

The Calgary Exchange



FEBRUARY 2012

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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

APD Event Chair: Lisa Seib / 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.



[March 14, 2012]

Calgary Chapter General Meeting

Executive Night - See you there!



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



The Calgary Chapter and You

Once again it is time to start thinking about you and the Calgary Chapter! We are looking for volunteers for 2012 – 2013 board and committee chairs. This is always a tough time for your current board; we are looking for people to fill our roles. Lucinda and I have had an exciting two years as President and Treasurer, and Marianne has just completed her first year as director.

We need our members to consider running for the 6 board positions ... President, Vice President, Treasurer, Secretary and two Director Roles. The jobs are all very rewarding and well worth the time required to do the jobs.

I look back to when I joined IAAP for the first time back in the 80's and I found many ways to benefit from IAAP by volunteering. I remember the very first time I was asked to give an invocation at one of the dinners; it was Kathy Hampton CAP-OM that asked me. I was so scared I practiced for days in front of the mirror and read my two small lines out loud – honestly it was horrible, I thought I was going to screw it up so bad. Really it wasn't too bad and I went on that same year to do it two more times, the next year I was helping out calling our members to see if they wanted to come to the General Meetings (Yes, we actually called people instead of email!) and the next year I was helping with the program.

Now, as the Chapter President, I chair the meetings and I will tell you that I am still nervous before we start our meetings. But, it is not the same as before I know I will screw something up I just don't know what but something – it just doesn't bother me in the same way and that is something I have learned from IAAP. I have gained so much and it has changed me in a lot of positive ways.

Something my parents always said when I didn't want to do something is "You only get out of it what you put into it!" I could never understand what they meant until I was older, but I get it now. I have put a lot into IAAP and I truly believe I have gotten double what I put into it.

I hope that you will all consider running for a position on the executive of the Calgary Chapter, because without you we would not have a chapter.

- Cheryl Gathercole, CAP-OM - Calgary Chapter President



“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,

How does the nomination and election process work for the Calgary Chapter?

- submitted by, Interested in Nominations.

Dear Interested in Nominations,

Great question and one which I am glad you asked. Your question has perfect timing.

For the 2012-2013 term there will be a possibility of 6 positions to be voted on. They are President, Vice President, Treasurer, Secretary and two Director positions. There are also several Committee Chair positions within the Calgary Chapter.

The call for nominations will be sent out to the Calgary Chapter Membership via email very soon, then in mid March will be the nominations deadline (the date when all nominations are to be received). The nominations will be announced at the April Calgary Chapter Meeting where you will be able to hear a little bit about each candidate for the available positions. The election, where the Calgary Chapter Membership votes on who the successful candidates for each position are, will be held at the May Calgary Chapter meeting which is the Annual General Meeting for the Calgary Chapter. The successful candidates will start their roles at the start of the 2012-2013 term, which is July 1, 2012..

- Good Luck and Congratulations on your decision to run on the Calgary Chapter Board, 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, 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 7: AVOID CONFLICTS

- ◆ Working with difficult people is part of your job and you know that. This is not something you can avoid. What you CAN avoid is getting into conflict with these people. Retaining your positive attitude and calmness helps you stay productive and avoid making mistakes which may be caused by a negative emotional state.
- ◆ But how can you respond to such situations in a way you will behave professionally and will not be affected by your spontaneous feelings of answering back in an aggressive way?
- ◆ How would you like to respond? Take a piece of paper and draw a line down the middle. On the left side, describe the way you usually react. How do you feel? What do you say? How does your body respond? And how do you feel after you have reacted in this way? Are you satisfied or do you regret it?
- ◆ On the right side, describe the way you want to react. Describe how you want to feel (confident, calm, etc.) and how you want your body to respond (breathing slowly, normal heartbeat, smiling, etc.).
- ◆ Now, you know what you do and you also know what you REALLY want to do. So, start implementing it! Every time you put your ideal response in practice, you will get better results and you will see your work life improving.

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



***** MARCH 14, 2012 *****

Executive Night

(Bring your Executive with you to tonight's meeting, and they will see the value of having an IAAP Member as an Employee)

Presenter: Marco Iafrate

Recertification Point: TBD

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

Make plans to attend the 2012 Canada Divisions Conference (CDC)! CDC Brochure is now available, if you haven't received a copy of the brochure, you can find a copy of it on the Western Canada Division website at <http://www.iaap.ca/WesternCanada/MeetingsandEvents/>.

***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

Don't Suffer Email Remorse

Often people handle email overload by opening and scanning multiple emails at a time and then firing off a quick (and sometimes regrettable) slap-dash reply. Instead:

1. Don't try to reply within 30 seconds.
2. Take 2 minutes to fully read one email at a time and formulate a complete response.
3. Then either delete or file the email.

Karen Turner
Company
Founder



Hastiness can be Hazardous

Between customer requests, and head office communication, the average person handles 80 to 120 emails a day!

Overwhelmed by emails, people tend to reply hastily just to get it out of the way. Rash replies can contain errors, create misunderstandings, and appear unprofessional.

When you open an email, employ the OHIO technique (Only Handle It Once). Read it thoroughly and act on it immediately –Tackle it, Task it, Toss it or Transfer it.

This prevents your inbox from becoming a messy catchall basket and saves you up to an hour a day! That's time you can be spending generating sales.

Strategically Utilize Social Media

Save Time – Live Your Passion!

Karen Turner, Turner Efficiency Coaching

Did You Know?

3 big email faux pas to avoid:

1. Sending to unnecessary recipients via CC'ing or hitting "Reply All"
2. Glaring typos
3. No greeting or sign-off.

-www.vircom.com

DID YOU KNOW...



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

Have you thought 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

- March 4-7, 2012 IAAP Spring Conference - Las Vegas, NV*
- March 7, 2012 Executive Board Meeting*
- March 14, 2012 March General Chapter Meeting*
- April 4, 2012 Executive Board Meeting*
- April 11, 2012 April General Chapter Meeting*

March 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

April 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					

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.

**Looking forward to seeing you on
 March 14, 2012!**

