



2011-2012

“Tips for the Trade”

Heart of Peachtree Chapter

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

July, 2011 — Volume 18, Issue 1

“FROM THE PRESIDENT’S PEN”

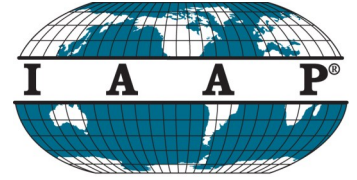


Deborah Daniels
President

Greetings, Ladies of Heart!

I'm excited and honored to serve as your President for the 2011-2012 term. The Georgia Division theme last year was "**Passion & Purpose - The Beacon of Professionalism.**" This year, the theme is "**Making the Leap to Remarkable**"...by using the tools associated with Relationship, Membership and Mentorship.

Have you ever given thought to “What can I do to improve myself?” This is a question we all have struggled to answer. Over the course of this term, I would like to share several pillars for living. I hope you find them enlightening and inspiring.



International Association of
Administrative Professionals®
Heart of Peachtree Chapter

- ◇ **Discover Who You Are**
- ◇ **Practice Gratitude**
- ◇ **Focus Attention on What You Want (not what you don't want)**
- ◇ **Open up to Abundance**
- ◇ **Use Everything for Your Growth and Benefit**
- ◇ **Set Effective Boundaries**

Discover Who You Are

Get to know yourself: what excites you enlivens you, brings you joy? What's important to you and has deep meaning for you? (*not family, friends, society, but YOU*) As you get to know yourself and structure your life to reflect **YOU**, you create a joyful and fulfilling life.

Practice Gratitude

Be grateful for all of the bounty you already have in your life! Even if everything is not exactly as you want it to be, what is working in your life right now? Being grateful tends to bring even more of what you are grateful for to you. Plus, living in a state of gratitude really improves your mood and your outlook on life.

Discover Your Career Passion and



Step Out of the Box!

Focus Attention on What You Want (not what you don't want)

What you focus on grows! If you focus your attention on what you want, you will get more of what you want in your life. If you focus your attention on what you don't want, you will get more of what you don't want in your life. It's your choice!

Open up to Abundance

Be open to the idea that the Universe is abundant and supports all that is life-giving. There is more than enough of everything that you need. If you really believed this, how would you think/act differently in any given situation?

(continued on page 7)



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

MEETING DATE/TIME

Tuesday, July 19, 2011

11:30 a.m.—1:00 p.m.

MEETING LOCATION

Atlanta Room, 51st floor

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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2011-2012 HEART OF PEACHTREE BOARD MEMBERS



Deborah Daniels

Deborah Daniels, President

Deborah Denise Daniels is a native of Michigan. She was born in Inkster, Michigan but moved to Riverdale, Georgia in March, 1979. She is a graduate of Inkster High School and later continued to pursue her studies at the University of Michigan. Deborah has three girls, DeAnna age 25, and Jamie age 21, and a 39-year-old God-daughter named Kenyett.

Joining the Heart of Peachtree chapter in June, 2009, Deborah immediately started sharing her "Spiritual Gifts". Since joining HOP, Deborah has been actively involved as Membership chairperson where the HOP chapter membership grew by 5 members and one associ-

ate. Her participation includes but is not limited to being a registered participant to both the Certification and Development Workshop /Student Conference, the Georgia Division Annual Meeting and the Education Forum Annual Meeting. She is a candidate at the May sitting of the CPS/CAP exam.

Deborah has been employed with McDonough Bolyard Peck, a construction management firm, for four years. Currently, she is the Administrative Assistant for the Atlanta Branch where she supports the Vice President/Regional Manager, Branch Operations and Business Development Managers, and several other Team Members.

Specializing in creative ideas that make any event **"A Unique One,"** Deborah is a certified Event Coordinator. In her pastime, she is either doing some sort of crafting, interior designing or leisurely traveling and spending lots of time with family. Mostly you can find her expanding her territory in "Spiritual Gift" giving. She has one brother (Gary) who resides in Michigan and one sister (Gardenia) who resides in Georgia.

Vicki Huxford, CPS/CAP, Vice President

Vicki Kindt Huxford is a native of St. Petersburg, Florida. After graduating from high school, she came to Atlanta, Georgia, to attend Point University, from which she graduated in 1973. In August of 1973, Vicki was married to Samuel W. (Wye) Huxford. They moved to Cincinnati, Ohio, where they both attended graduate school and worked with a small congregation in northern Kentucky. In 1976, Vicki and Wye both received master's degrees and moved to Atlanta to teach at Point University. Vicki taught in the music department for 11 years. Since then, she has held several administrative assistant positions—in a church office, at Georgia-Pacific, and as Director of Operations for the European Evangelistic Society.



Vicki Huxford, CPS/CAP

While working at Georgia-Pacific, Vicki was introduced to the HOP chapter. She has been a member since 2001, serving in several offices and chairing several committees.

2011-2012 COMMITTEE CHAIRS

**ADMINISTRATIVE
PROFESSIONALS WEEK**
Rita Blanding

ARRANGEMENTS
Rita Blanding
Thelma Salley

BYLAWS/STANDING RULES
Valisha Baldwin, CPS

COMMUNITY SERVICE
Deborah Daniels

CPS/CAP/EDUCATION
Deborah Daniels,

FRIENDSHIP SERVICE
Faye Sawyer

MEMBER OF EXCELLENCE
Rita Blanding

MEMBERSHIP
Toni Creighton, CPS/CAP

NEWSLETTER
Vicki Huxford, CPS/CAP

PUBLICITY
Vicki Huxford, CPS/CAP

**RETIREMENT TRUST
FOUNDATION**
Rose Grant, CPS/CAP

SUNSHINE FUND
Rosalind Tyler

WAYS AND MEANS
Faye Sawyer

2011-2012 GEORGIA DIVISION OFFICERS

Barbara Wiley, CPS/CAP
President

Jenny Stewart, CPS/CAP
President-Elect

Valerie Carter, CPS/CAP
Vice President

LaVonne Goldschmidt, CPS/CAP
Secretary

Bonnie Judy, CPS/CAP
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.



CHAPTER MEMBERS' BIRTHDAYS

Vicki Huxford, CPS/CAP
August 6

Rose Grant, CPS/CAP
August 18

2011-2012 HEART OF PEACHTREE BOARD MEMBERS (CONT.)



Rita Blanding

Rita Blanding, Secretary

Rita Cade Blanding (officially known as Alrita Cade Blanding) is a native of New York City and was born and raised in Harlem. Rita graduated from Jane Addams Vocational High School in 1983 where she studied nursing. After high school and working for a few years, Rita attended Borough of Manhattan Community College and received her Associate Applied Science (A.A.S.) degree in Business Management/Marketing in 1995. In 1997, Rita left the hustle and bustle of New York City and relocated to College Park, GA. She married Earl Blanding in October 2004 and they currently reside in Ellenwood, GA.

Rita has been a member of IAAP and the Heart of Peachtree Chapter since January 2010. She served as the APW Co-Chair in 2009-2010 and recently served as the APW and MOE Chair in 2010-2011. Rita has

been employed with Booz Allen Hamilton consulting firm for 6 ½ years as an Executive Assistant.

During her leisure time, Rita enjoys spending time with her family and friends, listening to music, attending jazz concerts, traveling, gardening, and dancing. She has one brother and one sister and they both reside in New York City.

Faye Sawyer, Treasurer

Faye Lenita Sawyer is a native of Atlanta. Three days after graduation from Joseph Brown High School, Faye began working full-time at Trust Company Bank (now SunTrust Bank) and held positions in Retail (branch), Bank Operations and Treasury Management. The positions held were teller, Branch Personal Banker, lockbox processor, accounting assistant, trainer, managing editor of online implementation guidebook and Commercial Banking Specialist. Faye retired from SunTrust in August 2010 after 35 years with the title of Banking Officer.

Faye has been a member of IAAP since 1998 and currently holds dual memberships in the Georgia Power and Heart of Peachtree chapters, joining HOP in February, 2011. She currently serves as Friendship Service Committee Chair and Ways and Means Committee Chair for the Heart of Peachtree chapter.

During her leisure time, Faye enjoys trivia, particularly the game shows, "Jeopardy" and "Are you Smarter than a Fifth Grader?" She enjoys listening to music, from rock to classical. Faye also enjoys reading (non-fiction), watching Food Network, Cooking Channel as well as cooking. She is "Mom" to six cats: AnnaLeaze, Pookie, Cookie, Little Guy, Rambo and Avatar.



Faye Sawyer



Valisha Baldwin, CPS

Valisha Baldwin, CPS, Director

Valisha L. Baldwin, is a native Georgian. She is a graduate of Charles Lincoln Harper High School and the Atlanta Urban League Office System Training School. Valisha has been an employee of Georgia Pacific LLC for 25 years. She is currently the Executive Assistant of the Strategy & Business Development and Global Corporate Real Estate Departments. She actively participates in the GP Service Force volunteering in projects for Habitat for Humanity and the Atlanta Food Bank. Valisha has also been an active member of the GP Buddy program for 15 years, which provides tutoring to students in areas of Math and English at M. Agnes Jones Elementary School.

Valisha was one of 70 members to charter the Georgia-Pacific Chapter, now renamed Heart of Peachtree Chapter, of the IAAP. She has served four times as President, twice as President-Elect, Vice President and Treasurer, in addition to chairing several committees including Retirement Trust Foundation, Ways & Means, Membership and Community Service. Valisha earned her CPS (Certified Professional Secretary) certification in 2000. She has been an active member of the PSI/IAAP organization for 17 years.

Valisha served for 8 years in the United States Navy Reserves. She was called to active duty to serve one year in Kuwait in support of Operation Iraqi Freedom and Operation Enduring Freedom. She received numerous awards including the Global War on Terrorism Expeditionary Medal, the Global War on Terrorism Service Medal and several Navy and Marine Corps Achievement Medals during her tenure. Valisha also serves on the Board of Directors at the Gresham Park Association as Treasurer and Certification Officer. Her interests include traveling, reading, bowling, coaching little league baseball, mentoring youth, jigsaw puzzles, gardening and spending time with family. Valisha and her husband (Terrence) of 18 years have one son.

NEW CHAPTER YEAR BEGINS WITH JULY MEETING



Demetrice Clayton, CPS/CAP

One of the reasons for the existence of IAAP is to promote the development of leadership. The speaker at our July chapter meeting will do just that. Demetrice Clayton, CPS/CAP, is a past president of the Georgia Division of IAAP. She continues to be active as a member of the Cherokee Rose chapter. The topic on which Demetrice will speak is "LEADERSHIP: Do You Have What It Takes?" Application has been made for one recertification point.

Plan to be with us for our next chapter meeting on Tuesday, July 19, 2011. Chapter meeting fees are \$20—this includes lunch. Reservations are mandatory. Please contact Rita Blanding with your RSVP no later

than Friday, July 15. You may reach her by email at this address:

blanding_rita@bah.com; or by telephone at this number: **404-589-7032**.

COMING ON AUGUST 23

**"Parliamentary Law & Protocol"
Presented by Tava Kirk, CPS**

Mark your calendar!!

PRESIDENT ATTENDING INTERNATIONAL FORUM

Heart of Peachtree President, Deborah Daniels, will be representing the chapter at The International Education Forum & Annual Meeting for IAAP. This conference will be held July 24-27 at the Hyatt Regency Montreal in Montreal, Canada.

"International" as it is often called, offers education workshops focusing on topics from management skills to leadership development. Attendees will have the opportunity to see the inner workings of the association by attending the business sessions that highlight the association leadership. And, there are numerous networking events that provide social gatherings with peers.



Deborah will represent HOP as a delegate to the business meeting. We hope you have a great experience and bring back many new ideas to our chapter.

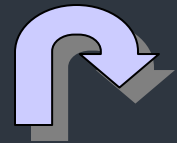
UPCOMING EVENT FROM IAAP

October 9-12, 2011
Fall Conference
Sheraton San Diego
San Diego, California



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

AUGUST, 2011

Tuesday, August 23
Speaker: Tava Kirk, CPS
"Parliamentary Law &
Protocol"

SEPTEMBER, 2011

Tuesday, September 27
To be announced

OCTOBER, 2011

Tuesday, October 25
Executive Appreciation
Luncheon
Speaker: Dr. Darryl Harrison
"Learning Styles"

NOVEMBER, 2011

Tuesday, November 15
Speaker: Faye Sawyer
"Customer Service"

DECEMBER, 2011

Tuesday, December 13
Holiday Luncheon
Member Appreciation

JANUARY, 2012

Tuesday, January 25
Membership Impact Meeting

FEBRUARY, 2012

Tuesday, February 28
Avery Dennison
Speaker: Keri Walling

MARCH, 2012

Tuesday, March 27
To be announced

APRIL, 2012

Tuesday, April 24
Administrative Professionals
Week
To be announced

MAY, 2012

Tuesday, May 22
Business Meeting

JUNE, 2012

Tuesday, June 26
Installation of officers

FINDING COMMON GROUND WITH CONTENTIOUS COWORKERS

While they may be united in their mission to help the company meet its objectives, it's unlikely all members of the team approach their work in the same way. When combined effectively, differences in work style can create positive results for the business. But they also can lead to conflict.

As any office worker knows, collaborating with coworkers who do things differently than you isn't always easy. In fact, a recent survey by OfficeTeam, the International Association of Administrative Professionals, and Insights Learning and Development found that 70 percent of professionals find it challenging to team up with someone who has a different work style.

If you're having difficulty finding common ground with a coworker, here's how to smooth the waters.

Consider Your Role

No one is perfect. So think about aspects of your behavior that other people may find challenging. Maybe you have a tendency to micromanage when serving as a team leader, for example. Or perhaps you are brusque when under stress.

Turn to the people you trust for insight. This can be an uncomfortable process, but if you understand how others may see you, you can make adjustments that can resolve or at least improve an unproductive working relationship.

Express Your Preferences

Assuming others will simply "figure out" how best to work with you is a mistake. You need to tell them.

Whether you're collaborating with a colleague on a one-time assignment or interacting regularly with that person, take the time to explain, clearly and politely, how you'd prefer to work. For example, how do you like to receive information and how often? Don't forget to inquire about the other person's preferences, too; after all, collaboration is a two-way street.



Find Common Ground

Overcoming conflicting work styles means not trying to "fix" inalterable differences. Instead, channel your energy toward what can be improved with just a little adjustment and acceptance.

For example, maybe your colleague writes verbose reports, and weeding through his analysis to find the information you need is time consuming. You may not be able to change his writing style, but you can request that he provide a bulleted list of highlights so you can locate the main points more quickly.

Set Up a Time to Talk

If despite your best efforts you find you're still butting heads with a coworker, you may need to set up a meeting to talk through the problem. Body language and vocal inflection play a vital role in interpreting someone's intentions, so meet face to face - preferably, after you've both had a little time to reflect on the situation. Consider choosing a neutral location for the discussion, such as a conference room.

When you meet with your coworker, keep your emotions in check. Calmly explain how his or her actions have affected you, the team or the project. Give the person a chance to respond, and listen carefully, even if you don't agree with what you hear.

Ask for Help

If you're unable to resolve the conflict on your own, seek out additional resources. Talk with your supervisor or consider asking an HR representative to help mediate. Remember, when working to resolve a conflict with a colleague, you must remain professional at all times. Taking the high road can be difficult, but it will be worth it if you find a way to work more effectively with the person. If you cannot find common ground, you'll know you gave it your best effort.

(Article reprinted from Office Arrow, No. 146, June 16, 2011.)

SMILE...IT MAY BE THE BOSS CALLING



By Nancy Friedman, *The Telephone Doctor*

The Week of August 10th is National SMILE WEEK. Yes, I'm serious.

And there's rarely a program I present that someone doesn't ask me if smiling is really that important - either on the phone or in person. People actually ask me: "Nancy, can you really hear a smile?" Yes, Virginia, you can really hear a smile. And your caller can hear the lack of a smile as well.

So this is an article about SMILING and the reasons for it. Now, if you happen to already be a smiler, you might want to pass this article on to someone who isn't, or doesn't know that you CAN HEAR a smile.

First, let's take the word SMILE from Webster's dictionary:

SMILE: To smile, be astonished; to have or take on a facial expression, showing pleasure, amusement, affection, friendliness, irony, etc...And characterized by an upward curving of the corners of the mouth and a sparking of the eyes.

See!! It's something most everyone can easily do.

And if it's that easy...don't you wonder why more people don't do it? Haven't you ever been in a store, or just been walking around, and see that people aren't smiling. Even when you start talking with them?

A New York Times review by Roxana Popescu of the book *A Brief History of the Smile* written by Angus Trumble asks a very good question - "Why do English speaking people say CHEESE to make you smile, but Chinese speakers say Eggplant?" And Trumble continues, "The spontaneous smile of the little child is essentially truthful."

"Certainly we all know, not saying "please" and "thank you" is usually considered rude," says Friedman, "but the list of rude behavior is much longer than those offenses. I'm not sure why we constantly need to be reminded to smile," she continues, "but we do. You'd think it was common sense to smile when you're with a customer." Ah, but common sense is not that common now, is it?

Will a smile help? "Well," says Friedman, "as my mother used to say, "It couldn't hurt." Friedman also suggests keeping a mirror by your desk. "That" she says "is yet another good reminder to keep a smile on your face when you're talking with customers."

My husband and I are in airports a lot. We've made a conscience decision to keep a slight smile on our face when we walk through them. Why? Because when we look at the faces coming towards us...mouths turned downwards, looking worse than sad - almost mad...we decided we didn't want to look like that. Sure, it may feel a little funny keeping that little smile on our face, but we both know we look better for it.

SMILE week reminded me of a story a skycap told me a few years ago. You'll enjoy it.

JOE, our friendly skycap at the St. Louis airport told me this story. He was walking through the airport a while back and came upon a woman sitting hunched over on her luggage - mouth turned down as far as it could be turned down. She looked - in his words - terrible. He decided to go over and ask her if she was OK. "Excuse me, Ma'am," he said, "are you OK?" The woman looked up, mouth continuing to be turned down, and grumbled a mean "YES." "Well," he said, "NOTIFY YOUR FACE."

So remember, if someone comes up to you and asks, "Are you OK?" it probably means you don't look very happy.

Now say..."Cheese."

Reprinted by permission from Telephone Doctor, Inc. Based in St. Louis, Telephone Doctor is a customer service training company offering DVD courses, web-based training, keynote presentations and on-site workshops. Contact them at www.telephonedoctor.com. Submitted by HOP member, Faye Sawyer.

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2011-2012

Upcoming Events

2011-2012 OFFICERS

Deborah Daniels
President

Vicki Huxford, CPS/CAP
Vice President

Rita Blanding
Secretary

Faye Sawyer
Treasurer

Valisha Baldwin, CPS
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

A SAMPLE OFFERING FROM THE INTERNATIONAL CONFERENCE (EFAM)

Here's just a sample of what will be experienced at EFAM this year:

- Keynote presentations by style guru **Clinton Kelly** of TV's "What Not To Wear" (sponsored by Hammermill Papers); and self improvement expert Sam Glenn (sponsored by Office-Team).
- Office tech expert Gini Courter, an EFAM favorite; plus a wide range of sessions on reducing stress, managing work relationship and increasing your productivity with Google apps and Cloud computing.
- An exciting array of new products and old favorites at this year's Office Expo.



In addition to great training, we're offering you a beautiful setting. Montréal is romantic and elegant—a city full of life. Located on an island at the junction of the St. Lawrence and Ottawa rivers, it's the Vienna of North America, a vibrant place full of memories, dreams and festivals.

(Article reprinted from IAAP Connections, IAAP Member Newsletter, No. 136, June, 2011.)



PRESIDENT'S PEN (CONTINUED)

(continued from page 1)

Use Everything for Your Growth and Benefit

Have an attitude of learning in life. When you learn from successes as well as failures, setbacks, and disappointments, you grow and become a stronger, more powerful person! As you see the gift in all that is present in your life, your life transforms into an amazing adventure.

Set Effective Boundaries

Since your time and energy is limited at any given point, whenever you say "yes" to something, you say "no" to something else. Make time for that which brings you joy and fulfillment and say "no" to the things, experiences and people that drain your energy (or simply don't add to it).

Ladies of Heart, practicing the above "Navigational" tools will assist you in **"Making Your Leap to Remarkable."**

Deborah Daniels
President