



# Calgary Chatter

International Association of  
Administrative Professionals

March 2009

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## The Time is Now

The economy is struggling and jobs are disappearing at an alarming rate. Managers are being asked to take on more responsibilities and work on more than one project. The time is now for an administrative assistant to shine, because is this something we do every day.

We work with multiple bosses on many different projects and support entire departments. Now is the time to show them what you can do, let them know that it is you that can step in and help out.

You need to show the skills that you have acquired over your many years of experience. Where others struggle, administrative professionals can walk in and take charge.

In this type of economic environment you need to show that you are an invaluable tool to your boss.

It is the perfect time for you to enhance your skills and there are many different ways to do that. If your company is offering any training, take it! If it doesn't currently pertain to you, who knows, maybe two months down the road it will.

Use the resources that you have available through IAAP and our websites.

Companies are restructuring and developing new ways to accomplish things, this can be a very exciting time if you let it... You can be involved with the new changes from the ground up.

## APW – Administrative Professionals Week

As you may know our APW event is scheduled for **April 22, 2009**. Due to a scheduling conflict, Rhonda Scharf is unable to make our event. We are thrilled to welcome **Maureen Tazzioli** who will speak to us on "10 Steps to Excellency for Administrative Professionals.

Things are moving full steam ahead and we are still looking for help on the day of the event with the set up. If you are interested in helping, please let Lucinda Sharlow know.

Please pass along a registration form to anyone you know who would benefit from attending our event.

If you require more information, please feel free to contact the email on the bottom of your registration form, or Lucinda Sharlow at [Lucinda.J.Sharlow@marsh.com](mailto:Lucinda.J.Sharlow@marsh.com). OR [iaapcalgary@secretary.net](mailto:iaapcalgary@secretary.net)



## President’s Message – A Word from DecolynneJo

How do you define professionalism?

What is true professionalism? We know it when we see it, and when we don't. It's easy to come up with a laundry list of traits we consider unprofessional, but how do we capture the elements of what makes for a true professional?

To reflect on our meeting with our Executives this week – I would like to revisit “Professionalism” - Defined as – Professional status, methods, character, or standards. And definition of an Administrative Professional – individuals who are responsible for administrative tasks and coordination of information in support of an office related environment and who are dedicated to furthering their personal and professional growth in their chosen profession.

That is what our association is all about. Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.

The strength of the association is dependent upon the combined efforts of all members.

All of this ties into our “Core Values.

**Integrity:**

We demonstrate this cornerstone of our profession through honesty, accountability and high ethical standards.

**Respect:**

We create respect within our profession and association through listening, understanding and acknowledging member feedback.

**Adaptability:**

We ensure the success of our association by embracing positive change and by nurturing diversity, creativity and visionary thinking.

**Communication:**

We cultivate and maintain excellence by remaining approachable at all levels, communicating openly and building strong relationships.

**Commitment:**

We are steadfast in our goals to develop learning opportunities for career-minded administrative professionals and to strengthen efficiency and effectiveness.

We are faced with many challenges in our “Careers” but we are able to find many solutions – and that takes time and effort – which we all do everyday.

In facing these challenges we need to maintain focus and “Professionalism”. All members of the IAAP Calgary Chapter are very energetic and a dynamic group of Professional Administrators who strive to excel for their employers! As members you are the foundation to our Chapter.

And you ensure the success of your employer’s career.

## Benefits of Membership!

Being a part of something Great! The Calgary Chapter of IAAP has successfully completed the “Pathways to Excellence –Chapter of Excellence”!

You might ask “why is this important?” Well it lets you know that you have a chapter that is committed to excellence, professionalism, and pride. Your executive takes great pride in what we have accomplished!

We have an exceptional group of members and without them this would not have been possible.

I know that in the past we have had a few difficulties but I hope that now you see what being a member of IAAP really means.

I hope that you give us another chance and come to a meeting and see what we now have to offer. We are always trying to improve and make our chapter meetings better.

Please take the time to complete the survey that was sent out this month, tell us what you’re thinking and tell us how we are doing.

It is important that we all work together and everyone feels that they have a say in how our chapter is working.

When it comes right down to it, I think that we all want to be proud of what we have accomplished and where we are heading.

Let’s make our Calgary Chapter the best it can be.

*“Excellence in Action” Working with you – for you!*

## OFFICE TEAM - To Negotiate or Not to Negotiate - How to Get the Best Compensation

If you're reluctant to discuss compensation with hiring managers during tough times, you could be selling yourself short. More than half (56 percent) of senior executives surveyed by our firm said they are comfortable with applicants broaching the subject in the first or second interview.

Although you and the hiring manager don't have to agree on a final figure right away, general salary requirements should be discussed early in the hiring process. This will help you avoid surprises later on. Just make sure you've adequately highlighted the value you can bring to an employer before broaching the subject.

Here are five pitfalls to watch out for when negotiating compensation:

**1. Going in unprepared.** Base your request on strong supporting evidence, which you can obtain by reviewing professional journals and industry publications, searching online salary sources, consulting publications such as Office Team's annual *Salary Guide*, and talking with members of your professional network.

**2. Over or underestimating your leverage.** Consider the current job market, the unique expertise you offer and your experience level when establishing a desired salary range.

**3. Being inflexible.** While there may be some aspects of an offer you'll be unwilling to negotiate, be prepared to compromise on items that are less critical.

**4. Fixating on base salary.** Look at the total compensation package, including non-monetary, but highly desirable components such as healthcare benefits, paid time off and flexible scheduling.

**5. Failing to get it in writing.** Once you've agreed on terms, ask the employer to draw up a letter of agreement that outlines the specifics of the offer, such as the position's key responsibilities, salary and any special arrangements that resulted from the negotiations.

One final piece of advice: When inquiring about salary for the first time, be prepared to hear a broad range. Employers will want to get a sense of your qualifications and fit for the position before extending a more specific offer.

*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](http://www.officeteam.com). F*

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### Did you read?

As IAAP members we have access to Barb Horton's book club and she has selected a number of very good books. A list of these books can be found on the International website. However, I have another suggestion for you:

The book is called **"Who Moved My Cheese"** by **Spencer Johnson M.D.**

This is an easy read (only 95 pages). There is a lot of good information in the book and it will make you take a good look at some of your habits.

With the economy the way it is today, every little bit helps and I hope that this book will help you.

*The aim of life is self-development. To realize one's nature perfectly - that is what each of us is here for.*

*Oscar Wilde*

## Announcements



**Next Calgary Chapter Meeting**

**April 8, 2009 at the Delta Hotel**

If you purchased one of the APW pins  
Please make sure you give your payment  
To either Lucinda Sharlow CPS/CAP or  
Cheryl Gathercole.

## APW EVENT

**April 22<sup>nd</sup>, 2009**

Calgary Stampede Park

BMO Center – Palomino Room “E”

(formerly the Round-Up Center)

12:00 pm – 4:30 pm

Guest Speaker: Maureen Tazzioli from ReZultsMatter

Topic: **“10 Steps to Excellency for Administrative Professionals”**



A Silent Auction will be held at the April APW  
Event. Donations are needed, if you are able to  
provide a donation please contact  
Lori Anderson at  
[Lori\\_Anderson@kindermorgan.com](mailto:Lori_Anderson@kindermorgan.com)  
(you may want to check with Lori before  
adding her email address...if she doesn't want it  
used so publicly, use my name and email  
address.