

The Calgary Exchange



January 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.

November 2010 Certification Exams

- Lucinda (Cindy) Sharlow, Calgary Chapter Certification Chair

The five Calgary Chapter members, as well as the Canada Member-At-Large who wrote the CPS/CAP exams in November 2010 achieved success!

Congratulations to Cheryl G., Lisa A., Karen T., Kathy M., and Teresa R. for obtaining the Certified Administrative Professional (CAP®) certification, and congratulations to Linda C. for obtaining the Certified Professional Secretary (CPS®) certification!!



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 the International Director - Canada District

Sharron Buttler, CPS/CAP

Happy New Year to everyone!

The second half of the IAAP year is about to kick into high gear. We have the Spring Education Forum in March in Tampa Florida, Administrative Professionals Week in April, the CPS/CAP exams and the Canada Divisions' Conference (CDC) in May and the International Education Forum and Annual Meeting in July. Interspersed, there are chapter Information Nights, division events, chapter special events...it is enough to take one's breath away!

For the past ten years, I have enjoyed an amazing experience with this association. When I first attended a meeting, it was more a curiosity. I was so impressed with the women I met, their professionalism and their confidence to stand in front of a group of their peers (oh my, I could never do that) that I just had to learn more! Shortly after, I was nominated to be Chapter Vice President – and I was too shy to speak up and decline the invitation! Am I ever glad I didn't!

From Chapter Vice President, to President Elect, to two terms as Chapter President, I met so many amazing people through my participation in CDCs, division education events, chapter events, student chapter development and, of course, the members of my own chapter. I earned the title of "Road Trip Queen" because I was always willing to travel to an event in another chapter! Through it all, my self-confidence grew, my public speaking skills were honed and my ability to network improved – I was no longer terrified to enter a room full of people I had not met yet.

From Chapter leadership, it seemed a natural to go on to Division leadership roles. My network expanded to encompass the other divisions and Headquarters as well as the International Board. When I was Division President Elect, I attended the Incoming Division Presidents Conference in Kansas City, Missouri. This is a training event, funded by IAAP (i.e. at no cost to attendees – which I just put out there for your future consideration) for all PEs from across the entire organization. I made some good friends there – and I gained even more confidence

when I ran into flight problems but still managed to get myself home relatively on time and without a nervous breakdown!!

Becoming International Director, Canada District was not something I had planned, but when the opportunity presented itself, I accepted. Am I ever glad I did! I have met many of the wonderful members of Canada District in person, worked with two amazing International Boards of Directors and, I hope, made a difference in the future plans for IAAP. I would not have missed these past two years for anything!

And so, my term is coming to an end. As I reflect on where I have been, the one element that has made it all possible was accepting the nomination to be Chapter Vice President. Chapters across IAAP are looking for members to step up to leadership roles. I encourage everyone to think about volunteering. Think about it hard. And then volunteer. In every role I have held, I have found my peers to be supportive and enthusiastic, forgiving and encouraging. When you volunteer, you learn skills that are directly transferrable to your workplace (event planning, meeting planning, financial planning, conflict resolution, motivational skills, etc.)

Please don't shrink back thinking someone else can do the job, or someone else would be better than you. Believe me, YOU can do it! Volunteer to be a leader – you won't be disappointed.

- Sharron Buttler, CPS/CAP, International Director—Canada District



Message from the Western Canada Division President - Dawn Becker, CAP

When Terri asked me to write an article for your newsletter about my involvement with IAAP, how it all gets done (does it?), how I balance my life, I was not sure how I would write that without sounding like I know it all (which I do not!).

One of my favourite things to do is to sit with a large cup of tea and just be – gaze out the window, read a magazine, book or newspaper or pamper the cat with ear rubs and chin scratches. This is when my thoughts wander, striking on many subjects; I may worry about something; I may be really happy that a task has been completed.

So I thought I would write this like I was sitting in my living room gazing at the hill across the valley (there are houses in the view also but I ignore them) thinking about everything and nothing. I recall attending the professional development day at CDC 2004 hosted by Vancouver, the IMPACT meeting at which future International President Judy McCoy, CPS/CAP was the speaker, my first chapter meeting – I knew one person! I could have attended the first few meetings and not said much, not introduce myself, but that is not why I joined IAAP. When asked to help out at the registration table one meeting, I agreed as it would be a good way to meet chapter members even though I had no idea what to do. By the end of the first year I was asked to run for Vice-President – again having no real idea what the role involved but the chapter needed a VP. I joined IAAP for the networking, for the professional development and to belong to a peer organization. I stayed with IAAP because of the networking, the professional development, the personal growth and the many other benefits of belonging of to a peer organization.

I thought of the workshops and seminars and events I have attended. Let's see: 10 meetings per year x 7 years of membership plus 5 CDC's, 5 EFAM's, Hands Across the Border and many other IAAP meetings and events. That would be about 200 ± workshops, seminars, keynotes and other programs. IAAP has allowed me to travel across our country to Ottawa, Edmonton, Halifax, North Bay, Regina, Calgary, Prince George, Winnipeg and Nanaimo. IAAP has also taken me to Bellingham, Reno, Tampa, New Orleans, Minneapolis and Boston.

Taking on leadership roles gave me increased confidence, sharpened existing skills and provided new skills. I have learned patience, diplomacy and negotiation skills among so many others. Being a Chapter or Division President means you are responsible for that entity and all that goes along with it. I have always said that being a leader is a great deal of work but it is also so much fun. As a leader you should "walk the talk". Never ask someone else to do a job you would not do; don't tell someone how to do a task you have asked them to do – let them do it their way; always ask how will this benefit the members and/or IAAP?; and listen – listen to the members, to your boards, to mentors and to yourself. Know when you are getting overwhelmed (you will) and when your life is out of balance. I can handle it for awhile when things get crazy with work and IAAP and home gets neglected. I recognize when I need to step back and take some time for myself to recharge. Whether that is at the gym (scheduled in my calendar and not much bumps that time), taking a slower route to work with the radio turned up really loud or telling myself not to feel guilty that I am sitting on the couch not doing anything – it will all get done. And it does. Time management is very important – I schedule and plan as much as I can. Things and life will intercede and rearrange that schedule but what needs to be done gets done. If it doesn't, re-evaluate how necessary that action or item is. Sometimes we have done things just because - wait for it, "they have always been done that way". Maybe that item or action can be left behind.

I am fortunate with the support I receive from my employer and executives. They appreciate what I do and are proud of what I have accomplished within IAAP. They see the difference and know what I bring back to the office because of my IAAP involvement. Tell your executives how you are adding to the knowledge base in your organization; share your experiences. After attending an IAAP event like CDC or EFAM, send them a memo detailing workshops attended, keynote speaker addresses and how what you learned can help you in your role; come back as a trainer and share your knowledge with others in your company.

- Continued on Page 4 ...

Message from the Western Canada Division President (continued) - Dawn Becker, CAP

Growth, personally and professionally is important. Growth is value –value that lasts long after you have completed the task that initially compelled you to learn, to grow in the first place. I have learned and experienced a great deal, both positive and negative, through my involvement with IAAP –I have really grown as a person.

You might have noted throughout I have used the term “involvement” rather than membership. A membership is just that – membership. Involvement is using that membership – not just being a membership number but being an active member.

I recall an interview I did in 1995 when I was a United Way Loaned Representative. The reporter was talking about all the things we did as Loaned Rep’s for the four months we worked for United Way on their annual campaign. He asked how we managed to accomplish so much and I told him that we just do what needs to be done – we just do it. (I think that was before Nike...)

As I sit in my living room, I am glad that I stepped forward to learn, to grow. I hope you take advantage of the many opportunities IAAP provides for personal and professional growth – even if you don’t know how to do it (there are many who will help you learn), how you will find the time (there is time for that which is important to us) or how you will balance life (IAAP gives me the opportunity to do things which I don’t do in my work and/or home life).

I hope you add value to your life, your career and to yourself with personal and professional growth.

- Dawn Becker, CAP, Western Canada Division President



You sent them packing. Now it’s time to pack your bags!

Are you an executive or administrative assistant who books travel for your company’s people? Then **ResPlus** is an exclusive program just for you. Every time you choose Fairmont Hotels & Resorts, Raffles Hotels & Resorts or Swissôtel Hotels & Resorts for your colleagues’ business travel, you’ll earn valuable points. Eligible rates include corporate, package, published and discounted; third-party Internet rates are not included. Convention planners and third-party meeting planners; employees of government and crown corporations (with some exceptions*); and travel agencies/agents receiving contracted discounted rates or commissions are not eligible for membership.



I know this works....I have been a member of ResPlus for about 4 years and I have earned enough points for 5 nights at any Fairmont Resort Hotel.

Not only are there room nights, but there are all kinds of gift cards for retail, dining and spas....you not only get a “break” when your colleagues are away from the office, but you earn points that you could use for a day at the spa...how great is that!

Sign up is quick and easy; every time you reserve a room for your colleagues you receive points for their stays and quite often there are bonus points for various hotels. Planning a meeting....earn 6,000 – 8,500 points when your meeting is held at a Fairmont property; dependent on the number of room nights booked. Each time you make a qualifying reservation with Fairmont, provide your ResPlus number to add points automatically to your account—even if your company uses a travel agent.

If you are interested in joining ResPlus I would be happy to refer you...please contact me at treasurer@iaap-calgary.org

- Lucinda (Cindy) Sharlow, CPS/CAP

2010-2011 Pathways to Excellence Update

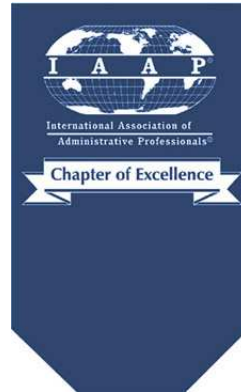
- Terri Peters, CPS, Calgary Chapter Vice President

Calgary Chapter of Excellence (COE)

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

We are working hard and are making progress ... we now have achieved 7 Criteria and have 7 Criteria in progress. 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)

If you have not yet signed your Member of Excellence Commitment Form - we encourage you to do so. It would be great to have as many of our Calgary Chapter Members working towards achieving their Member of Excellence as possible.

For your Member of Excellence there are a total of 11 Criteria and a minimum of 8 criteria must be attained (Criteria #6 is a mandatory requirement).

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.

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.*

*2011 Spring Conference - MARCH 7-9, 2011
Hyatt Regency - Tampa, Florida
Bounce Back—Bounce Higher*

This two-and-a-half day conference will give you:

- ◆ **The knowledge** of business trends to let you see the big picture and understand your shifting role within it. You'll discover what it takes to become and remain resilient and maintain your competitive edge.
- ◆ **The skills** to become super competent to meet all the new demands placed on you and your work team. You'll leave with six keys for performing at your productive best to be a peak performer and achieve breakthrough results.
- ◆ **The attitude** required to get results while working with others. Learn to take charge of your ever-expanding role and increasing accountability. What worked yesterday won't work today or tomorrow.
- ◆ **The foresight** to create professional development opportunities each and every day and prepare yourself for the next stage of the New Normal, so you'll keep **Bouncing Back— Bouncing Higher**



Win an iPad!

- * Gamer 15 or 21 recertification points
- * Prize drawing each day
- * eGroup just for conference attendees
- * Each participant receives a special gift

Visit the IAAP website for additional information including full session descriptions, speaker bios, hotel and travel information and online registration.
www.iaap-hq.org/events/pec

*Early bird registration
closes January 31st!*



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

Our Next Meeting



FEBRUARY 9 2011

Conflict Resolution

Presented by Val Carter. This is sure to be an informative presentation with excellent ideas and tools that you can take back to implement your workplace - you won't want to miss.



A Word About Name Badges

- Lucinda (Cindy) Sharlow, CPS/CAP, Calgary Chapter Treasurer



Most of our chapter members received an IAAP Name Badge within the last couple of years, courtesy of the Calgary Chapter. Badges were recently ordered for the newer members of the chapter. If you have not received your badge, they are available for pick-up at the monthly chapter meetings. Badges for new members will be ordered on an ongoing basis. Please be sure to check your badge for spelling errors.

If you have misplaced your badge and wish to order a replacement, you may do so by contacting me. A replacement charge of \$8 will apply.

Once the certifications change in November 2011, those of you currently holding certification will be provided with a new badge that reflects your updated certification.

Please do not hesitate to contact me with any questions.

Administrative Professionals Day (APD) Event Thursday - April 21, 2011

- Lucinda (Cindy) Sharlow, CPS/CAP, Calgary Chapter APW Chair
Email: apw@iaap-calgary.org

Even though we have just celebrated the new year, April will be upon us before we know it!

We are returning to the Safari House at the Calgary Zoo for our 2011 APD Event. The invitation will be sent out via email within the next week or two. Please pass it on to other administrative professionals that you know.

This event is the major fundraiser of the Calgary Chapter....vitalization of the chapter and it's benefits to you depends upon the success of this event!

At this time, I require assistance in collecting donations for the silent auction, please contact me and put your name forward.

In the words of Wendy Fitzpatrick, CPS - Past President Calgary Chapter, "Many hands make light work!". **Please volunteer a few minutes of your time today!**

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 the Calgary Chapter Meeting Savings Card yet? There are only 5 Chapter Meetings left this term. By purchasing this Savings Card at the February Chapter Meeting, you will achieve a cost savings of \$25 as the card entitles you to 5 Calgary Chapter Meetings at the reduced rate.



EXCELLENCE

Next to excellence is the appreciation of it.

~ William Makepeace

Certification News

- Lucinda (Cindy) Sharlow, Calgary Chapter Certification Chair

Certification

The next test dates for the exams are Friday, May 6th (CAP Part IV Exam) and Saturday, May 7th (CPS Parts I to III). Registration deadline is February 15th; *registration form and fees must be received in Kansas City by this date.*

As you are likely aware, changes to the CPS/CAP program take effect November 2011. For those currently holding the CPS certification - "CPS" will change to "CAP"; for those currently holding the CPS/CAP and/or CAP certification - these will change to "CAP-OM". Basically, this is only a name change for those that currently hold the certifications.

Effective November 2011, the three part CPS exam will change to a one part CAP exam, and the CAP-"OM" will remain a one part exam. Both exams will be testing similar material to the current exams.

Metcalf Educational Services will be updating their review materials for the new exams. Tentative dates for those revisions will be posted on the IAAP web site (www.iaap-hq.org/certification). Prentice Hall will not be providing review materials for the new exams. In light of the pending update to the review material, and in fairness to future exam writers, please do not share any study material currently in your possession.

Please keep in mind, the IAAP certification exams are not written from the review materials. The exams are written from the college texts listed in the Certification Review Guide. The review materials are intended as an aid to review something you already know, and are not intended to teach everything that is on the exams.

Please visit www.iaap-hq.org/certification for links to the new content outlines and bibliographies for the new CAP and Organizational Management (OM) exams that are effective November 2011.

Recertification

Effective July 2010 the recertification program had the following changes:

- ◇ The number of recertification points required was reduced from 90 to 60.
- ◇ The Experience category was renamed "Other Certifications." 5 points will be awarded for each certification, up to a maximum of 20.
- ◇ The Leadership category will award points for officer or chair positions for committees active for at least 7 of the 12 months in the IAAP year. 5 points will be awarded for each position held, up to a maximum of 20.
- ◇ The Education category was renamed Continuing Education and will tightly follow the exam outline; credit will only be given for education in these areas. 30 points will be a minimum requirement in this area.
- ◇ The Workplace Projects category was eliminated.
- ◇ The Elective category was eliminated.

Please visit www.iaap-hq.org/certification for additional information, access to the recertification application and spreadsheet, as well as a list of what does and does not count for recertification.

As always, I am available to answer any questions or concerns you may have.



To our newest Calgary Chapter Members ...

Dawn Howard

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



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

Upcoming Events, Mark Your Calendar



- February 2, 2011 Executive / Committee Chair Meeting
- February 9, 2011 February General Chapter Meeting
- March 2, 2011 Executive / Committee Chair Meeting
- March 9, 2011 March General Chapter Meeting
- March 7-9, 2011 2011 Spring Conference, Tampa Florida
- April 6, 2011 Executive / Committee Chair Meeting
- April 13, 2011 April General Chapter Meeting
- April 21, 2011 Administrative Professionals Day (APD) Event

Chapter Orientation Dates: March 19 2011 — 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.

FEBRUARY 2011						
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MARCH 2011						
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APRIL 2011						
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MAY 2011						
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29	30	31				

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.