



2011-2012

# “Tips for the Trade”

Heart of Peachtree Chapter

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

October, 2011 — Volume 18, Issue 4

## “FROM THE PRESIDENT’S PEN”



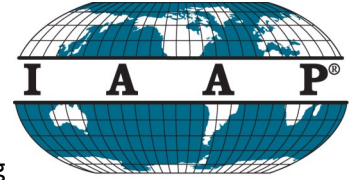
Deborah Daniels  
President

Greetings, Ladies of Heart!

Communicating with others using “Diplomacy and Tact” is a skill we all should possess.

Have you ever been awed by a Manager or a Team Member who always seems to know what to say and how to say it in any given situation? Without a doubt they seem to know how to communicate with Diplomacy, Tact and Confidence.

In this issue, we shall discuss three of six ways in which you can communicate with both “Diplomacy and Tact.” Consider this....



International Association of  
Administrative Professionals®  
*Heart of Peachtree Chapter*

### Rules for Disagreeing Agreeably – Part I

#### **Rule #1: Give others the benefit of the Doubt.**

Consider that just maybe the person who made that outrageous generalization isn't really insensitive. Maybe they had a painful experience that made them overreact.

#### **Rule #2: After giving someone the benefit of the doubt, listen to learn and truly understand why this person holds this belief.**

You must let him/her know you heard them and you are genuinely trying to see things from their perspective.

#### **Rule #3: Always take responsibility for your own feelings, when disagreeing with someone.**

Make a commitment to respond using "I" statements only. When you begin with "you," you will come off as blaming and confrontational and immediately put the other person on the defensive. This reduces the chance of your point of view being heard.

### **Discover Your Career Passion and**



**Step Out of the Box!**

**Ladies of Heart**, the way in which you communicate can elicit either a “Positive or Negative” emotion. If you communicate aggressively, without Respect or Sensitivity, defensive or angry emotions can prevent others from hearing the message you are trying to convey. Practicing the above “Navigational” tools will assist you in...

### **“Making Another Leap to Remarkable”**

Deborah Daniels  
President



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

### MEETING DATE/TIME

Tuesday, October 25, 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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## EXECUTIVE APPRECIATION TAKES PLACE IN OCTOBER



Dr. Darryl Harrison

Chapter members, take this opportunity to invite your manager to our October meeting. Our speaker will be Dr. Darryl Harrison, Vice President for Adult and Professional Studies at Point University, in East Point, Georgia. He will be speaking on the topic, "Learning Styles."

Dr. Harrison has held positions at several colleges. In his current position at Point University, he oversees the adult education program. Most of the adult program students come to the college to finish their degrees, but some have never attended college. Dr. Harrison has spoken for other IAAP chapters and we are looking forward to having him speak for the Heart of Peachtree chapter.

The meeting will be held on Tuesday, October 25, 2011. We will meet in Lobby Training Room #1, at Georgia-Pacific Center. Chapter meeting fees are \$20—this includes lunch. Reservations for members and guests are mandatory and must be honored. Please contact Rita Blanding no later than noon on Friday, October 21. You may reach Rita by calling her at this number **(404-589-7032)** or you may email her at this address: [blanding\\_rita@bah.com](mailto:blanding_rita@bah.com).

One recertification point has been requested for this program.

## COMMUNITY SERVICE REPORT

**Making Strides Against Breast Cancer** is a powerful and inspiring event that unites communities to celebrate people who have battled this disease. Raising of monies to find cures and to support programs is another way to raise awareness about the disease.

**Saturday, October 29, 2011**, your President, Deborah Daniels, will be participating in a 3 mile walk in support of Breast Cancer. The walk begins at 9 am and starts at Centennial Olympic Park.

### How can you help?

By being a "**Suzy Stride**" donator with either a "**Cash of Check**" contribution. Any denomination is acceptable. Or if you desire to join me as a walker, that too is Awesome! If you wish to be a "Walker" just let me know and I will be more than happy to supply you with a registration form.

Please know as a charitable contribution, your gift is tax deductible. All checks should be made out to "**American Cancer Society, South Atlantic Division, Inc.**". All donations can be given to me and monetary one's will be given a receipt.

I personally want to thank each of you in advance for your support.

Deborah Daniels  
Community Service Chair

**P.S.:** Do not forget that you may still bring professional women's clothing to the October chapter meeting. These items will be donated to a women's shelter.

## 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.



## BUDGET CUTS: MONEY-SAVING TIPS FOR HOME OR OFFICE

Whether you work for yourself or someone else, or you just want to find ways to save money around your own home, there are many ways you can improve your economic circumstances. To help you out, here are eight actions you can take at your home or office to help you slash expenses:

### Buy Fluorescent Light Bulbs

Not only do fluorescent bulbs use less energy, they emit less heat and last longer than those old incandescent bulbs. While they are generally a bit more expensive to purchase - buy them in packs to help defray the cost - they ultimately will cost less in the long run. And if you don't feel you can immediately rush out and substitute all the incandescent bulbs in your home or office for fluorescent, have some on hand and exchange them when the old bulbs burn out.

### Weather Strip Doors and Windows

When it comes to energy savings, doors and windows are areas of concern. Using weather stripping between moving parts, installing a new door threshold or sweep, and installing a window-insulator kit are all ways you can block the draft and cut down on costs. Plus, you may be eligible for a tax deduction. Check out the [Alliance to Save Energy](#).

### Recycle Paper

Whether you're at home or in the office, if you ever print out hard copies that you ultimately have no use for, recycle the paper. If it contains confidential information, invest in a [shredder](#) before placing it in the recycle bin. If it has only been printed on one side, cut the pages into smaller pieces and use the scraps for jotting down notes or writing the weekly grocery list.

### Turn Your Equipment Off

While it's okay to use "sleep" features on office equipment that powers down when it is not in use, you should actually turn it off during long periods of nonuse in order to cut energy costs and improve longevity. So if you don't already turn your computer off at night, start now.

### Replace Your Inkjet with a Laser

Printer ink and toner cartridges can get expensive, so if you do a lot of report-printing it's wise to have a laser printer. The difference in price per page can run from as low as \$.01 to \$.02 for laser printing versus as much as \$.15 for inkjets. You might still want to have an inkjet printer on hand for the occasional color job, but if you mostly print documents, laser is a less-expensive option.

### Eliminate Outside Services

For the small employer who has an outside service clean their bathrooms and empty their trashcans, consider if there is someone in-house who can handle these tasks. For those at home who pay someone to mow their lawn, wash their car or perform other tasks that they can do themselves, think twice before farming the work out to someone else.

### Use the Sunshine to Warm Rooms

Whether you are at home or in your office, if you have windows, take full advantage of them by allowing the sun to shine in during winter months and heat the room. Be sure to close the blinds or drapes when it gets dark to retain the heat. And, in the summer, you can reduce your cooling costs by keeping your shades or blinds closed during the heat of the day, especially if you are out of the house at work.

### Use a Programmable Thermostat

The benefit of a programmable thermostat is that you can set it and then not worry about it again. It will moderate the temperature of your home based on the pre-set temperatures that you have selected. This means you don't waste energy when you're away from your home or office.

Whether you are at home or in the office, there are simple ways to help you reduce costs. And if you have any other ideas that you would like to share with OfficeArrow members, please let us know.



## SEPTEMBER MEETING HIGHLIGHTED

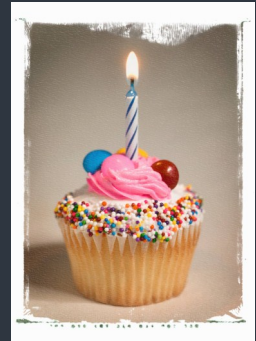


Tava Kirk, CPS, addressing the chapter

Chapter members received excellent instruction at the September meeting of the Heart of Peachtree chapter. Our speaker, Tava Kirk, CPS, presented an outstanding program outlining parliamentary law and protocol. All those in attendance came away with tips on how to handle these procedures in a better way. Chapter members also enjoyed an excellent meal and several giveaways.

## CHAPTER MEMBERS' BIRTHDAYS

Paula Tarver—November 19  
Rosalind Tyler—November 21



## FUTURE SITES OF THE EDUCATION FORUM AND ANNUAL MEETING

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

**COMING ON NOVEMBER 15**  
**Program: "Membership Impact Meeting"**  
**Speaker: Jenny Stewart, CPS/CAP**  
**Georgia Division President-Elect**

*(this meeting will be held one week earlier due to the Thanksgiving holiday)*

## MAKE SURE THEY REMEMBER YOU. GET FREE BUSINESS CARDS!

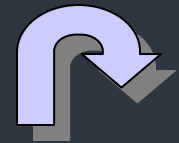
Are business cards important in a job search? You better believe they are! There is simply no substitute for getting out there and networking during your job search. Handing out your business card is a great way to keep them remembering you.

The Career News highly recommends creating your own business cards for networking - at no cost to you. VistaPrint has many templates from which you can choose - from wild and colorful to simple and sophisticated. Pick the template you prefer, type in your information, preview your new card and order it. It's so simple to use.



Make sure your business cards include all of your current contact information, phone numbers and email. Most importantly, make sure you carry them with you at ALL times! You never know who you might meet and where you might meet them. Always collect the business cards of the people you meet and get their contact information too. Make a note on the back of the business cards you collect to remind you about your conversation with the person, who they are, what they can do for you or what you can do for them. Get your complimentary networking business cards now.

Article reprinted from *The Career News*, Job Search Edition, October 10, 2011, Vol. 10, No. 41



## HOP CHAPTER MAILING ADDRESS

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

## 2011-2012 UPCOMING CHAPTER MEETING DATES AND PROGRAMS

### OCTOBER, 2011

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

### NOVEMBER, 2011

Tuesday, November 15  
Membership Impact Meeting  
Speaker: Jenny Stewart, CPS/  
CAP, GA Division President-  
Elect

### DECEMBER, 2011

Tuesday, December 13  
Holiday Luncheon  
Member Appreciation

### JANUARY, 2012

Tuesday, January 25  
Speaker: Faye Sawyer  
"Customer Service"

### FEBRUARY, 2012

Tuesday, February 28  
Avery Dennison  
Speaker: Keri Walling

### 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

## INSERTING SCREEN SHOTS



Debbie Kirtland

I am in the process of customizing a class for a client on how to utilize Outlook® as a time management system. For this class, I am creating a filing structure based on the job responsibilities of an HR manager.

To share a copy of this foundation for approval, I used a new feature in Word 2010. I was able to quickly take a screen shot and share this foundation via email.

First locate what needs to be copied. You can take pictures of websites, programs such as Outlook, or in my case My Documents.

I opened up the sample foundation I had created in My Documents. Then I followed these steps:

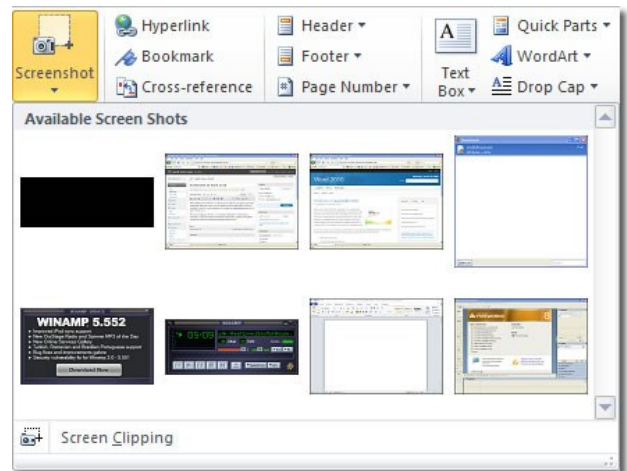
- ◆ Open up Word 2010
- ◆ Select INSERT tab
- ◆ Choose SCREEN SHOT

Pictures of all open applications will appear.

- ◆ Highlight the pictures you want to insert.

The picture will automatically be added in the Word document.

I was able to email the sample foundation for the client to make changes and approve.



## CHAPTER MEMBERS ATTEND SEMINAR



Left to right: Wanda Haywood, CPS; Valisha Baldwin, CPS; Samuel Shelton, speaker; Rose Grant, CPS/CAP

On Saturday, October 1, three Heart of Peachtree chapter members attended the educational seminar hosted by the Port City chapter in Columbus, Georgia. The speaker was Samuel Shelton, who spoke on two topics. One topic was "Change Management: Surviving the Times." The other topic was "Different Personalities: Unleashing the Animal in You." The seminar was enjoyed by all who attended. Those who attended from HOP are pictured at left with the speaker.

## JOB SEARCH TIPS YOU HAVEN'T HEARD BEFORE

Tired of hearing the same job search advice over and over? The director of business development for the recruiting company eHire.com, Kim Martin Bannerman, compiled a list of job-seekers tips you haven't heard before. Google Yourself by putting your name in quotation marks in the search bar. One of the first things that should pop up is your LinkedIn profile. If you find something negative online, Bannerman said you need to try to fix it.

Find a mentor. "You're going to find people who meet you or know you, who are willing to help you make the next step in your career," she said. SimplyHired.com and Indeed.com are two job search engines that can save you time. "I would say 80 to 90% of the jobs online today aggregate through and are pulled into these sites," Bannerman said. "They'll pull from LinkedIn, company websites, CareerBuilder, Monster. They'll pick up things from Twitter too."

Develop a company wish list and target them. Find out who's working there, who knows people there and try to get yourself in front of the hiring manager. Make sure you're touting your experience as to why they need you in their organization. "If you're getting the interview, there's a reason, that's awesome," Bannerman said. "But what's happening between the resume submission and the interview for not closing the deal is what you really need to figure out." Bannerman also said you should also consider volunteering as a way to bridge the gap on your resume and build your network.



## FOUR TIPS FOR TAKING CONTROL OF YOUR WORK LIFE

This is the age of the entrepreneur. Even if you're working for somebody else, you need to take control of your employment path, says certified financial planner Eleanor Blayney. "Each of us, employed, under-employed, or out of work, needs our own lifetime job program," Blayney says. "Flexibility and versatility are necessary attributes for job success, as is the realization that to remain competitive we have to be 'looking for work' for the rest of our productive lives." Here are four tips from Blayney for taking control of your future in this tough job market:

- 1) **Diversify:** Developing more than one skill, speaking more than one language or having had a variety of workplace responsibilities can substantially reduce the risk of being unemployable.
- 2) **Focus on financial security:** Without an adequate emergency fund, you may not have the luxury of having enough time or getting enough training to move into a better position. Plus, some employers won't hire people with poor credit scores.
- 3) **Make yourself less dependent:** These days, there isn't such a thing as job security. You have to figure out how to create your own personal security.
- 4) **Think like an entrepreneur:** What can you do well that other people will pay for? Whether you go to work for somebody else or you start your own business, bringing knowledge and ability to the table is key. "When it comes to employment, each of us must become the boss of our own productivity," Blayney says. "We simply cannot wait for jobs and the resulting financial security, to come to us ... we have to make our own opportunities."



2011-2012

# International

## NEWS FROM INTERNATIONAL: OCTOBER MESSAGE FROM THE PRESIDENT

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

This year, National Boss Day is Monday, October 17. Encourage your chapter and division members to take their copy of OfficePro magazine and hand it to their managers and executives this month. The October edition is the Executive Edition and it's full of articles targeted at managers. Take the initiative to introduce him or her to OfficePro and IAAP.



Tamra Goodall, CPS/CAP  
International President

It's hard to believe that this weekend is Fall Conference in San Diego. It doesn't seem possible that nearly three months have passed since Education Forum and Annual Meeting in Montreal. Time seems to move more quickly the older I get and I know I'm going to blink and it's going to be time for another EFAM. I visited our Grapevine venue last month and am still in awe over the excellent location and facilities. It's true—everything is bigger in Texas! I saw firsthand that we have a great headquarters staff and a committed Grapevine host committee elbow deep into plans to make the 2012 EFAM the best yet. Mark your calendar now for EFAM 2012, July 22-25.

Have you heard the news? The Research and Educational Foundation has announced the timeframe in which to submit applications for scholarships for the 2012 EFAM. The program helps cover the cost of attendance for temporarily unemployed admins or those who have never been to EFAM before. This effort is part of the foundation's commitment to helping admins reach and maintain their professional edge. The call for scholarship applications opened on Oct. 1 and they will be accepted through Jan. 31, 2012. You can read all about it on the IAAP website's new R&E section. There you'll find information, applications, a PowerPoint on the R&E and more.

I'm very excited to see the R&E stepping up to help admins with their careers. It's in line with our IAAP mission, which is to enhance the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development. The R&E can help grow careers through your generous, tax-deductible donations. Read about how you can give on the website.

The leaves are turning in West Virginia. I love this time of year, and not just for the sports. I have a beautiful drive to work. Fall doesn't just mean football and hot cider. It's also the time to be thinking of leadership in the 2012-2013 IAAP year. If you're thinking of running for an international office, the Committee on Nominations has put out a call for nominations. Make sure you're signed into the web community before trying to access the documents. The remaining months of 2011 will move quickly. Don't put off getting your forms completed and mailed in before the deadline.

In the words of Stanley Horowitz, "Winter is an etching, spring a watercolor, summer an oil painting and autumn a mosaic of them all."

Wishing you all a remarkable fall season.

Tamra Goodall, CPS/CAP  
International President

### 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](http://www.iaap-hop.org)

