

The Calgary Exchange



April 2011

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2010-2011 Calgary Chapter Executive and Committee Chairs

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

President: Cheryl Gathercole, CAP Vice President: Terri Peters, CPS
 Treasurer: Lucinda (Cindy) Sharlow, CPS/CAP Secretary: Lisa Adam, CPS/CAP

Your 2010-2011 Committee Chairs are:

Certification Chair: Lucinda (Cindy) Sharlow, CPS/CAP
 Membership Chair: Karen Savinkoff
 APD Chair: Lucinda (Cindy) Sharlow, CPS/CAP
 Communications Chair: Jen Makin
 Website Chair: Marianne Velcic
 Retirement Trust Foundation Chair: Rose D'Aversa

Please Note: there are additional Committee Chair positions open and available. If you are interested, please advise your Calgary Chapter Executive.

Our Next Meeting ...



*** MAY 18, 2011 ***

The May Meeting is our Annual General Meeting. Please plan to attend to vote in your new Calgary Chapter Executive for the 2011-2012 term.

Recertification Point: n/a



In the MAY Issue of the Calgary Exchange ...

Read a review of the topics that were presented at the April Meeting by Speaker, Eric Crowell. It was an EXCELLENT Presentation - to good not to share!



CALGARY CHAPTER MEETINGS
 NEW 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



Message from International President Elect, Tamra L. Goodall, CPS/CAP

One Member's Journey to International President

In a few short months, I will be installed as International President of IAAP for 2011-2012. Even as I write this, the reality of this accomplishment continues to grow. It is a very exciting time, one filled with anticipation and hope for the year ahead. The pace is fast and furious, as the year has flown by and EFAM quickly approaches.

Planning the year as International President truly began in earnest right after my election as President-Elect. The year as President-Elect is a double-duty year. While operating in the present, I support the current International President and assist with current initiatives. All the while, in the background, I am in planning mode for the following year. But this is how the process must work to achieve the seamless transition that happens each year as the gavel is passed to the next president.

As I prepare to take office in Montreal, Quebec Canada in July, I have been reflecting on the journey – my IAAP leadership journey. As I think back to my first International Convention in Atlanta in 1998, I realize all of us have vivid and fond memories of our first international meeting. I remember sitting in the assembly and watching with amazement the leaders of our Association conduct business, give speeches, and present awards.

I echoed the words of many past International Presidents when I too said, "I could never imagine myself being able to do what those people were doing."

At that first Convention, I watched with great pride as one of my fellow chapter members was elected as International Secretary. She eventually became International President. That fellow chapter member was Shelia Brownfield, CPS/CAP. An interesting little tidbit is that I will be the second person from my chapter to serve as an International President. I am not aware that this has occurred before.

The thought that I could aspire to be International President was not even on my radar, or in my realm of thought. The notion of the possibility that I could be International President started to take shape after I was elected and served as Southeast District Director.

The past five years serving on the International Board of Directors for IAAP gives me such a sense of pride and accomplishment for how our Association has changed, grown and the part I played in the progress we have made. I feel very

blessed to have been able to work with such outstanding leaders of vision, integrity, and commitment. I look forward to continuing such productive relationships. We all work together towards common goals, with a common purpose, and that is what will propel IAAP into the future, ensuring value for members. Soccer star Mia Hamm says, "I am a member of a team, and I rely on the team, I defer to it and sacrifice for it, because the team, not the individual, is the ultimate champion." IAAP is a team.

One thing that I know for sure is that I could not be in this incredible place without the support of great mentors and friends that provided guidance, friendship and even the gentle push once in a while.

I am very honored and privileged to become International President. This is a special opportunity that I put at the very top of my professional achievements. Many people work towards goals with only the end game in sight. But my journey towards the upcoming year has had immense value in preparing me for success. The importance of how all the pieces that came together to get me to this destination, shape me, change me, and make the goal that much more meaningful. Each experience, each challenge met, each year of service on this level has prepared me to lead our Association.

Montreal looms large and I am enjoying the final leg of my journey. I am trying not to get too far ahead of myself. I am taking my time to stop and smell the roses along the way, and to fully appreciate each of these special moments.

- Tamra L. Goodall, CPS/CAP, International President Elect



International Association
of
Administrative Professionals



*The Calgary Chapter is proud to sponsor Jeff Mowatt ...
Customer Service Strategist and Certified Professional Speaker*

Boost your Career without working Harder

Smart business people know that your options to stand out from the competition are limited... Improve product quality? Certainly, but that can take substantial time and money. The fastest, most cost-effective way to differentiate yourself is to focus on your service. Customer service can no longer be merely *average* or simply *friendly*; it needs to be *remark-able*. Here's your opportunity to make that happen for your team...



Attend Jeff Mowatt's half day seminar, "The Art of Customer Service... Influence with Ease" in Calgary, June 15th.

Details at <http://www.jeffmowatt.com/seminar/index.html>

Sponsored by IAAP Calgary Chapter



Passion & Purpose Pins are available for purchase from the Calgary Chapter Treasurer. Purchase yours at the next meeting.

We hope you are attending - 2011 Administrative Professionals Day Event

Thursday, April 21st -- 11:30 am to 4:30 pm

Calgary Zoo - Safari Lodge

(Doors open at 11:15)

Our guest speaker, **PATRICIA MORGAN**, will take you from "From Woe to WOW"; please join us on this development journey. The event will be a busy fun-filled day with buffet lunch, trade show, silent auction and of course networking.

Registration form available on our website: www.iaap-calgary.org
(Meetings&Events\Administrative Professionals Day\Delegate Registration)

See you there!

2010-2011 Pathways to Excellence Update

- Terri Peters, CPS, Calgary Chapter Vice President

Calgary Chapter of Excellence (COE)

As mentioned in previous editions of our newsletter and also at each of our monthly Chapter Meetings, the Calgary Chapter is participating to achieve our Chapter of Excellence distinction.

We are working hard and are making excellent progress ... **at April 13th we have achieved 12 Criteria** and have 5 Criteria in progress. I feel confident that the Calgary Chapter will attain our Chapter of Excellence again this year, with



more than the minimum required criteria. There is a total of 19 Criteria and a minimum of 14 are required to be achieved to receive our Chapter of Excellence. The Chapters progress is presented at each Chapter Meeting.

IAAP Mission

Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.

Member of Excellence (MOE)

There are only a couple of months remaining for those members participating to achieve their Member of Excellence for 2010/2011, so the Chapter is encouraging you to take a look at the criteria that you currently have in progress and strive to attain them by the end of the term, which is JUN 30, 2011. Once you have achieved the minimum 8 criteria – or by June 30 at the latest – members should log onto the IAAP Headquarters web site and submit an electronic application .

Remember there are a total of 11 criteria and a minimum of 8 are required to be achieved to obtain your MOE. Keep in mind that Criteria #6, ... which is to pay your membership dues on or before your anniversary date ... is a Mandatory Criteria. So if you don't achieve this criteria, no matter how many other Criteria you have achieved you will **not** attain your Member of Excellence.

Remember that you will need to keep all of your documentation for each of your achieved criteria in the event of an audit, this includes your signed Member of Excellence Form. **ALL DOCUMENTATION SHOULD BE KEPT ON FILE FOR ONE FULL FISCAL YEAR AFTER YOUR APPLICATION HAS BEEN SUBMITTED.**

If you have any questions regarding the Member of Excellence process or need any additional information, please touch base with me at our Chapter Meetings or you can also contact me at (vicepresident@iaap-calgary.org) and I would be happy to assist you.

You can also find great resources on the IAAP Headquarters website (www.iaap-hq.org) after logging in to view member only content, under the Member Resources tab, then Pathways to Excellence and 2010-2011 Pathways to Excellence information tab.



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.*



To all of our fellow
Administrative Professionals ...



Helpful Information ...

Calgary IAAP Chapter Website: <http://www.iaap-calgary.org/>

Headquarters Website: <http://www.iaap-hq.org/>

Newsletter Articles Submissions / Suggestions Email: vicepresident@iaap-calgary.org

Calgary Chapter President Email: president@iaap-calgary.org

Calgary Chapter Vice President Email: vicepresident@iaap-calgary.org

Calgary Chapter Treasurer Email: treasurer@iaap-calgary.org

Calgary Chapter Secretary Email: secretary@iaap-calgary.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 start in the 2011-2012 term, starting September 2011.

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



"Commitment unlocks the doors of imagination, allows vision, and gives us the "right stuff" to turn our dreams into reality."

~ James Womack

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 @

vicepresident@iaap-calgary.org



Upcoming Events, Mark Your Calendar



- April 21, 2011 Administrative Professionals Day (APD) Event
- May 4, 2011 Executive / Committee Chair Meeting
- May 12-14, 2011 Canada Division's Conference - Moncton, NB
- May 18, 2011 May General Chapter Meeting
- June 1, 2011 Executive / Committee Chair Meeting
- June 8, 2011 June General Chapter Meeting
- July 24-27, 2011 Educational Forum and Annual Meeting - Montreal

Chapter Orientation Dates: May 14 2011

Please Note: If you are interested in registering for any of the above Chapter Orientation Sessions, please email Cheryl Gathercole, CAP - Calgary Chapter President at president@iaap-calgary.org.

APRIL 2011						
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

MAY 2011						
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				

JUNE 2011						
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		

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.