



*Recipient of the 2011 Avery Dennison
Chapter Prestige Award!*

www.iaap-nashville.org

**NASHVILLE CHAPTER IAAP
BULLETIN BOARD**
VERSION 63, ISSUE 7

NASHVILLE CHAPTER BOARD

MARSHA GUPTON, CAP—PRESIDENT

VELMA LITTLEJOHN—PRESIDENT-ELECT

ELAINE MCDOWALL, CAP-OM—VICE PRESIDENT

LINDA HOOD, CAP—SECRETARY

KIM BARNEY, CAP —TREASURER

LINDA MATTHEWS, CAP—DIRECTOR

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JEAN BRANDON, CAP-OM—PARLIAMENTARY ADVISOR

President's Corner—Marsha Gupton, CAP



Happy New Year!

"For success, attitude is equally as important as ability."... Harry F. Banks

It is hard to believe that another new year is upon us... 2012!

Nashville Chapter will begin the New Year by meeting at a different location. We will be meeting at The Union Station Hotel, 1001 Broadway, Nashville, TN. The hotel is providing FREE valet parking for us. Drive up and the valet will give you a ticket. Once in the meeting room, Vice-President McDowall will have validation slips to give to everyone. When you leave hand the ticket and the validation slip to the valet and he will bring your car around. This is a grand, historic hotel in our city's history. Our speaker will be Craig Kitch and one re-certification point will be awarded.

The first-half of our IAAP year is over and from now until June 30, 2012 there will be many opportunities available to our members for networking and education/re-certification points. The Tennessee Division Education Seminar will be held on March 17, 2012. This is always a good time of networking and education. More information will be available on this event closer to time. The Tennessee Division Annual Meeting will be held in Chattanooga, TN May 31 – June 3, 2012. This is yet another opportunity for networking and education. Re-certification points are given for

this weekend of education.

President-elect, Velma Littlejohn is planning an Officer/Committee Chair workshop to be held in the next few months - date and location to be determined.

In March, Membership Chair, Shelby Ellis, CAP-OM is planning a New Member Orientation. More information will be coming out on this as the plans are finalized.

Yvonne Sanders, CAP-OM and her committee have been busy planning a great APW event for 2012. More details later.

In February, Nashville Chapter will celebrate 59 years as a chapter. This is indeed something to be proud of. To celebrate, our program will be on Technology Gadgets. I am sure that in 1953 the women that formed our chapter would have never dreamed of a chapter program on Technology and all that is available to us today. WE HAVE COME A LONG WAY.

We have chapter members who are celebrating successes at the beginning of 2012. Florine McCandless, CAP has earned her MBA from David Lipscomb University; Beth Paton has earned the CAP-OM and Kimberly Barney, CAP is celebrating her husband's return to the United States from a year long deployment.

I look forward to seeing everyone at the January meeting.

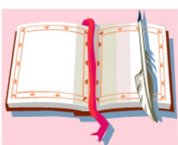
Marsha Gupton, CAP

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NEWSLETTER EDITOR

Gladys Carr, CAP
Gladys.carr@tn.gov
741-9005



It is Written - Honoring the Past With a Vision to the Future

CENTERPLATE/TITANS AND THE BOTTOM LINE

BY: VELMA LITTLEJOHN

By an overwhelming majority, the members attending the November meeting voted to cancel our contract with Centerplate to work at the Titans' home games. Obvious reason is because of the extreme difficulty in getting members to volunteer to work those games. There were some good questions, one of which was how will we handle the loss of revenue to the Chapter budget.

How does a small business keep afloat in bad economic times? Two things – increase revenues and reduce expenses. Sounds simple, but is not.

First, increase revenues. As in-coming president, I will never place an increase in dues on the table. Many of our members are struggling and, unless the economy improves drastically, we simply can't ask more of them. This means that we, the Chapter as a whole, have the challenge of mining some creative ways for fundraising. Increasing our membership also brings in more funds and this is an avenue for all members. Think of your friends or co-workers with whom you can share the benefits of this premier organization for admins. Invite them to meetings and be cheerful, positive role models for all our guests.

Second, reduce expenses. This is a difficult chal-

lenge since we want to provide the very best in programs and educational benefits for the members. This also means that all conferences, seminars, etc. will have to be **self-supporting** by recruiting sponsors, and gaining more member attendance at each. It is very discouraging to plan a seminar with a great speaker and vendors, and then have 25-30 attendees, which naturally is a loss of revenue, which comes from the Chapter's general funds. The Chapter already provides Bulletin Board, Chapter Roster, meeting notices and meeting minutes, and seminar information electronically. Can you image what a tremendous savings this is to the Chapter?

We may have to cut some of the nicer amenities. Already the Board voted to send only cards to those members who were hospitalized or ill, rather than send flowers. It's not something we wanted to do, but because of the unusual number of members with health problems, we have about expended the Chapter's budget for Sunshine. Again we will need to get very creative.

How can you help? Continue recruiting members, show up for meetings and seminars, make the best of the way things are, and remember what is important – giving Chapter members as much as we can for their investments.

EXECUTIVE BOARD REPORT—JANUARY

- ◆ Due to budget restraints, the executive board approved sending cards in lieu of flowers for illness.


NEW MEMBER

Welcome to our new member -

Kathleen J. Barroll
400 Chaney Road, Apt. #1216
Smyrna, TN 37167

Work—615-733-2205
Home—423-313-7853

E-mail—Jessica.barroll@cevalogistics.com



JANUARY BIRTHDAYS

JANUARY 1ST—PATRICIA BURKE, CAP
JANUARY 8TH—ANDI DOLL
JANUARY 13TH—JEAN BRANDON, CAP-OM
JANUARY 28TH—YVONNE SANDERS, CAP-OM

COMMUNITY AFFAIRS COMMITTEE

The Community Activities Committee would like to thank all the members who donated money and gifts to the Safe Haven family we adopted for Christmas. Thanks to your generosity we received \$447.04 in cash donations. Marsha Gupton, Evon Wood and I delivered the gifts on December 21. The family was very appreciative of the

gifts. Thanks to all of you for making this family's Christmas a little brighter!

*Kathy D. McNeeley, CAP
Community Affairs Chair*

CONGRATULATIONS TO OUR MEMBERS!

WE ARE VERY PROUD OF OUR MEMBERS ACCOMPLISHMENTS

FLORINE MCCANDLESS, CAP

Florine recently received her MBA from David Lipscomb University. Way to go Florine! You worked hard and on behalf of the Nashville Chapter we congratulate you on receiving your Masters' Degree in Business Administration.



BETH PATON, CAP-OM

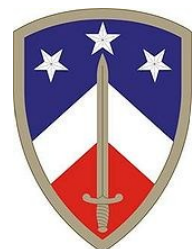
Beth just received her CAP-OM rating.

WELCOME HOME!

My husband, LTC Steven Barney, returned to the United States after a year deployment to the Middle East as the Brigade Troops Battalion Commander for the 230th Sustainment Brigade on December 28. I've had a smile on my face since I received the call from Steven as he prepared to board the plane to return to US soil. We brought in the New Year together which is definitely a good start to 2012. Steven is

scheduled to return home around mid-January. He was awarded the bronze star and I couldn't be prouder of my husband for his service to his country and all that he does for his family. I want to thank each and every one for their prayers, support and friendship.

Kimberly Barney, CAP
Proud Army Wife



IMPORTANT DATES FOR 2012

JANUARY 17TH—NASHVILLE CHAPTER MEETING—UNION STATION HOTEL

FEBRUARY 21ST—NASHVILLE CHAPTER MEETING—UNION STATION HOTEL

MARCH 17TH—TENNESSEE DIVISION EDUCATIONAL SEMINAR (LOCATION TO BE DETERMINED)

MARCH 20TH—NASHVILLE CHAPTER MEETING—UNION STATION HOTEL

APRIL 17TH—NASHVILLE CHAPTER MEETING—UNION STATION HOTEL

APRIL 22ND-28TH—ADMINISTRATIVE PROFESSIONALS WEEK

APRIL 25TH—ADMINISTRATIVE PROFESSIONALS DAY

APRIL 27TH—NASHVILLE CHAPTER ADMINISTRATIVE PROFESSIONALS WEEK EVENT

MAY 15TH—NASHVILLE CHAPTER MEETING—UNION STATION HOTEL

MAY 31ST—JUNE 3RD—TENNESSEE DIVISION ANNUAL MEETING—CHATTANOOGA, TN

JUNE 19TH—NASHVILLE CHAPTER MEETING—UNION STATION HOTEL



NASHVILLE CHAPTER LUNCH BUNCH

A number of years ago, we started the Downtown Lunch Bunch and a group of us would try to gather about once a month to eat lunch together. This actually originated as the “Hanging with Kit and Jean” for going out to events. In the past we have had chapter members who work in other areas of town who would gather for lunch. All chapter members are invited no matter what area of town you work in or if you

are retired or happen to work from home. This is a time for us to have lunch together and to get to know each other a little better.

The next Lunch Bunch will be **January 13th at 11:30**. We will meet at the Lifeway Offices on the 9th Avenue Plaza entrance. You will park in the parking lot at the plaza entrance and sign in with the guard when you arrive and the Café is to the right. This is the office of chapter member, Donna Grace, CAP.

If you are able to attend, please email me at marsha.gupton@tn.gov



PACK YOUR BAGS—WE ARE MOVING!

Nashville Chapter is moving to The Union Station Hotel, 1001 Broadway in downtown Nashville for our 2012 meetings. The price is \$24.00 and includes FREE valet parking. The January meeting will be held in The Majors Room. The Union Station Hotel is a grand historic hotel. www.unionstationhotelnashville.com

JANUARY CHAPTER MEETING INFORMATION

Our next chapter meeting is Tuesday, January 17, 2012. Chapter Meetings begin at 6:00. **Please note that cancellations, guest reservations and alternate meal requests are due no later than Thursday, January 12, at noon**. Please e-mail me at elaine_mcdowall@gspnet.com or contact me at 615-739-4933.

MENU

Signature House Salad with Celebration Spring Mix Lettuce, Cucumber, Grape Tomatoes, Hearts of Palm & Curled Vegetables

Choice of Mandarin Ginger Vinaigrette or Spicy Buttermilk Ranch

Entrée: Airline Chicken Coqauvin, Pearls of Onion, Garnish Bacon with Red Wine Sauce, Garlic Mashed Potatoes and Vegetables

Vegetarian Entrée: Black Bean Ravioli with Corn Relish, Herb Butter Sauce

Dessert: Pumpkin Crème Brulee

Alternate Dessert: Fruit Cup

If you are currently on the “standing cancellation” list, or if you have already cancelled for this month, there is no need to reply. **Please note that if you do not cancel your reservation before the deadline, you will be invoiced \$24.00 for the meal cost.**

We will be meeting in the Majors Room at Union Station Hotel located at 1001 Broadway. The meeting room is located on the main level of the hotel. Valet parking will be validated, and I will distribute validation slips. The menu will be posted in a separate email.

PROGRAM INFORMATION

Craig Kitch will present a program on **"Closing the Performance Gap"**. One recertification point will be awarded.

I hope everyone is having a great start to the new year.

DINNER RESERVATION POLICY

DINNER MEETINGS ARE HELD ON THE THIRD TUESDAY NIGHT OF EACH MONTH. RESERVATIONS MAY BE MADE BY CONTACTING ELAINE MCDOWALL, CAP-OM. E-MAIL: elaine_mcdowall@gspnet.com, OR BY PHONE: [615-739-4933](tel:615-739-4933) NO LATER THAN NOON ON THURSDAY PRECEDING THE MEETING DATE.

CANCELLATION POLICY:

ALL MEMBERS HAVE STANDING RESERVATIONS. RESERVATION MUST BE CANCELLED BY NOON ON THURSDAY PRECEDING THE MEETING DATE OR YOU WILL BE BILLED FOR THE DINNER.

2012 SPRING CONFERENCE - MARCH 4-7, 2012, LAS VEGAS, NV

Harrah's Las Vegas

Take care of your first step to register for the 2012 Spring Conference and book your hotel room now for only \$129 per night! (*Plus tax)

Stay at this luxurious hotel at the heart of the Strip and discover the most exciting resort in Las Vegas. We have over 2,500 beautiful rooms and suites, 86,664 square feet of casino space, seven outstanding restaurants, a sparkling outdoor swimming pool, a luxurious spa, state-of-the-art health club, full-service beauty salon, a unique variety of retail options and, of course, entertainment. Whether you're traveling on the Las Vegas monorail or their free shuttle that takes you to all the Las Vegas resorts, getting around during your stay is easy! Harrah's Las Vegas is located within minutes of McCarran International Airport.



Make your reservations now for the 2012 Spring Conference

April 22-28 Administrative Professionals Week

The theme for the 2012 Administrative Professionals Day® is: **“Admins, the pulse of the office.”**

Administrative Professionals Day will mark its 60th anniversary on April 25, 2012. Over those decades, the job of an administrative professional has changed dramatically thanks to new tools, techniques and seismic shifts in the economy and culture itself. But admins have remained the steady center of efficiency through it all, helping ensure that jobs get done right, on time and under budget. Admins are one of the engines of business, particularly in a complex economy. In a world that demands the accurate and speedy movement of digital information, admins are masters of data. And they do this while maintaining their more traditional role as the gatekeepers for many customers, clients and employees. Quite simply, admins are the pulse of the office

About Administrative Professionals Week

Since 1952, the International Association of Administrative Professionals has honored office workers by sponsoring Administrative Professionals Week. Today, it is one of the largest workplace observances outside of employee birthdays and major holidays.

In the year 2000, IAAP announced a name change for Professional Secretaries Week and Professional Secretaries Day. The names were

changed to Administrative Professionals Week and Administrative Professionals Day to keep pace with changing job titles and expanding responsibilities of today's administrative workforce.

Over the years, Administrative Professionals Week has become one of the largest workplace observances. The event is celebrated worldwide, bringing together millions of people for community events, educational seminars and individual corporate activities recognizing support staff.

Today, there are more than 4.1 million secretaries and administrative assistants working in the United States, according to U.S. Department of Labor statistics, and 8.9 million people working in various administrative support roles. More than 475,000 administrative professionals are employed in Canada. Millions more administrative professionals work in offices all over the world.

APW is always the last full week in April. In 2012, Administrative Professionals Week is April 22-28, and Administrative Professionals Day is Wednesday, April 25.





2012 EDUCATION FORUM & ANNUAL MEETING (EFAM)

Event Date: Sun, 07/22/2012

Location: Grapevine, TX

Hotel: **Gaylord Texan Hotel and Convention Center**

About 10 minutes from Dallas/Fort Worth International Airport, the Gaylord Texan will be the perfect place to relax, shop and enjoy yourself during EFAM. The resort includes more than 1,500 luxurious guest rooms with wireless internet access, safes and complimentary bottled water. Guests will have access to a 25,000-square-foot day spa and fitness center. Plus, you will get four complimentary passes to Paradise Springs, the Gaylord Texan's 10-acre pool complex with a 600-foot "lazy river," beach, bar and grille and game pavilion. There's casual and formal restaurants, plenty of shops and a night club. When

it's time to attend the conference, you'll be easy walking distance from the resort's convention center. The entire resort is indoors and climate controlled, with lush landscaping and majestic glass atriums.



R&E OFFERING NEW SCHOLARSHIP

The **Research and Educational Foundation** wants to help you grow your career!

We're going to do that with the R&E's new 2012 EFAM Scholarship Program. The program helps cover the cost of attendance for temporarily unemployed admins or those who have never been to EFAM before. It's part of the foundation's commitment to helping admins reach and maintain their professional edge. **Scholarship applications will be accepted starting Oct. 1, 2011 through Jan. 31, 2012.**

Visit the **updated R&E Web page** to learn more about the EFAM scholarships, the foundation and how to help the R&E reach its goals. The page includes an

FAQ about the R&E, PowerPoint presentation and script, scholarship information and donation forms. It's the go-to source for the R&E.

Please join the R&E as we advance the careers of administrative professionals.

SPECIAL IAAP 70TH ANNIVERSARY LOGO

To mark the 70th Anniversary of IAAP, we have designed a commemorative logo. It is supplied in 3 file types, to suit a variety of print and/or web applications.

There will be no option to customize this logo with your Chapter/Division/District.



IAAP 70th Anniversary
Logo

REMINDER:

Remember to update your member information on the IAAP website (www.iaap-hq.org). It is important to have current member information.

Name Badge Order

With the recent change in the certification eliminating the CPS certification, many may wish to update their name badge. With that in mind, an order will be made in February allowing everyone two chapter meetings to provide me with the order form.

A copy of the order form is included for your convenience. Free badges will not be given to those updating their current badges. The chapter provides free badges to new members and new recipients of their certification ONLY.

Kimberly Barney, CAP
Nashville Chapter Treasurer



**NASHVILLE CHAPTER IAAP
NAME BADGE ORDER**

NEW MEMBERS and NEW RECIPIENTS OF CAP will receive a basic name badge at no cost to you. The badge will have the locking pin clasp, logo, chapter name and your name. Cost for the basic badge for others is \$6.00. For those wanting more than the basic badge, there are several options. The options with the amounts charged for each is listed below.

New Member/New CAP - **FREE**

Regular member - \$6.00

OPTIONS:

Oval Badge Add \$.75

Magnetic Holder Add \$1.50

Gold Frame Add \$1.50

Extra line of print (title, etc.) Add \$1.00

PLEASE PRINT OR TYPE YOUR NAME AS YOU WANT IT TO APPEAR ON THE BADGE:

(Any additional information)

Cost of Badge (logo, Chapter name and your name) \$ 6.00

NEW MEMBERS/NEW CAP— Free

Additional Options Chosen above \$ _____

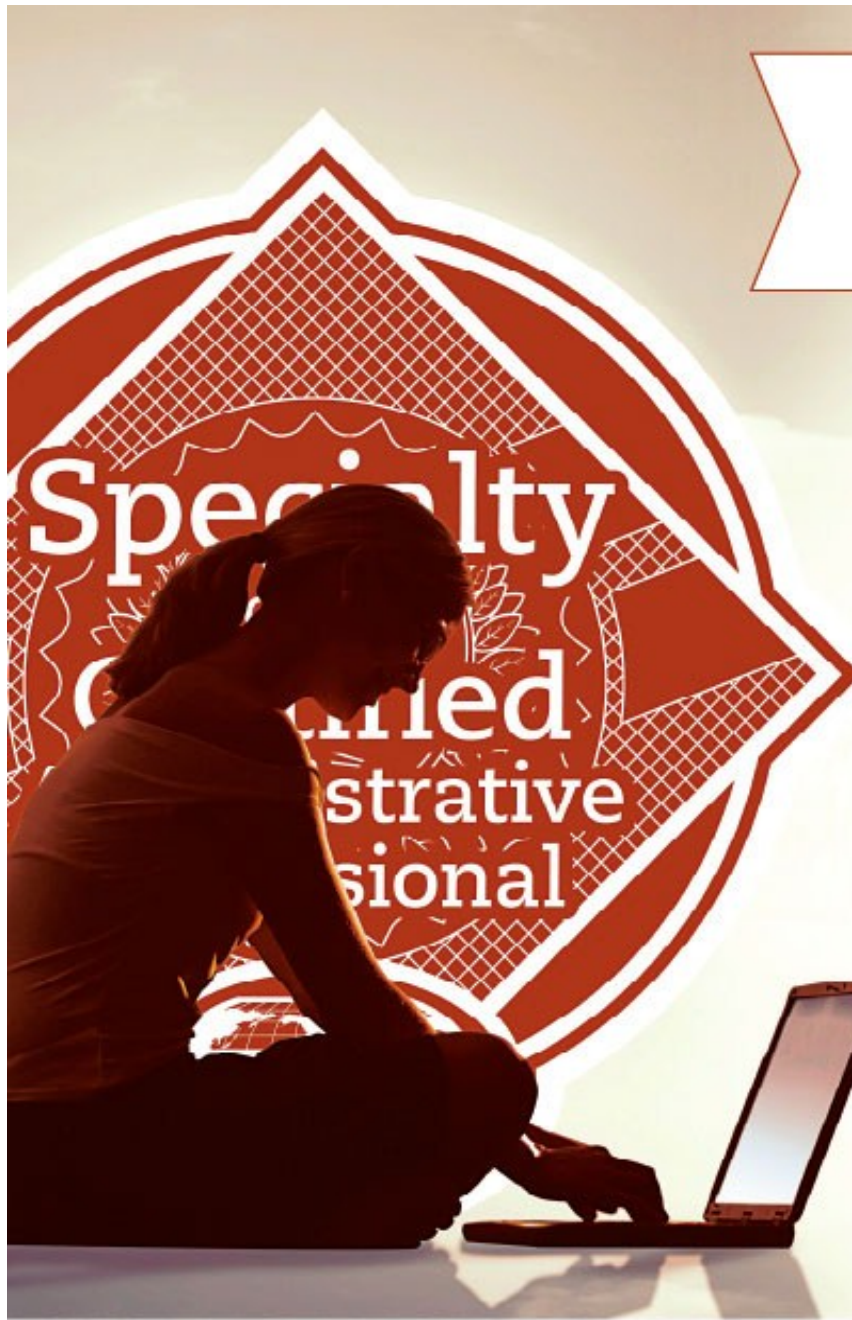
TOTAL AMOUNT OF ORDER \$ _____

Please make checks payable to: Nashville Chapter IAAP

Return this form, with your check if applicable, to:

Kimberly Barney CAP
1246 Hicks Edgen Road
Pleasant View, TN 37146

Kimberly.barney@tn.gov or
kjcbarney@yahoo.com



Upgrade Your Career

IAAP has a new specialty for its Certified Administrative Professional program: Technology Applications.

IAAP's new specialty recognizes that technology is integral for every admin. First, complete three Options Technology modules. Following that, pass the test to earn Microsoft certification in at least one of those modules. Then you're qualified to submit an application and fees for the Technology Applications specialty.

More information about the Technology Applications specialty is available at www.iaap-hq.org/certification

To learn more about the Options Technology program, visit www.iaap-hq.org/events/options.



2011-2012 CHAPTER PROGRAMS

DATE	PROGRAM TITLE	SPEAKER
JULY 19, 2011	SOCIAL MEDIA	LACY TITE, WEB DEVELOPER, VANDERBILT UNIVERSITY
AUGUST 16, 2011	WHY MY RESUME ISN'T WORKING	BILL KARLSON, PROFESSIONAL SPEAKER
SEPTEMBER 20, 2011	THE MAGIC OF SUPER HEROES	VAN RICHMOND, PROFESSIONAL SPEAKER
OCTOBER 18, 2011	CERTIFICATION BANQUET	DR. RAYLENE HENRY
NOVEMBER 15, 2011	PERSONAL PREPAREDNESS	HELEN CUNNINGHAM
DECEMBER 20, 2011	HOLIDAY SOCIAL	
JANUARY 17, 2012	CLOSING THE PERFORMANCE GAP	CRAIG KITCH, PROFESSIONAL SPEAKER
FEBRUARY 21, 2012	CHAPTER BIRTHDAY/NEW TECHNOLOGY GADGETS	MARY NUNALEY
MARCH 20, 2012	AVERY DENNISON PRESENTATION	BUD CAMPBELL
APRIL 17, 2012	MEMBER OF THE YEAR BANQUET	
MAY 15, 2012	OFFICER ELECTION/MANAGING MULTIPLE PROJECTS	KIT MCCRARY, CPS
JUNE 19, 2012	OFFICER INSTALLATION	

This message was posted on the IAAP online community regarding the results of the November exams.

Congratulations to everyone who took the November exams. The Performance Reports will mail Wednesday, December 21.

Candidates in the continental United States should allow at least 7-10 days for receipt of their Performance Report. All other candidates should allow a minimum of two full weeks, depending on how quickly mail generally travels from Missouri to your location.

Performance Reports cannot be accessed via

the IAAP web site, and results are not released via phone, fax or email.

Prior to sending Performance Reports all scores are checked and rechecked through a series of both manual and electronic edits. Results are final as reported.

We wish you success as you receive your Performance Reports.

If you took the exam and when you get your results and are informed of your certification, please email President Gupton at marsha.gupton@tn.gov.



Specialized Administrative Staffing

A Robert Half Company

Making Career Resolutions You Can Keep

Most people view January as an opportunity to reflect on the past few months and set resolutions for the new year. When identifying upcoming goals, however, don't forget career-related resolutions. Here is some advice for setting new objectives — and sticking with them:

- **Don't bite off more than you can chew.** Be sure to identify goals that challenge you to stretch your abilities but won't require near-impossible amounts of time and effort to achieve. After all, making an unrealistic resolution can prove more frustrating than motivating. Consider your schedule and available resources. Given these factors, what can you realistically accomplish?
- **Break it up.** Break your goals into smaller "mini-goals" to help you stay on track. If you want to take on more responsibility within your department, for example, your mini-goals may be to talk to your manager about your plan, determine the skills you need to develop, identify the appropriate professional development options, then complete the training.

- **Set deadlines.** To improve your chances of success, establish a timeline for accomplishing each step along the way to your larger objective. This will give you something to work toward and allow you to better track your progress.
- **Acknowledge your success.** No matter how small the accomplishment, give yourself a pat on the back each time you reach one of your objectives. You might treat yourself to a nice lunch, for instance. By doing so, you will maintain your momentum.

OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has more than 325 locations worldwide, and offers online job search services at www.officeteam.com. For more information, contact Laura DeRise, Esq. at 615.292.4600 or by email at laura.derise@officeteam.com.

NASHVILLE CHAPTER IAAP BULLETIN BOARD AD FORM

The Nashville Chapter IAAP is accepting ads to be placed in our chapter newsletter. Our newsletter is sent to our members, student chapter members, potential members and our Executive Advisory Board. Our chapter newsletter is also posted on the IAAP International Website and our chapter website. The circulation is approximately 150 people plus the website circulation (*over 66,000 IAAP members*).

Ads may be placed by the month or by the year. Below is the pricing for the ads.

AD RATES	ONE ISSUE	TWELVE ISSUES
Full-Page	\$50.00	\$300.00
Half-Page	\$30.00	\$150.00
Quarter-Page	\$ 20.00	\$ 75.00
Business Card	\$ 5.00	\$ 25.00

NAME _____

NAME OF BUSINESS _____

ADDRESS _____

PHONE NO. _____

FAX NO. _____

E-MAIL _____

AMOUNT OF PAYMENT \$ _____

CHECK

CASH