

The Calgary Exchange



DECEMBER 2011

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2011-2012 Calgary Chapter Executive

If you have any suggestions, questions, concerns or require any additional information, please contact the following individuals.

President: Cheryl Gathercole, CAP-OM

Treasurer: Lucinda (Cindy) Sharlow, CAP-OM

Director: Marianne Velcic

Your 2011-2012 Committee Chairs are:

Bylaws: Cheryl Gathercole, CAP-OM

Membership Chair: Karen Savinkoff

Communications Chair: Jen Makin

Website Chair: Marianne Velcic

Newsletter: Terri Peters, CAP

Please Note: there are additional Board and Committee Chair positions open and available. If you are interested in filling a position and being more involved in your Chapter, please advise your Calgary Chapter Executive.

December President's Message: Christmas

At this time of year, I look back at the last 11 months and wonder where the time has gone. It feels like only last week that we were in Montreal in July and a new IAAP year had started. When in reality it is only a week or so until Christmas and a little more until the end of 2011. I want to take this time to thank the Calgary Chapter members for wonderful 2011 year.

I always look forward to this time of year because I get to spend it with my family! As all the kids get older and they start to do their own things and I can count on this time of year to bring us all together if only for a little while. With all the tobogganing and skating and snowball fights, all the

laughter that comes with it I wouldn't want to miss it for anything.

My hope for all our members is that when you look back on everything you wanted to accomplish this year, you did and with great success. I hope I have found more patience, a little more understanding and a sprinkle more hope. I hope you can all spend time with your family if not in person in your heart.

I wish you all a happy and joyous holiday season! Be safe and happy and I will see you all next year.

- Cheryl Gathercole, CAP-OM - Calgary Chapter President



CALGARY CHAPTER MEETINGS

LOCATION: 35th Floor Conference Centre - International Hotel Calgary (220—4 Avenue SE)

MEETING DATES: Every 2nd Wednesday of the Month (September to June)

MEETING START TIME: 5:30PM



“Dear Exchange”

As mentioned in our in past editions of our Newsletter and at our Monthly Chapter Meetings ... we have added a new column to our newsletter this year. Below please enjoy our third instalment of “Dear Exchange”. Please submit your questions for “Dear Exchange” to our Newsletter Editor, Terri Peters, CAP at terri.peters@shaw.ca.

Dear Exchange,

A situation at my office came to a head during our annual office party. The situation was that a couple of people had too much to drink and became way too familiar with each other and by the end of the night the male thought they were going home together and the female didn't. It was a mutual thing between both parties all night however, the next work day came along the female called the male's boss and told the boss everything and when she was asked if she did anything to make the individual think that they were going home together she said “No, she flirts with everyone and that's all it was”. I know things to be different as I saw what happened earlier in the evening and so did other people. The boss and management are thinking of letting the male involved go but the female involved is getting away with some pretty bad behaviour. It is not sitting right with me that one is being punished and the other is not. This also isn't the first time the female has done something like this. My question is; do I say anything since I wasn't there at the end of the evening and I just heard the story from the female involved as she was quiet proud to tell me? I don't want to be caught in the middle of something but if one is being punished shouldn't the other? They both showed extremely bad behaviour or do I just sit by and watch it happening?

- submitted by, Office Party Gone Wrong.

Dear Office Party Gone Wrong,

Thank you for submitting your question. It seems like the perfect time of year to share this question and answer with others as this is the time of year for holiday office parties. As this is an ethical type question in the end you need to do what you feel is right for you. If you feel that you need to express your concerns without being caught in the middle here are some suggestions of how you can express those concerns.

- 1) if your company has an anonymous telephone line that you can call, call in and express your concerns that way.
- 2) Write an anonymous letter to the management team outlining the situation and express your concerns with the situation.

No matter which way you select to express your concerns, you will have done what is right for you in this situation. Then you will have to let the management team make their decisions - but at least you will have done what is right for you without getting caught in the middle.

- *Ethically yours, The Calgary Exchange!*

- continued on next page



"Dear Exchange" - CONTINUED

Dear Exchange,

When you are doing a PowerPoint presentation (from scratch) whether it 8 slides or 30 slides should you always start with a template that you have made in slide master? Not knowing for sure if others will use it or will have to add slides to the presentation. Keeping in mind it might not be you who is adding the additional slides. At my office I was told it was okay to use an existing presentation but when changes needed to be made it could be done but was more difficult.

- submitted by, Confused about PowerPoint Templates.

Dear Confused about PowerPoint Templates,

Thank you for submitting your question. Unfortunately, there is no right or wrong answer to your question. Each company has different standards and also it could depend on the type of presentation you are creating (internal for staff or external for clients, etc.). My suggestion to you would be to present this to your management team for a decision on graphical standards for PowerPoint presentations within your company. It sounds like currently there are none and this would be an excellent opportunity for you to step forward and be a part of the team who could create the graphical standards for PowerPoint presentations in your company. There is no better way to show initiative and leadership than have the expert involved in creating these standards for your company. Once graphical standards have been achieved for you company, it will save time and frustration for everyone involved in creating PowerPoint presentations in your company.

- Presentationally yours, The Calgary Exchange!

The Calgary Chapter Needs You ...

Are you interested in professional growth while assisting the Calgary Chapter and its members?

The Calgary Chapter has the following positions on the Executive Board open, Vice President, Secretary and Director.

There are also several Committee Chair positions open in the Calgary Chapter. The open Committee Chair positions are as follows: Certification Chair, APD Event Chair, Program Chair, Ways and Means Chair, Research and Education (R&E / RTF) Chair.

If you are interested in one of the many positions listed above, please contact the Calgary Chapter President - Cheryl Gathercole, CAP-OM at president@iaap-calgary.org.



***NEW Monthly Feature – Self Confidence Building At Work ...
Tips to Survive in the Office with Confidence***

- provided by Valentina Kordi, Executive & Life Coach (www.valentinalifecoach.com)

Each month in the Calgary Exchange you will receive a tip or two to Survive in the Office with Confidence.

We hope you enjoy this new feature.

TIP 5: MANAGE YOUR TIME EFFECTIVELY AND PRIORITIZE YOUR TASKS

Why is it that some of us manage to get everything done within a 24 hour period while others don't? These 24 hours have exactly the same length for everyone, no matter if you live a busy life or not. The answer to the question is one simple word - FOCUS!

If you need to perform a task you must stay focused and avoid being distracted by anything else, no matter what kind of task you are performing. The task needs to be chosen, as the one which you need to conduct most, or its priority. As soon as you have reached the desired outcome, you can move on with performing the next task.

To manage your time effectively, follow these 3 steps:

- ◆ Select the task with highest priority and re-prioritize the tasks left to be executed, as soon as you are ready with the one you are working on at the moment.
- ◆ Exclude all others. These will have to wait until the completion of the chosen one.
- ◆ Put all of your efforts into performing the priority task with all your skills and excellence of performance, that way you won't have to come back to it as you will have finished it.



Our Next Meeting ... We hope to see you there.



***** JANUARY 11, 2012 *****

Membership Evening

There will be no speaker at this meeting, although we do hope that you join us for our Membership Evening and if you can bring someone with you to the meeting who you feel may benefit from joining IAAP and the Calgary Chapter.

Recertification Point: TBD

Canada Divisions Conference - JUNE 7-9, 2012 Kitchener/Waterloo, Ontario

Make plans to attend the 2012 Canada Divisions Conference (CDC)! Watch for more details to come out in early 2012.

Education and Annual Forum (EFAM) - JULY 22-25, 2012 Grapevine, Texas

The 2012 Education Forum and Annual Meeting will be held at the Gaylord Texan Hotel and Convention Centre in Grapevine Texas. Hotel room reservations are now open, plan to attend and reserve your room today.



<http://www.iaap-hq.org/news/hotel-reservations-2012-efam-now-open>

Newsletter Publication Dates

The deadline for newsletter article submissions is the 12th of each month.
The newsletter will be published on or around the 15th of every month.

**Send your newsletter submissions to:
Terri Peters @ terri.peters@shaw.ca**



TURNER EFFICIENCY COACHING



TURNER TIP

Accomplish more in less time

Client Communication - Critical Questions

Managing multiple priorities and staying on top of client communication is critical. Don't waste time tracking down your clients. Establish How, When, and What:

1. "How can I best reach you: email, text or telephone?"
2. "When is it best time to contact you: early/late morning/ afternoon, end of day, or evening?"
3. "What do you expect for turnaround time: 1 hour, end of day, 24 hours?"

Karen Turner
Company
Founder



Crucial Communication Questions

To best serve your customers and yourself, know how to effectively communicate with them. When asking the questions above, remember to offer answers that are preferable to you.

For instance, if you prefer responding in written format, first ask about email and texting before suggesting phone.

Record clients' preferences in the contact card so you or anyone else using the CRM will be able to increase the odds of getting a speedy response.

Cater Communication to Client Save Time – Live Your Passion!

Karen Turner, Turner Efficiency Coaching

Did You Know?

83% of adults in North America have a cell phone. 73% of them send and receive text messages. A third of adult cell phone users prefer texting to talking.

-www.pewinternet.org

DID YOU KNOW...



When paying via PayPal for your Chapter Meeting Fees, you pay an additional \$2.00 for service fees.

Start thinking about purchasing the Calgary Chapter Meeting Savings Card for meetings in the 2011-2012 term, starting with our next Meeting.

By purchasing this Savings Card, you will achieve a cost savings of \$25 as the card entitles you to 5 Calgary Chapter Meetings at the reduced rate.

Contact:
treasurer@iaap-calgary.org

IAAP 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.



Upcoming Events, Mark Your Calendar

- January 4, 2012* *Executive Board Meeting*
- January 11, 2012* *January General Chapter Meeting*
- February 1, 2012* *Executive Board Meeting*
- February 8, 2012* *February General Chapter Meeting*
- March 4-7, 2012* *IAAP Spring Conference - Las Vegas, NV*

January 2012

Sun	Mon	Tue	Wed	Thu	Fri	Sat
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				

February 2012

Sun	Mon	Tue	Wed	Thu	Fri	Sat
			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			

Items noted on the calendar above in **ORANGE**, pertain to all members.
 Items noted on the calendar above in **PURPLE**, pertain to the Board of Directors only.
 Items noted on the calendar above in **PINK**, pertain to all members and denote our Chapter Orientation Dates.



CONGRATULATIONS to ANN STEPHENS!



Ann was the winner of the prize for answering the question about content contained in the November edition of the Calgary Exchange at the December 14 Calgary Chapter Meeting. Great Job Ann!

Keep reading future editions of the Calgary Exchange for the next chance to win!

