



# Calgary Chatter

September 2009

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## 2009-2010 Executive

If you have any suggestions, questions, concerns, etc., please approach the following individuals:

President:	DecolynneJo Barteski CPS
Vice President:	Cheryl Gathercole
Treasurer:	Doreon McDowell
Secretary:	Lucinda (Cindy) Sharlow CPS/CAP

### Committees:

Certification Chair:	Lucinda (Cindy) Sharlow CPS/CAP
Communication Chair:	Jen Makin
APW Chair:	Lori Anderson
APW Committee Member:	Margaret Lyall
RTF Chair:	Rose D'Aversa
Membership Chair:	Valerie Kruse
Program Chair:	Cheryl Gathercole
Ways n' Means Co-Chairs:	Lisa D'Arcy & Myra Perron
Webmaster:	Marianne Velcic

## President's Message

Here we are – with a "Great" start to our year.

Achieving our Chapter of Excellence for 2008 – 2009 was a great accomplishment with the Calgary Chapter. And I am excited to see our Calgary Chapter Excel this year.

If there is one thing I can share with the Calgary Chapter – it is the importance of "Teamwork".

Teamwork is about helping people. The best teams are built on a culture of value creation. Every person on the entire team has pretty much one focus: to help each other get to where they've always dreamed of being, to the same goal & to the same sense of Professionalism. Too many teams get caught up in complexity and lose sight of the simplicity of taking baby steps. It's really all about using your skills and strengths as a bridge. To connect to each other and our members to do their best. Do that with passion, focus and acute levels of excellence, and the world will beat a path to your front door.

I look forward to seeing each and every member at our next General Meeting in October – hearing what accomplishments & achievements have happened this coming month. And how each and everyone of us – remembering that this is our Career and we have a commitment – the "Power of Commitment" to excel and to strive to be the best we can as Professional Administrators.



-DecolynneJo Barteski CPS

## Ways n' Means Message

We are delighted to announce that we will award a monthly door prize as well as offering the 50/50 draw at every General Meeting this year.

The executive officers and committee chairs are also unaware of the treasures we've collected from local businesses that have kindly donated their merchandise or gift certificates in support of our local Calgary Chapter. You must attend the General Meetings in order to be entered into the draws!

Congratulations to Val Kruse, who was the recipient of a \$65 gift certificate donated by Allan's Flowers at the September General Meeting.

In addition, we will be giving out tickets for our Grand Prize Raffle starting in October. Watch for details at our registration table on October 14.

-Lisa D'Arcy

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## Alberta Planning Session

The Calgary Chapter of the International Association of Administrative Professionals was very excited to "Host" the 2<sup>nd</sup> Annual Alberta Planning Session. We had a lot of great topics to discuss and what a great venue – where we are – as the Executives of our Chapters came together and brain stormed ideas that will promote our Professional Association.

Our Presenters included the following:

- Barb Neuman CAP – President – Western Canada Division
- Dawn Becker CAP – President-Elect – Western Canada Division
- Beulah Sinclair CPS – Division Committee Chair – Bylaws and Standing Rules – Western Canada Division
- Kathy Hampton CPS/CAP – Chairman, Retirement Trust Foundation – International
- DecolynneJo Barteski CPS – Calgary Chapter President

It was a very productive and memorable event.

-DecolynneJo Barteski CPS

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## Office Team – Diffusing Conflict in the Workplace

Conflict is nothing new in the workplace. But tight budgets, large workloads and uncertainty about the economic landscape is causing many professionals to feel great pressure on the job and leading to more disagreements between coworkers. If you find yourself at odds with a colleague, how you respond could directly affect your career prospects.

Here are some tips that can help diffuse a confrontation with a coworker:

- **Take a time-out.** Don't respond to the issue at hand in the heat of a moment. Instead, wait until you have calmed down before deciding on a course of action or entering into a discussion. Remember, when addressing a conflict with a coworker, it's important to remain professional at all times.
- **Approach the situation from different perspectives.** Before addressing the issue, try to identify your coworker's motives, as well as any steps you could have taken to avoid the situation.

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- **Meet face to face.** Trying to resolve a sensitive issue via e-mail can lead to misinterpretation. Body language and vocal inflection play a vital role in interpreting someone's intentions.
- **Be open-minded.** When you do meet with your colleague, instead of hurling accusations, calmly explain how his or her actions have affected you or the team. Give the person a chance to respond and share the other side of the story. Listen carefully to what your coworker has to say, even if you don't agree.
- **Don't be afraid to ask for help.** Immediately alert your manager if you are unable to resolve the conflict on your own or if it is significantly affects the team.

*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)*

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## Membership Updates

### Electronic Membership Packets

Beginning this month, new members will receive their membership packet electronically and following is the link for you to see what they will receive; you will need to have FLASH installed on your computer to flip the book: [www.iaap-hq.org/newmemberpacket/pageflip.html](http://www.iaap-hq.org/newmemberpacket/pageflip.html)

### Membership Pins

New members will still receive the gold IAAP member pin. Beginning this month as well, the membership pin will be sent directly to each new member. Once the membership application redesign is complete, it will include a box for new members to check if they want a new member pin; at that time only those new members who want a pin will receive one.

### Automatic Receipts

Beginning September 21, automatic receipts will be sent to members within 24-48 hours of processing the membership dues payment. The receipt will be in PDF format and it will be sent to the member's preferred e-mail on file.

### Membership Cards

Membership cards will no longer be produced and sent from IAAP Headquarters. We are looking at some options for chapters to produce cards for their members. Once an option is in place, additional information will be provided.

### Membership Application Redesign

The membership applications are being redesigned and updated to reflect the dues increase that takes effect January 1, 2010 and include the member pin information. A few of the other updates include adding the IAAP mission statement and core values. Once the applications are ready, you will be notified so that you can place your order.

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### **Pathways to Excellence**

Information concerning the 2009-2010 Pathways to Excellence Program is available at <http://pathways.iaap-hq.org> including the commitment forms that can be downloaded. The online submission links will not be available until mid-October so that the 2008-2009 audits can be completed and the database cleared for the 2009-2010 year.

Two PowerPoint presentations are available for download from the IAAP International Library. One presentation covers the Member of Excellence Program and the other presentation covers the Chapter of Excellence Program.

### **2009-2010 Growth Programs**

Significant changes have been made to the 2009-2010 Growth Programs to complement both IAAP's mission and the Pathways to Excellence Program. The full list can be downloaded from the IAAP International Library and I want to draw your attention to one opportunity coming up very soon – the October Membership Drive. No longer called IMPACT, the Membership Drive is an opportunity to answer the potential member's question of "What's in it for ME?" and a PowerPoint presentation and script have been developed to help you. Just download the 2009-2010 Membership Drive PowerPoint and the 2009-2010 Membership Drive Script from the IAAP International Library. You can also download the 2009 October Membership Drive Official Entry Form and the 2010 APW Membership Drive Official Entry Form.

### **2009-2010 IAAP Division/Chapter Cooperative Marketing Assistance Program**

The Chapter/Division Cooperative Marketing Program is available for the 2009-2010 year with \$7,500 worth of products available. Additional information and an application form can be found in the IAAP International Library.

### **Membership Reports**

The membership reporting structure is still under construction; however you can access the June 30, 2009, July 31, 2009 and August 31, 2009 totals. Once logged in at <http://community.iaap-hq.org>, click Member Resources – Membership Reports and follow the links to the report you want. The active member rosters are still available online with the exception of the renumbered chapters and those chapters can contact Amy House ([ahouse@iaap-hq.org](mailto:ahouse@iaap-hq.org)) for an updated roster.

As of August 31, there were 25,872 members so I encourage you to take advantage of the tools listed above to help you in your recruitment and retention efforts.

### **2009-2010 Power of Commitment Year**

I am excited to work with all of you during the 2009-2010 Power of Commitment Year and don't hesitate to contact [membership@iaap-hq.org](mailto:membership@iaap-hq.org) if you have any questions or need additional information.

*-DecolynneJo Barteski CPS*

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*For more information on Administrative  
Professionals Week, or to volunteer on  
the 2010 APW Committee*

*please contact*

[Lori.Anderson@kindermorgan.com](mailto:Lori.Anderson@kindermorgan.com)

**APW is a great way to celebrate our  
chosen career as administrative  
professionals!**

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## Computer Tip

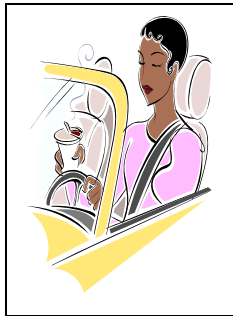
### MS Word 2003 – Hyperlinks

Does it frustrate you when Word 2003 automatically turns web addresses in your documents into live hyperlinks? You can easily turn off this function by following the steps below:

- Click "Tools", selecting "AutoCorrect Options".
- When the "AutoCorrect Options" multi-tapped dialog box appears, click the "AutoFormat" tab.
- Uncheck "Internet and network paths with hyperlinks".
- Select the "AutoFormat As You Type" tab.
- Uncheck "Internet and network paths with hyperlinks".
- Click "OK" to close the dialog box.

-Lucinda (Cindy) Sharlow CPS/CAP

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## Safety Topic - Driving

Driving is a task that requires your full attention every time you get behind the wheel. As a driver, you must always remember to reduce driver distractions and focus on the driving task. Your first responsibility is road safety!

The following are some tips to help reduce driver distraction:

- Put reading material in the trunk if tempted to read.
- Attend to personal grooming and plan route before leaving.
- Identify and preset your vehicle's climate control, radio and CD player.
- Make it a habit to use your cell phone only when parked, have a passenger take the call or let the caller go to voice mail.
- Do not engage in emotional or complex conversation.
- When hungry or thirsty, take a break.

-Jen Makin

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*There is always time for safety!*

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## Upcoming Events

Please mark your calendars for the following events:

- Executive Officers Board Meeting October 7
- October General Meeting: October 14  
*Event Planning in a Nutshell*  
 Claire Young, Regional Sales Mgr  
 Banff Caribou Properties/Meet in the Real Rockies
- Executive Officers Board Meeting November 4
- November General Meeting November 18
- Executive/Committee Board Meeting December 2
- December General Meeting December 9

Lavender items pertain to the Board of Directors only.

Blue items pertain to all members.

OCTOBER 2009						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	28	30	31

NOVEMBER 2009						
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8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

DECEMBER 2009						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

