Symphony Orchestra for CBC Records. The Los Angeles Times has called him "Canada's leading virtuoso pianist." Arthur Ozolins was recipient of the first Juno Award given in classical music.

<p>Saturday February 4, 2012, 8:00 pm P.C. Ho Theatre 5183 Sheppard Ave. E., Scarborough</p> <p>Pre-concert Lecture 7:15 pm</p>	<p>Single Ticket Pricing</p>																	
	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="padding: 2px;">Regular Seating</td> <td style="padding: 2px;"></td> <td style="padding: 2px;">Premium Seating</td> <td style="padding: 2px;"></td> </tr> <tr> <td style="padding: 2px;">Adults</td> <td style="padding: 2px;">\$30</td> <td style="padding: 2px;">Adults</td> <td style="padding: 2px;">\$50</td> </tr> <tr> <td style="padding: 2px;">Seniors and Students</td> <td style="padding: 2px;">\$25</td> <td style="padding: 2px;">Seniors and Students</td> <td style="padding: 2px;">\$40</td> </tr> <tr> <td colspan="4" style="padding: 2px;">Children under 12 are free</td> </tr> </table>	Regular Seating		Premium Seating		Adults	\$30	Adults	\$50	Seniors and Students	\$25	Seniors and Students	\$40	Children under 12 are free				<p>Call today to reserve your tickets Box Office: 416.879.5566</p>
Regular Seating		Premium Seating																
Adults	\$30	Adults	\$50															
Seniors and Students	\$25	Seniors and Students	\$40															
Children under 12 are free																		



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CATHEDRAL BLUFFS SYMPHONY ORCHESTRA
 2011 - 2012

CONCERT LOCATION

All our subscription concerts will be performed in the **P.C. Ho Theatre**, which is part of the Chinese Cultural Centre of Greater Toronto located at 5183 Sheppard Avenue East, Scarborough, one block east of Markham. See map below.

The parking lot is shared with the **Burrows Hall Community Centre**, located south of the building with the entrance off Progress Ave.

INFORMATION
TAX RECEIPTS

Cathedral Bluffs Symphony Orchestra is a registered non-profit, charitable organization and gratefully accepts donations of any amount.

Charity #89036 4573 RR0001

To reserve your seats, mail the attached order form or call us at: (416) 879 5566

For updates on special programs visit our web site at www.cathedralbluffs.com

Past Speaker Information

Doug Bolger
 L(earn)² Get Connected™
www.ilearn2.com

Elene Nouri
 Sheridan Nurseries
www.sheridannurseries.com

Michael O'Neill
 S.A. Armstrong Limited
moneill@armlink.com

Tim Cork, President
 Straight A's Inc.
www.timcork.com

Karen Lee Stocker, Founder,
 The Law of Attraction Canada
www.lawofattractionworkbooks.com

Future Chapter Meetings

- | | |
|--------------|---|
| September 21 | The Law of Attraction –Karen Lee Stocker |
| October 19 | Networking to Netgiving – Tim Cork |
| November 16 | Planning a Memorable Holiday Party
Michael O'Neill, S.A. Armstrong Limited |
| December 14 | Sheridan Nurseries – building a unique centre-piece for your holiday table |
| January 18 | Networking – L(earn) ² [recertification point available] |
| February 15 | Financial Planning with Jan Gupta;
plus New Member Orientation |
| March 21 | Heart & Stroke Foundation Presentation |
| April 18 | APD: Mentorship for Career Development with
Jeremy O'Krafka [recertification point] |
| May 16 | Elections / Bonnie Wooding- Virtual Assistant |
| June 20 | June Social at the Toronto Zoo
Installation of new Officers / AGM and
Pampered Chef |

Please note that this program is subject to change.

Scarborough Chapter Sponsors ... with Thanks!



The Toronto Zoo – (416) 392-5929
www.torontozoo.com



The Delta Toronto East Hotel – (416) 299-1500
 2035 Kennedy Road, Scarborough, ON M1T 3G2
www.deltatorontoeast.com



Mr Greenjeans Restaurant – (416) 979-1212
 220 Yonge Street, Toronto, ON M5B 2H1 www.mrgreenjeans.ca



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 830 Edgeley Blvd., Concord, ON, L4K 4X9
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www.pamperedchef.ca



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<http://www.springhillsuites.com/yyzsv>



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Hilton Toronto Airport Hotel and Suites
www.hilton.com

Scarborough Chapter Sponsors (continued from Page 13)



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www.marriott.com



The Delta Toronto Airport West Hotel
www.deltahotels.com



Boston Pizza, Scarborough Town Centre
400 Progress Road, Scarborough, ON M1P 5J1
www.bostonpizza.com



International Association of
Administrative Professionals®
Scarborough Chapter

We're on the Web!

See us at: www.iaap-scarboroughchapter.org

or email us at: IAAP.Scarborough.Chapter@gmail.com