

Dolphin Tales

GALVESTON COUNTY CHAPTER

March 2011

OFFICER'S CORNER

What Makes a Chapter?



Written by Rhonda Driver, CPS/CAP
President-Elect

I was asked to write an article on What makes a Chapter, so the first thing I did is find out what a "Chapter" means. I went to my favorite website, Wikipedia, and among a few definitions such as a division in a book, it says "it is a title for an organizational group". Like Duh! OK, so now I really had to think about "What makes an Organizational Group" before putting pen to paper. I've concluded, an organizational group, such as the Galveston County Chapter, has numerous facets such as its educational programs, leadership opportunities, fun activities, opportunities to learn new skills, fabulous networking events, community outreach, and most importantly, the individuals who make up the membership and make it all possible.

During my search for answers, I had to ask myself a few questions such as: "What is it that keeps me coming to the meetings month after month for the past 12 years?", "What is it that keeps me excited and on the edge of my seat until the next meeting?", and "What is it that has me spreading the word as to what a wonderful chapter we have?" I found that each question garnered a very similar answer and that is the people, the programs, and the opportunities to grow! To me, the chapter is like my family, young and old. I'm not talking about the old with age but those with wisdom, who have been in the chapter for years, who have mentored me through every opportunity path I chose to go down. Those who held my hand every step of the way as I learned how to plan an event, negotiate speakers, develop programs, take minutes, coordinate fund-raisers, and recruit new members. No matter what I chose to undertake, another chapter member was there supporting and guiding me every step of the way. For the younger members, those who are new to IAAP and our chapter, I have learned so much from them too as they brought in new and fresh ideas, and with their energetic enthusiasm they encouraged us to embrace the new technologies of our trade. The younger members have also given me the opportunity to mentor, and to share my knowledge and skill sets that I've obtained through participation with this chapter. I once had a professor who said, "If you really want to learn a task or trade, then teach it. For that's when you really understand it to a

Continued on page 2



Inside this issue:

OFFICER'S CORNER	1
WHAT MAKES A CHAPTER	
CONT. "WHAT MAKES A CHAPTER"	2
CALENDAR OF EVENTS	3
OPPORTUNITIES IN MEMBERSHIP	4
IAAP/T-L DIVISION NEWS	5
WHEN IT COUNTS	6
CONT. "WHEN IT COUNTS"	7
COMMITTEE INFO	8
MEMBER OF EXCELLENCE, ETC.	9

Continued from page 1

point of communicating it to others.” How true that statement has proven to be throughout the years.

I think that programs like Chapter of Excellence and Member of Excellence really challenges the chapter members to excel at everything we do, and take that drive back to our workplace. I asked myself, “What makes our chapter so successful?”, and the answer was very clear to me as I looked at the activities of our chapter. The programs have been informative, interesting, and fun which is a direct reflection on the members who have chaired or worked on the Programs and Seminar Committees. The meetings operate efficiently, which is a direct reflection on those who have chosen to step into leadership positions such as our Executive Board and Arrangements Chair. The Bylaws and Standing Rules Committee keeps us informed to changes in the organization. The Education and Certification Committee keeps us informed to learning opportunities, and provides a free Study Group and materials for those attaining certifications. The Recruitment Committee provides us with the tools and opportunities to reach out to others in the administrative field. The fact is, the Chapter is made up of Committees with specified tasks and functions, that offer skill building opportunities for those who choose to take advantage. Throughout the years, these individuals have made it look effortless. “How!”, because they have documented what and when things need to be done to keep the chapter moving forward at a successful momentum. Just a few of the numerous benefits that I’ve received from my participation with this chapter include: I have learned something new each and every time I have taken on a task; I have blossomed personally and professionally in my career; I know I am valued by other administrative professionals throughout the organization; and I’ve built friendships that will last a lifetime. Mrs. Praline Deats, who is a chapter chartered member that has been retired for over 20 years, once shared with me that a group of our retired chapter members still to this day, have lunch once a week just to stay in touch. That’s what I call lifetime friendships! Digging deeper into “What makes a Chapter”, I assessed all that our chapter does, and has to offer its members, and my thoughts determined, “it must have to do with the members we currently have”. It is true, our members are the ones doing all the work now, although, our chapter has been operating at this successful momentum for past the 56 years, therefore, it has to be something bigger than its members, possibly the “heart” or the “drive” of the chapter. Could it be that common interest and/or value that each of us in the administrative field have to “serve others” and help one another to succeed? I leave you with that question.

Every year in April, the Nominations Committee request our members to step up and volunteer to serve the chapter in a leadership role for the following fiscal year. Our Chapter cannot be a Chapter without you, your heart and your drive, so where will you serve! I guarantee that no matter where you choose to serve, you will not be alone. We have very dedicated members who have held these position before & who are willing to serve as Mentors as you choose to learn new skills.

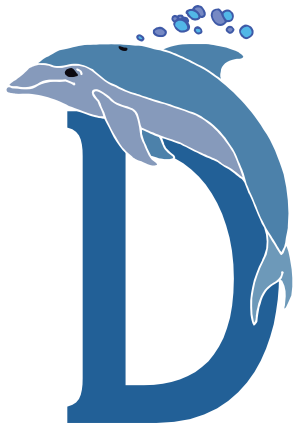
“...WHAT MAKES
OUR CHAPTER SO
SUCCESSFUL...THE
MEMBERS WHO
HAVE CHAIRED OR
WORKED... ”

“...OUR CHAPTER
HAS BEEN
OPERATING AT THIS
SUCCESSFUL
MOMENTUM FOR
THE PAST 56
YEARS... ”

“You Are What Makes a Chapter!”

Newsletter Committee: Karla Villeneuve, CPS/CAP kvilleneuve@standardparking.com, Mary Contreras, CPS Mcontreras@leaguecity.com and Rhonda Driver, CPS/CAP rhonda.driver@nasa.gov. The Galveston County Chapter Newsletter “Dolphin Tales” is a monthly publication. The deadline for submission of materials is the following Monday after the monthly chapter meeting each month.

Calendar of Events



July 8, 2010	Creating a Skills & E-Portfolio Rhonda Driver, CPS/CAP
July 18—21, 2010	International Education Forum & Annual Meeting Boston, MA
August 5, 2010	Excel 2007—New Features Kate Skol, CompuTrain Business Solutions
September 9, 2010	Information Security-The Basics Bob Shaffer, UTMB
October 7, 2010	Substance Abuse in the Workplace Gary Seale, PhD, TLC
November 5 & 6, 2010	CPS/CAP Exams
November 11, 2010	Business Solutions for Greater Productivity Dale Osberg, Avery
December 2, 2010	Holiday Party
January 6, 2011	Get The Recognition You Deserve Tyra Olson, Office Team (Brandlyn Minter)
February 3, 2011	Meeting was rescheduled to Feb. 10th due to bad weather
February 7, 2011	GCC Annual Seminar, Galveston Hilton
February 10, 2011	Become Indispensable in a Disposable Workplace Bonnie House, CPS/CAP, T/L Division Treasurer <i>Don't forget to bring a new member to the meeting!</i>
March 3, 2011	Paper to Digital Organizing Janice Marie Simon, MA, CPO®, MD Anderson
April 7, 2011	"Who is Robert?" Parliamentary Procedures Dortha Gray, CPS/CAP, EOG Resources, Inc. <i>Officer Nominations</i>
May 6 & 7, 2011	CPS/CAP Exams
May 12, 2011	Is a Mortgage a Strategy or Just an Interest Rate Anna Babineaux, Mortgage Consultant Mortgages by the Bay/Sponsor: Texas Supreme Mortgage <i>Election of Officers</i>
May 13—15	T-L Annual Meeting, Crowne Plaza North Greenspoint
June 2, 2011	Adding POP and PIAZZ to PUBLICIZE Your Chapter Frances McAnear, CPS/CAP, T-L Division Vice President <i>Installation of Officers</i>



IAAP / T-L Division News Corner

SOME EXCITING NEWS FROM INTERNATIONAL—Beginning January 1, 2011, IAAP is waiving the \$15 processing fee for any member who has dropped from active status in the last two years and reinstates his or her membership between January 1, 2011 and March 31, 2011.

Make your plans now to attend 2011 EFAM in Montreal Canada July 24 - 27, 2011. Hotels are now available for reservations on the IAAP website.

DIVISION NEWS: (www.iaap-txla.org)

T-L DIVISION RAFFLE

The Texas-Louisiana Division Board is offering a great raffle item this year. Please contact Tina Wiggins, CPS/CAP at tinaswiggins@yahoo.com if you have any questions regarding the raffle item. THE DELL STREAK - one of the hottest new items out on the market. Take good times with you wherever you go. A brilliant 5-inch screen lets you surf, watch videos and stay connected. The Dell streak ensures that you can multitask and play without delay including music and games. Where are you headed today? Find the quickest route with the real-time maps from the integrated A-GPS and e-compass functionality.



2011 T-L DIVISION IAAP ANNUAL MEETING

**Mark your calendars and make plans to join us at the Crowne Plaza North Greenspoint in Houston, Texas, May 13-15, 2011. You will not want to miss this exciting meeting where special speakers will help you identify "What's In Your Toolkit" so that you can tap into your "Admin Power". Registration is available online or you can send in your registration by mail. See www.gaciaap.com or <http://www.iaap-txla.org> for registration form.



Scholarship

⇒ **Per the tax compliance issue the division is not able to offer the four scholarships that have been offered in the past years.**

DMOTY—Division Member of the Year

⇒ All members are encouraged to apply for this outstanding recognition of their accomplishments during the period of April 1, 2010 through March 31, 2011. Nominations for DMOTY should be submitted through the home chapter and be the result of a chapter selection process. Members at Large should submit their application through the T-L Division President. All nominees are to complete the T-L Division Member of the Year (DMOTY) application and return the application to the Texas-Louisiana Division President, Michelle Spradley at 9814 Dover Hill, LaPorte, Texas 77571, post-marked on or before April 9, 2011. The three finalist will be recognized at a special DMOTY luncheon during the 2011 Annual Meeting in Houston, Texas.

Newsletter Committee: Karla Villeneuve, CPS/CAP kvilleneuve@standardparking.com, Mary Contreras, CPS mcontreras@leaguecity.com and Rhonda Driver, CPS/CAP rhonda.driver@nasa.gov. The Galveston County Chapter Newsletter "Dolphin Tales" is a monthly publication. The deadline for submission of materials is the following Monday after the monthly chapter meeting each month.

Opportunities in Membership

Written by Tina Renee Percy, CPS/CAP

Let's take a moment to talk about the opportunities available to our chapter members. And ask yourself "Am I making the most of my Galveston County International Association of Administrative Professionals membership?"

Opportunity – Networking: The chance to make new business connections is a wonderful benefit of being a member of the Galveston County Chapter. Your fellow members are not just business contacts, they are friends you can turn to for assistance. Problem at work? Check with your IAAP contacts to see if they have dealt with a similar situation and how they handled it. Get laid off – this network of contacts can help you find a new job and even sometimes give a reference or referral. This will not happen unless you step out of your comfort zone and extend yourself to get to know the other members. Sitting with the same people at every seminar or meeting means you only network with the same people. Open up your NETWORK and get to know your fellow members at the chapter and division level by sitting with people you don't know.

Opportunity – Learning: The learning opportunities at our chapter don't just end with the presentations at each meeting. I have learned so much interacting with my fellow members like Lynn Wyatt Maida, Pam Stout, Lynne Purdue and others. Things that can't necessarily be taught in a class. How to disagree with someone without getting defensive or rude is one of the things I learned from the ladies mentioned above. How to get my point across without pushing the other person's buttons is another. Sometimes just listening and watching are the best learning tools in my tool box. We also have an annual seminar and CAP study classes for additional educational opportunities.

Opportunity – Leadership Skills: Speaking from experience these are the skills that give a person confidence. The opportunities to lead given in our chapter are hard to find in a business environment. Learning to be a successful leader in our chapter can give you the confidence to take on that roll at your job. The most important opportunity for leadership we offer to our members is the chance to be an Officer in the chapter. I urge all of our members who haven't taken that step to consider it. I can not think of a better environment to step-up into a leadership role. Our members are very supportive and most of our "seasoned" members have served at every level of the board and will be happy to mentor you during your tenure. I was not confident in my abilities before I served as an officer. Due to those opportunities I am now more confident in my abilities. I no longer shake at the thought of being in front of a meeting and have confidence when asked to be a team leader in the workplace. You can develop these skills as well and become a leader in your workplace.

Remember only you can ensure that you get what you want out of your membership. The chapter can only offer opportunities. Make the most of your membership.

"...OPEN UP YOUR NETWORK AND GET TO KNOW YOUR FELLOW MEMBERS ..."

"...OUR MEMBERS ARE VERY SUPPORTIVE AND MOST OF OUR "SEASONED" MEMBERS HAVE SERVED ..."

When it Counts!

Written by Pam Stout, CPS/CAP

Our seminar this year provided us with a lot of teachable moments and I feel sure those of you that attended along with me learned something new to take away.

Our afternoon presenter, Stacey Farmer, really hit a chord with me. I just loved how, when she was sharing table etiquette with us how she prefaced each topic with “when it counts”. For me that was particularly significant as it brought back times when, as a young woman growing up in the UK, I used to agonize over the right cutlery/glass, etc. when dining because I had been overwhelmed with information on this topic. In fact one of the mandatory courses when I was in college was something called “Making Sense of Society,” which included topics such as elocution, deportment and table manners. It was at the time my least favorite class for a number of reasons which I will share.

Elocution:

The main purpose of elocution lessons was to help students speak with a BBC accent that is basically with no accent at all. To succeed in the business world we were told we needed to lose all our colloquial sounds and sayings. Thank goodness today the many accents found up and down the UK are considered endearing and not something you need to work on eliminating. However, that was certainly not the case when I was a young woman in college. Coming from the North of England I did not pronounce the rich “A”s that my elocution teacher recommended. So I was given an elocution exercise that went like this...***Father’s car is a Jaguar, her drives it rather fast, I’d rather drive in Arthur’s cart than Father’s Jaguar.***

No matter how hard I tried I never got it right. Those rich “A”s always eluded me. She would tell me that good diction was the result of using “***the lips, the tongue, the teeth, the gums, the hard and soft pallet***”. I was never sure what you did to use your gums when speaking, in fact I never figured it out, which may be why I never mastered rich “A”s!

Deportment:

This segment of the class was a nightmare for a klutz like me! We would be given hard backed books to place on our head and asked to walk the length of the gymnasium with the book on our head without it falling. Not sure I ever mastered this segment either.

Getting in and out of a car gracefully was all included in this lesson plan. Some of my classmates were so graceful and seemed to master this with such ease and then there was me ... I would work at complying with Miss Crystal’s demands to “lunge with the left” and put my left leg out first and then try and rotate my butt to allow my right leg to slide gracefully out of the car to rest alongside my left leg. Sadly the graceful demeanor Miss Crystal wished for me never happened!!!

Table Etiquette:

This was probably the most daunting of the three. I discovered utensils I had never heard

Continued on page 7

“...MY HEAD
USED TO SPIN
AFTER THESE
CLASSES AND
INSTEAD OF
INSPIRING
CONFIDENCE IT
DID QUITE THE
OPPOSITE...”

“...THOSE RICH
“A”S ALWAYS
ELUDED ME...
WHICH MAY BE
WHY I NEVER
MASTERED RICH
“A”S!...”

Continued from page 6



of in that class. I was familiar with the butter knife, the fish life, the cake fork but how do I use the grape scissors? Which plate do I sit them on? How about the pickle fork? My head used to spin after these classes and instead of inspiring confidence it did quite the opposite. I used to hate eating out at fine restaurants; I couldn't relax without hearing Miss. Crystal's voice in my head about the importance of using the right tool for the job. If only she had prefaced her instruction with "when it counts" I feel sure it would have helped me and my classmates relax.



Of all the things I learned at the Seminar I think my favorite piece of advice was to know "when it counts". It sure takes the pressure off people like me who have spent time both sides of the Atlantic and have to step back sometimes to recall which rule is in play.

Thank you Debbie for a great Seminar which has helped us all do the right thing "**when it counts**".

Become a Fan on our Facebook Page:

<http://www.facebook.com/pages/IAAP-Galveston-County-Chapter/317661456133>

Visit our Chapter Website at:

<http://www.iaap-txgalv.org>



HAPPY ST. PATRICK'S DAY



Committee Info

Arrangements

- ◇ Janet Kidd discussed the need for a temporary meeting place while Kelley's in LaMarque is being remodeled. We will meet for the next two months at the Kelley's in League City. The cost to the chapter would be \$50.00 for the use of the room. Meetings at the location in League City will begin at 6:00pm instead of 5:30 pm.

Certification/Education

- ◇ Anyone wanting to study for the current CPS exam in May 2011, please contact Karla Villeneuve.
- ◇ Remember May 2011 is the last time to take the exams with the current study guides. According to HQ new study guides for the CAP and OM exams will be available this spring.

Membership

- ◇ Renee Percy presented Membership and Recruitment information to members at the March meeting.

Newsletter

- ◇ The Newsletter Committee was entered the February Newsletter in the T-L Division Newsletter Contest. The winner will be announced at the T/L Divisional Annual Meeting in May 2011.

Nominations

- ◇ Chris Romair will be sending out nomination forms this month.
- ◇ Need people to volunteer to step up for one of the committee chair or board positions for the 2011—2012 year.
- ◇ We need a full slate of officers and committee chairs in order to continue working towards Chapter of Excellence.

RTF

- ◇ Renee Percy reported that we received \$53.50 in donations from our members for the Retirement Trust Fund.

Ways and Means

- ◇ Saving aluminum cans – see Chris Romair regarding this project.

Website

- ◇ The Chapter Website was been entered into the T/L Divisional website contest. The winner will be announced at the T/L Divisional Annual Meeting in May 2011.

IAAP March Anniversaries

Cheryl Affolter, CPS/CAP

Bobbie Guyton, CPS/CAP

Teresa Ramirez

Chris Romair, CPS/CAP

Lisa Romero

Georgina Walker



Annette Barham, CPS/CAP
Janine Cmaidalka, CPS/CAP
Rhonda Driver, CPS/CAP
Georgina Eastmond, CPS/CAP
Cathy French, CPS/CAP
Deborah Ground-Sanders, CPS/CAP
Bobbie Guyton, CPS/CAP
Janet Kidd, CPS/CAP
Lynn Maida, CPS/CAP
Renee Pearcy, CPS/CAP
Lynne Purdue, CPS/CAP
Teresa Ramirez
Pam Stout, CPS/CAP
Karla Villeneuve, CPS/CAP

Congratulations to the above members for their achievement!

IAAP March Birthdays

Georgina Eastmond, CPS/CAP

March 24th



Thank you to our sponsor!

Galveston County Chapter 2010-2011 Board of Directors

President, Annette Barham, CPS/CAP
President-Elect, Rhonda Driver, CPS/CAP
Vice President, Karla Villeneuve, CPS/CAP

Secretary, Cathy French, CPS/CAP
Treasurer, Georgina Eastmond, CPS/CAP
Past President, Janine Cmaidalka, CPS/CAP

www.iaap-txgalv.org