



2011-2012

“Tips for the Trade”

Heart of Peachtree Chapter

Georgia-Pacific Center © 133 Peachtree Street NE © Atlanta, GA 30303

February, 2012 — Volume 18, Issue 7

“FROM THE PRESIDENT’S PEN”



Deborah Daniels
President

Greetings, Ladies of Heart!

For the next four months, we will be talking about “Essential Skills” needed for Administrative Professionals.

As an administrative professional, your image is closely aligned with your manager’s image. The role of the administrative support professional today reaches far beyond the dated cliché of the secretary answering phones and filing documents. An effective administrative professional requires an extensive array of skills, including communication, organizational, managerial, problem-solving, and conflict-resolution skills. Without such skills, the administrative professional risks both their success and the success of their

boss. The essential skills required for an administrative professional comprises of four basic scenarios:

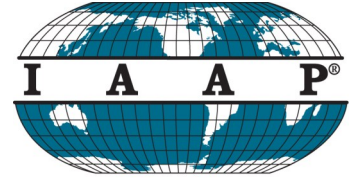
- Working effectively to meet your manager’s needs
- Executing common administrative support tasks
- Maintaining an effective relationship with your manager
- Putting your best foot forward

This month we shall look at “Working Effectively to meet your Manager’s Needs.”

It is just as important to manage your relationship with your manager as it is to manage team members, products, markets, and technologies. Misreading your manager’s relationship can lead to what is known as “Personality” conflict. Understanding your manager and yourself requires you to gain an understanding of your manager and his context as well as your own situational needs. At a minimum, you need to appreciate your boss’s goals, pressures, strengths and weaknesses. A successful administrative professional

wants to know their manager’s organizational and personal objectives, and what are the pressures placed on him, especially those from his manager and others at his level. What is their preferred style of working? Does he or she like to get information through memos, formal meetings, or phone calls? Does your boss thrive on conflict or try to minimize it? What is my “**Manager’s World?**” Without this information, you will be flying blind when dealing with your manager, and unnecessary conflicts, misunderstandings, and problems are inevitable.

However, your manager is only half of the equation. You are the other half, as well as the part you have more direct control over. Developing an effective working relationship requires that you know your own needs, strengths and (continued on page 2)



International Association of
Administrative Professionals®
Heart of Peachtree Chapter



Logo created for 2011-2012
Georgia Division year to be used by
President Barbara Wiley, CPS/CAP

Discover Your Career Passion and



Step Out of the Box!

MEETING DATE/TIME

Tuesday, February 28, 2011

11:30 a.m.—1:00 p.m.

MEETING LOCATION

Lobby Training Room #1

Georgia-Pacific Center

133 Peachtree Street NE

Atlanta, GA 30303

MEETING

HIGHLIGHTS

- Lunch
- Program
- Brief items of business
- Giveaway for Retirement Trust Fund
- Other giveaways

FOR ASSISTANCE ON

MEETING DAY

Call 678-333-7306

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HIGHLIGHTS FROM THE JANUARY CHAPTER MEETING



Faye Sawyer addresses the group

At the January meeting of the Heart of Peachtree chapter, we were privileged to have a program presented by one of our own members. Faye Sawyer, current HOP Treasurer and chair of the Friendship Service and Ways & Means committees, was our speaker. She gave an excellent presentation on “Customer Service: Forbidden Phrases (What NOT to say to Your Customers) and Cardinal Rules.” All those in attendance received tremendous tips! Thank you, Faye, for creating and presenting such an informational and helpful program for us!!

COMING ON MARCH 27

“Motivation to P.E.A.C.C. Performance”

Purpose—knowing why you are here
Empowered—having the ability to take charge of your life
Action—doing what you need to do for success
Committed—being persistent to achieve
Change—transforming yourself for future demands

Speaker: Dr. Lorinzo Foxworth

PRESIDENT’S PEN (CONTINUED)

(continued from page 1) weaknesses, and personal style. This awareness and taking actions will make the relationship more effective.

The next step is to develop and manage the relationship. A good working relationship with your manager accommodates differences in work style. Getting a clear understanding of both your needs can usually establish a way of working together that fits both of your styles, that is characterized by unambiguous mutual expectations, that helps both of you to be more productive and effective better known as “**Compatible Work Styles.**”

Least of all, when possible maintain a “**Flow of Information.**” The amount of information your manager needs will significantly depend on their style. The level of confidence between an administrative professional and your manager is “Priceless”.

“**Ladies of Heart,**” managing the flow of information coupled with dependability and honesty are among the few things that are more disabling to managers than an administrative professional whom they cannot depend on and whose work they cannot trust.

Deborah Daniels
 President

2011-2012 COMMITTEE CHAIRS

**ADMINISTRATIVE
 PROFESSIONALS WEEK**
 Rita Blanding

ARRANGEMENTS
 Rita Blanding
 Thelma Salley

BYLAWS/STANDING RULES
 Valisha Baldwin, CAP

COMMUNITY SERVICE
 Deborah Daniels

CPS/CAP/EDUCATION
 Deborah Daniels

FRIENDSHIP SERVICE
 Faye Sawyer

MEMBER OF EXCELLENCE
 Rita Blanding

MEMBERSHIP
 Toni Creighton, CAP-OM

NEWSLETTER/PUBLICITY
 Vicki Huxford, CAP-OM

**RETIREMENT TRUST
 FOUNDATION**
 Rose Grant, CAP-OM

SUNSHINE FUND
 Rosalind Tyler

WAYS AND MEANS
 Faye Sawyer

2011-2012 GEORGIA DIVISION OFFICERS

Barbara Wiley, CAP-OM
President

Jenny Stewart, CAP-OM
President-Elect

Valerie Carter, CAP-OM
Vice President

LaVonne Goldschmidt, CAP-OM
Secretary

Bonnie Judy, CAP-OM
Treasurer

“GIVE TO RTF FOR A CHANGE”

Bring your wallet to our next chapter meeting. There will be a special container in which to deposit your loose change for the Retirement Trust Foundation (RTF) for IAAP for donations.



CERTIFICATION & DEVELOPMENT WORKSHOP/STUDENT CONFERENCE

On Friday-Saturday, February 10-11, the Georgia Division Certification & Development Workshop and Student Conference was held at the University of Georgia Conference Center in Athens. Members of the Heart of Peachtree chapter who attended were: Valisha Baldwin, CAP, Toni Creighton, CAP-OM, Rose Grant, CAP-OM, and Vicki Huxford, CAP-OM. The event was hosted by the Athens chapter and others who assisted them.

On Friday, workshops were held for professional members while student members competed in various tests on office skills and public speaking. Vendor tables were available for browsing. Open House on Friday night offered a delicious buffet meal. Also included was a presentation by the Silent Expressions Mime Ministry from Chestnut Grove Baptist Church in Athens. Members of the Athens chapter participated in a fashion show made possible by employees of the Athens Coldwater Creek store. Many, many door prizes were given away to attendees.

The Saturday morning session began with an opening ceremony which included the presentation of the colors and national anthem. Workshops continued for the attendees. At the Certification Luncheon, members and guests enjoyed another tasty meal, including the Conference Center's signature strawberry ice cream pie. After the speaker, awards were given to the winners of the student member competitions. Those professional members who received their CAP or OM designations or who recertified were honored for their hard work.

If you did not attend this conference, you missed an excellent opportunity to improve your skills, network and have a good time. Be sure to register for Annual Meeting in June!!



HOP chapter attendees on Friday (L-R): Valisha Baldwin, CAP, Vicki Huxford, CAP-OM, Rose Grant, CAP-OM, and Toni Creighton, CAP-OM.



Certification Luncheon on Saturday (L-R): Barbara Wiley, CAP-OM, Georgia Division President; Toni Creighton, CAP-OM, Heart of Peachtree member who recertified; Fran Brower, CAP-OM, Georgia Division Certification

INFORMATION ON RETIREMENT TRUST FOUNDATION



Happy Groundhog Day, Happy Valentines Day, Happy February! Spring is just around the corner. Spring is my favorite time of year. The trees and flowers all start budding out. The temperature starts warming up. And, the birds start returning bringing their excitement with the chirping.

Are you excited about the next season in your life? Retirement? Are you ready for retirement? IAAP and The Retirement Trust Foundation can help you with your needs!

A Place In The Sun... For You! Vista Grande is a retirement home built by The RTF as housing for retired administrative professionals. Retirement living at Vista Grande is by application from people who are 55 and up and priority is given in this order:

- IAAP members and their families
- Former IAAP members and their families
- Administrative professionals who are not members of IAAP and their families
- People who have never been administrative professionals

Q. What is Vista Grande?

A. Vista Grande is a retirement center built for administrative professionals located in Rio Rancho, N.M., a picturesque mesa northwest of Albuquerque. The land consists of approximately 11 acres and was built in three phases between 1972 and 1983. It has 168 apartments, a community building, lounge, library, crafts room, laundry center, all faiths meditation chapel, a resident nurse, exercise room and management offices.

Q. How large are the apartments?

A. Vista Grande offers one and two bedroom apartments with a wide variety of floor plans. There are both one and two bedroom apartments, ranging from 456 to 807 square feet, with one or two bathrooms. All apartments have kitchens.

Alice Schultz, CAP
Southeast District

RTF COMMITTEE SERVICE

Applications to serve for one-year appointments to the 2012-2013 Retirement Trust Foundation Committee had a deadline of February 1, 2012. However, we are still accepting applications for all districts at this time. These positions become effective at the close of International Education Forum and Annual Meeting in Grapevine, TX July 2012. However, in the event that there was no applicant from your district received by the deadline date, your application *might* be considered. If you are interested, it would be good to go ahead and get this application in even though the original deadline has passed. (The application form is available from President Deborah Daniels or Vice President Vicki Huxford.) The form has the functions and responsibilities pertinent to the committee on page 2.

IAAP does not require chapter recommendations and signatures for the Retirement Trust Foundation Committee. Once appointed, all committee members are expected to sign and adhere to the following document: Confidentiality Agreement and Conflict of Interest Statement.

Retirement Trust Foundation Committee applications should be e-mailed to Retirement Trust Foundation Chairman Kelly Reggio, CAP-OM, reggio@chartermi.net, and to the governance coordinator at governancecoordinator@iaap-hq.

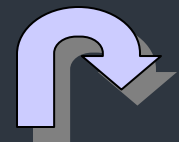
UPCOMING EVENTS IN IAAP



2012 SPRING CONFERENCE
March 4-7, 2012
Harrah's Las Vegas
Las Vegas, Nevada

FUTURE SITES OF THE EDUCATION FORUM AND ANNUAL MEETING

2012 – Grapevine, Texas
2013 – Anaheim, California
2014 – Milwaukee, Wisconsin
2015 – Louisville, Kentucky



HOP CHAPTER MAILING ADDRESS

Heart of Peachtree Chapter IAAP
PO Box 170431
Atlanta, GA 30317-0431

2011-2012 UPCOMING CHAPTER MEETING DATES AND PROGRAMS

MARCH, 2012

Tuesday, March 27

Speaker: Lorinzo Foxworth
"Motivation to P.E.A.C.C.
Performance"

APRIL, 2012

Tuesday, April 24

Administrative Professionals
Week

Speaker: Cindy Cannon
"Is Time Managing You?"

MAY, 2012

Tuesday, May 22

Business Meeting

JUNE, 2012

Tuesday, June 26

Installation of officers

DO NOT MISS THE FEBRUARY CHAPTER MEETING!

Each chapter year, the Heart of Peachtree chapter plans a program regarding the use of Avery Dennison products. On February 28, Keri Walling will be with us to give this annual presentation. We always look forward to having Keri speak for us. And, she always brings complimentary office products!! One recertification point has been awarded for this meeting.

Keri Walling is employed by The Highlands Group. She represents a number of clients, including Avery Dennison. Keri is also a former associate member of the Heart of Peachtree chapter.

During this program, you will discover valuable tips to:

- ◆ *Manage incoming information overload*
- ◆ *Organize email and computer files*
- ◆ *Establish order in your workspace*
- ◆ *Organize multiple people*
- ◆ *Software and Formatting Solutions*



Keri Walling



The meeting will be held on Tuesday, February 28, 2012. We will meet in Lobby Training Room #1 in Georgia-Pacific Center. Chapter meeting fees are \$20—this includes lunch. Reservations for members and guests are mandatory and must be hon-

ored. Please contact Rita Blanding no later than noon on Friday, February 24. You may reach her by calling **404-589-7032** or you may email her at this address: blanding_rita@bah.com.

YOUR PASSPORT TO PROFESSIONALISM

58th Georgia Division Annual Meeting

June 7-10, 2012

Westin Atlanta Perimeter North

Atlanta, Georgia

(hosted by Cherokee Rose chapter)

Registration information available on the Georgia Division website
(www.iaap-georgia.org)

KEY STEPS TO A COVER LETTER THAT OPENS DOORS

So... you've created a knockout resume, and you're ready to wow employers by sending it directly to them. Don't forget to send it under cover--a powerful cover letter, that is. While a great resume can open doors, a compelling cover letter can be an equal (if not MORE) important part of your pitch for employment.

In fact, some surveys of HR professionals and recruiters have suggested the cover letter--instead of the resume--is what really gets read! That's right! The interviewing decision may actually rest on how well-written and concise your letter appears. The irony is you may never find out whether it was the resume OR the cover letter that swayed an employer. Even if cover letter writing isn't your style, don't panic! Read on for five strategies that can help even a novice letter writer create a memorable introduction to capture an employer's attention:

Ensure your letter matches your resume in presentation and style.

Try to find out the name of the hiring manager before sending your application.

Keep in mind the purpose of the letter is to gain attention.

Summarize what you can do for the company without a total reiteration of the resume.

Limit the number of sentences beginning with "I" as much as possible.

Reprinted from *The Career News*, Volume 11, Issue 5, January 30, 2012.

QUIZ: ARE YOU A TEAM PLAYER? (CHAPTER MEMBER?)

Let's face it: everyone thinks they're a team player or, in our case, a good chapter member. But we know that's not true. Some people are so consumed in their own jobs and other responsibilities that they forget to support their chapter or team. The reality is that it isn't always easy to be a part of a team, but it's an absolute necessity in the workplace, in our chapters and in our lives. You simply have to be a team player in order to achieve success.

So, are you really a team player? Or do you just think you are? Take this quiz to find out!

Instructions:

Read each of the following statements. Respond to each by asking yourself if you feel this way:

Most of the Time = Give yourself 3 points

Sometimes = Give yourself 2 points

Never = Give yourself 1 point

(Notice there is no option for ALL the time - that's just not realistic!)

1. When I see my teammates/chapter struggling, I offer to help no matter how busy I am.
2. When a task needs to be done and no one else wants to do it, I volunteer.
3. I always offer my opinion but I am willing to compromise for the good of the Chapter/team.
4. When there is a need in the chapter, I get involved and stick around too help.
5. When I receive praise, I am quick to share credit with my teammates/Chapter members.
6. I feel that team/chapter goals are just as important as my individual goals.
7. I want to see my fellow team/chapter members succeed.
8. I enjoy working with the people in my Chapter.
9. I respect the people in my chapter and appreciate their unique opinions, perspectives and ways of doing things.
10. I feel that my work is better when I'm working with my team/chapter.

Count up your points.

25 to 30 points

Congratulations! You've got teamwork down to a science. You recognize the importance of supporting and contributing to your chapter or team. You've built some strong relationships, established a reputation for being a hard worker, and you've really got your priorities straight. Your chapter members/team certainly appreciates it.

20 to 24 points

Well done! You're on your way to being a truly strong Chapter member. Right now, you're a team player some of the time. While that's perfectly acceptable, it's not ideal. Your Chapter needs to depend on you. They need to know that you're a part of the Chapter/team always. Contributing only occasionally might even be counterproductive. After all, you want to show that you're a loyal and enthusiastic member. Look at this list of questions again and consider where you could do more to show your support for the Chapter. You're so close - just put in that small added effort and the results will be dramatic.

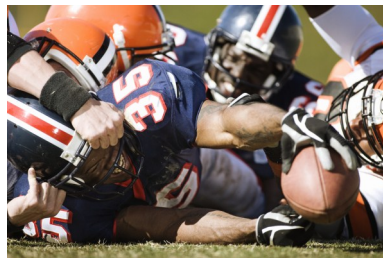
10 to 19 points

Ok, how do I put this gently... You probably won't be voted MVP of the chapter anytime soon. You might be one of those people who think they're a team player but really, you're not quite following through on the actions. Maybe you're getting along just fine this way and getting things done. But remember that being a part of a strong chapter can be an incredible asset in the future. Take a good look at this list and see what kinds of things you're failing to do on a regular basis. Maybe it's time to step it up a bit and focus on helping your chapter. If you need a little help brushing up on your skills, here are some tips.

5 Tips for being a good chapter member:

- ◆ Offer assistance to your chapter
- ◆ Keep the chapter vision in mind
- ◆ Be willing to compromise your processes and schedule
- ◆ Take one for the chapter
- ◆ When successful, share the glory with your chapter

By following these tips you will be instrumental in being a good team player, an excellent Chapter member, and a big part in your chapter's success!



Written and submitted by
Thelma Salley, Heart of Peachtree chapter member

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2011-2012

International

NEWS FROM INTERNATIONAL: FEBRUARY MESSAGE FROM THE PRESIDENT

(Excerpts from the International President's message to Division and Chapter Presidents and Presidents-Elect)

I'm sure you all know that 2012 is a leap year. Everyone gets one extra day this year. How are you going to use it? We're always asking for more hours in a day. Getting an extra day is the next best thing. Here's a small fact for you: Did you know that any year that's not a leap year is called a common year? I find it fitting that the 2011-2012 board theme this year is Making the Leap to Remarkable. Let's all decide today to move beyond the "common year" and make this a year to remember—a year to be remarkable.



Tamra Goodall, CAP-OM
International President

We can band together in Making the Leap to Remarkable by getting enthused and committed to the 70/70 Membership Campaign. During our 70th anniversary year, new professional members can sign up for IAAP membership at the international, chapter and division level all for only \$70. That's only if the chapter and division they want to join choose to participate.

By chapters and divisions banding together, signing up and committing to be a part of this, we can grow our membership! Members are what make IAAP a great association. And IAAP is what makes great admins. Share this message with each of your members. Encourage each of them to bring new members into the association. More members equal strong chapters and divisions. We've compiled a 70/70 FAQ from questions the board is getting on the new program. We've also created a 70/70 flyer you can give to members to get them excited about the program. These are located in the web community. You will have to log in to view them.

If you haven't already heard, we're extending the early bird registration rate for Spring Conference until registration is full. Those who want to sign up can only get the early bird extension through a special link. Share this with your members and your co-workers: <http://community.iaap-hq.org/misc/springconf/> I'm excited about all I'm going to learn at Spring Conference. Did you know Gini Courter is giving a tech session on Sunday? I always learn something new I can apply to my job during one of her sessions. I hope to see you there.

The 2012 EFAM is months away but I know that many of you are trying to make plans and adjust your schedules for the most exciting and educational week of the year. There are a few changes for 2012 and we wanted to make sure you had that information as soon as we nailed everything down. Here's an EFAM 2012 early schedule sheet with a very general breakdown of all the times you'll need for flights in, flights out and hotel rooms.

Thank you for how hard you work for the good of the association and to benefit your members. This month we're debuting something we hope will help you do your job better. The staff at headquarters has created a Marketing Toolbox. Each month, about mid-month, leaders will get a short "toolbox" of two or three marketing pieces you can share with your members. Better yet, included are helpful instructions on how you can use the pieces. Watch for it in your inbox next week.

That's about it for this month. Thanks again for all your hard work and dedication. I appreciate all the extra time you put in to make this association great.

Tamra Goodall, CAP-OM
International President

2011-2012 OFFICERS

Deborah Daniels
President

Vicki Huxford, CAP-OM
Vice President

Rita Blanding
Secretary

Faye Sawyer
Treasurer

Valisha Baldwin, CAP
Director

BOARD MEETINGS

Second Tuesday of each month (except December)

Usually held by conference call. Otherwise, location will be announced.

CHAPTER MEETINGS

Fourth Tuesday of month (third Tuesday in November and December)

Georgia-Pacific Center
133 Peachtree Street NE
Atlanta, GA 30303

Meeting rooms announced monthly— subject to occasional change.

VISIT OUR WEB SITE

www.iaap-hop.org

