



Calgary Chatter

May 2010

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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 Members:	Kathy Moreau, Karen Thompson & Sherri Woodside
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

I would like to share some tips for Administrative Assistants.

As stated from "Resources for Entrepreneurs":

Common Administrative Assistant Complaints

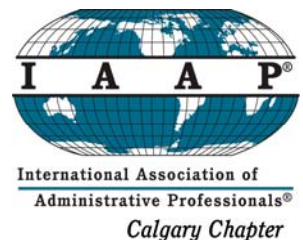
If administrative assistant complaints are commonplace in your office, listen up. Smart entrepreneurs recognize that every complaint provides insights on organizational weaknesses that need to be addressed.

No one ever said the role of an administrative assistant was easy.

Short deadlines, demanding supervisors, and full inboxes can challenge the patience of even the most competent administrative professionals. But with a little understanding, it is possible to create a work environment that everyone can live with.

Beneath every complaint, there is usually an elephant in the room, an unspoken issue that needs to be addressed. By identifying the issues lingering beneath the most common administrative assistant complaints, assistants and supervisors can begin a dialogue that may ultimately lead to a more efficient workplace.

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President's Message (Continued)"I don't have time to do everything that needs to be done."

Time is a factor in any workplace. Administrative assistants often feel pressured to accomplish the seemingly impossible within the confines of a normal workday. The result is that workload complaints are the most common administrative grievance in most small businesses. However, the real issue is one of priorities. In some cases, assistants have not adequately prioritized their workload while in others, supervisors have overburdened their assistants by making every task a top-level priority. The solution is for the supervisor and assistant to synchronize their priorities through regular – even daily – communication regarding project progress and deadlines.

"My supervisor always changes the plan. Why can't he make up his mind?"

Change and small business go hand in hand. Although administrative assistants experience frustration when a project changes midstream, the reality is that last minute changes are sometimes unavoidable. The vast majority of administrative professionals are more than willing to roll with the punches as long as they understand why the changes are necessary. When supervisors go the extra step of involving their assistants in the process rather than matter-of-factly dictating last minute changes, assistants typically respond positively and go the extra mile to see the job through to its completion.

"I feel very unappreciated."

It's not hard to understand why many administrative assistants feel under-appreciated. A lot of their efforts take place behind the scenes and under the radar. When a project is successful, kudos are usually given to the executive, even though the assistant may also have played an important role. However, there is also a more subtle reason why assistants suffer from a lack of appreciation. Much of an administrative professional's job involves creating a buffer between the supervisor and everyday nuisances. Consequently, the assistant bears the brunt of criticisms that are actually directed toward the boss. Although effective administrative assistants need to have a thick skin, supervisors can mitigate the impact difficult people have on their assistants by demonstrating a willingness to intervene when the line between criticism and abuse is crossed.

"I don't get paid enough for this."

When a supervisor and assistant work closely on a project, the assistant may start to question the pay differential, especially if both individuals are performing similar tasks. Supervisors need to make sure that they are not requiring the assistant to perform functions outside of their job description, even when they are up against a tight deadline. However, assistants also need to keep in mind that at the end of the day, the supervisor is paid to ensure that the company meets its goals. If the project is unsuccessful, the supervisor will have to answer to the CEO, while the assistant simply moves on to the next assignment. so ask yourself this question: What are you thoughts on Administrative Compliant?

As professional administrators we strive for success. We do have bumps / hurdles / other issues that arise with work, but I know the members of the Calgary Chapter are one step ahead and raise the bar to be better.

-DecolynneJo Barteski, CPS

2010-2011 Executive Board Members

Elections for the 2010-2011 executive board members took place at the May Annual General Meeting. Your executive board members for the 2010-2011 term are:

- President:** Cheryl Gathercole
Treasurer: Lucinda Sharlow, CPS/CAP
Secretary: Lisa Adam

We are currently accepting volunteers for the following voting positions:

Vice President

- Shadows all Presidential roles
- Prepares for President role following year or year after
- Assist with membership drive & APW meetings
- Ensures reporting members submit monthly report to Secretary
- Submits budget to Treasurer
- Official signing officer for the chapter documentation in absence of President
- Plan membership drive meeting
- Voting Position

Director (2 positions)

- Attends and participates in all board meetings
- Monitors and works with committee chairs
- Voting position

-DecolynneJo Barteski, CPS

APW Chair's Message

Planning APW as IAAP Calgary Chapter's main fundraiser has its challenges, and is a lot of hard work, but when all is said and done it is very gratifying to see it come together as a success!

The Administrative Professionals Week Event, celebrated Thursday, April 22nd 2010, was an excellent experience for the Calgary Chapter.

Our event was held in the beautiful Safari Lodge at the Calgary Zoo. What a treat it was for us to look out the windows and see the baby giraffe hanging out with her family. Charlee Morgan, radio personality with MIX97.7FM kept us entertained and Rosita Hall, our guest speaker, was inspiring as well as a lot of fun!

A total of 80 guests attended, including 13 vendors sharing their product and services information. The silent auction was successful in bringing in \$2372 for the Chapter.

Many thanks to the APW Committee: Karen Thompson, Sherri Woodside and Kathy Moreau for their time and talents in making APW 2010 a hit!

-Lori Anderson, APW Chair

Kudos to the APW Committee!!

Lori Anderson, APW Chair and her team, **Sherri Woodside**, **Kathy Moreau** and **Karen Thompson**, are to be commended for their hard work and contributions in making the 2010 Administrative Professionals Week event at the Calgary Zoo's Safari Lodge a huge success! These amazing women pulled together as a team and their combined efforts truly paid off. Each one of us in attendance benefited from their selfless effort.

Not only did the attendees enjoy a day of networking, but were delighted with Rosita Hall's humor and insight. A lovely luncheon and trade vendor fair also contributed to the success of the event.

This event is "*the fundraiser*" for the Calgary Chapter and revenue from this event allows the chapter executive to effectively run the chapter and bring our members a quality program throughout the year. We appreciate your support and hope to see you at our monthly dinner meetings.

Thank you to everyone who attended, bid on silent auction items and purchased draw tickets. To those who donated items for auction or raffle, to the vendors for bringing information to us about themselves and their products (and goodies to fill our bags), and last but not least, to OfficeTeam for donating the delegate bags – thank you!

We sincerely hope you will join us to celebrate YOU, the administrative professional, at our 2011 Administrative Professionals Week event on April 21st, 2011!

Volunteers are needed to assist in co-ordinating this event; please contact Lucinda Sharlow, CPS/CAP at apw@iaap-calgary.org to offer your time and expertise.

-2009-2010 Calgary Chapter Executive Board

RTF Chair's Message

The winner of the roundtrip WestJet ticket is Christine Sequin from the Sudbury Chapter...congratulations Christine! Ticket sales in Calgary raised \$175; this will be recorded in the year end RTF contributions by the Calgary Chapter. Thank you for your support of the Retirement Trust Foundation!

The draw for the Blackberry Bold will take place during the Canada Divisions' Conference in Regina May 27-29, 2010. Winner will be announced in the June edition of the Calgary Chatter.

-Rose D'Aversa

Certification Chair's Message

May 7th and 8th saw two Calgary Chapter members writing the CAP exams and five writing the CPS exams. Results will be mailed to the candidates on June 22nd from IAAP HQ, so expect your results the end of June, early July. Please note, HQ will *not* advise any information to you via email or telephone; you must wait for the official notification sent via snail mail.

Are you thinking about certification? Please don't hesitate to contact me, I will be happy to answer any of your questions as well as provide brochures and guidance in registering for the exams.

August 15th is the registration deadline for the November 5th and 6th exams.

-Lucinda (Cindy) Sharlow, CPS/CAP

Pathway to Excellence

For the past eight months we have been talking about the Chapter of Excellence and Member of Excellence; why we do it and what we gain from it.

I want to be the best that I can and I want my company to know that the organization I belong to is the best it can be. One important tool is the "Pathways to Excellence". I take pride in the knowledge that I belong to a Chapter of Excellence and that I am a Member of Excellence.

The Member of Excellence is a personal choice for me, Belonging to a Chapter of Excellence drives me to want more, and one way is to becoming a Member of Excellence. If you look at the criteria you will see that it is attainable; there are 11 items and you only need to complete 8 to achieve your Member of Excellence.

I worked to achieve the Member of Excellence last year and I will tell you that it felt good knowing that I was, and will be again this year, a Member of Excellence. I have my certificate proudly displayed at work and if you see any emails from me, you know that I have it displayed as part of my signature line.

My boss and my co-workers know how serious I am about my career. I choose to be an administrative professional and having these tools available for me to use makes the next step in my career a little easier to reach.

I hope it makes all members want to achieve their own Member of Excellence and if the Calgary Chapter executive board can help in you any way, or I myself can help in anyway, please let us know.

I am going to continue to do whatever it takes to keep my status as a Member of Excellence, and now I have set a new goal for myself -- I want to achieve all 11 of the criteria.

-Cheryl Gathercole



The Power of a Positive Image

Anything worth doing is worth doing well - Traditional Proverb

A positive image is one of the most effective ways for administrative professionals to be taken seriously by other professions. Image affects how people perceive you and is directly linked to your self-confidence. There is something to be said, also, for the old adage 'dress for the job you want, not the job you've got'. Having a good image doesn't just happen, it needs to be cared about and cultivated, and it isn't just about how you dress.

Projecting a positive and lasting first impression takes into consideration not only the suitability of your clothing to the occasion, but based on reports, your body language and attitude as well. Everyone owns their perception of others, making it something you can't control. However you do have control over how you will present yourself to increase your chances of a perception being a good one.

A major physical attribute to consider is body language. Posture, engagement to a conversation, eye contact – these all play into your interest level of the person/persons you are speaking with. Perceptions carry over because if you slack on any of these, you will be known to have shown disinterest in the person or subject matter. Recognize your strengths and assets, understand and develop a positive body language. Learn more about business, dining, and social etiquette – certainly if you work for an international company your employer would have ensured you are very aware of international customs and protocols.

Other physical attributes to consider would include: are you dressed appropriately for the occasion? If you are going to a workplace where business casual is the norm, then you need to ensure you do not step over the line and dress too casually. Just one person's opinion: today's workplace seems to have gone too far into the 'casual' mindset that I'm feeling like office workers have no respect for their clients, their colleagues, or themselves because the tendency is to dress down. Certainly, when you go into a business meeting you should be wearing something other than worn jeans and an untucked T-shirt that has a rock band logo on it. Whatever happened to a skirted or pant suit, or even separates – slacks and a jacket that complement each other? Besides that you will be taken more seriously if dressed appropriately, it is a known fact that when you dress well you feel well. Hair style and body accessories play a role as well. Outrageous hair color/cuts, body piercings in strange places and body art can hinder one's success for several reasons. One of the more common is that it may intimidate people because it is overbearing, making people uncomfortable. You don't have to completely give up your 'individuality', there are ways you can subtly weave your individuality into something suited to an office environment. There is still a need to be considerate of others and be mindful of the differences between an office environment and say, retail or art environments.

Now think about your presentation skills – how you project yourself to others when you speak. The very first thing which is an easy start – is making people feel comfortable around you. The key is to make them feel valued by you. Many of us have had several seminars on the art of networking or how to work a room effectively – do we remember the ideals of those seminars? Have we practiced what we learned? If you don't use it you lose it – perhaps it's time for another lesson on the matter. Do you have your 'elevator' speech ready? That is your standard 30-60 second personal introduction speech that is not only an ice breaker, but a necessity as you grow your network and grow your career.

You can gain a competitive edge as you move toward an executive level of administration if you understand and develop the above tips. As you practice, you may want to include two other people to help you – someone as the colleague you will be conversing with, and the other to video-tape you so you can see how you look to those you wish to impress. Best Wishes!

-Kathy Hampton, CPS/CAP

IAAP – EFAM 2011 Fund Raising Campaign



Bonnie and DecolynneJo have come up with a cute kick-off fundraiser for the 2011 EFAM in Montreal – a piggy bank and a savings plan to ensure members can cover their travel and registration costs to attend.

The photo of the bank to the top is the prototype; the proposed flyer is also shown. These banks are not “give aways”. Funds raised from the sale of these banks will go to our EFAM efforts.

Fundraising for EFAM is a District-wide undertaking. We have lost an entire year of planning time – most EFAM coordinators start a full two years before their event. So I am asking all divisions to pitch in as much as you can to help showcase Montreal/Canada/our Canadian members to the rest of the association in the summer of 2011!

Bonnie and DecolynneJo plan to see these piggy banks at CDC and at EFAM. We will be encouraging chapters to purchase extra banks and sell them to members who are not in attendance at CDC.

But there will, no doubt, be some chapters without any representation at CDC and I would encourage the divisions to purchase banks for them at CDC and then re-sell them to the chapters (or donate them) to ensure all our members have an opportunity to participate in this fundraiser.

You will note in the yellow box that Bonnie and DecolynneJo are suggesting bulk orders from chapters – if we can provide chapters with sufficient opportunities to pick up banks at Regina, then shipping costs can be saved on this project.

We are also looking for any and all ideas you may have on how to ensure successful fundraising for EFAM. Thanks for your help and your support.

EFAM – Montreal, Canada - July 24-27, 2011

We look forward to seeing you in Montreal and to help you get there, we recommend diligent use of the

2011 EFAM–Montreal Piggy Bank

Two "Twoonies" A Day !!



End of CDC 31-May-10	to the	Beginning of EFAM 24-Jul-11	=	420 Days
2 Twoonies a Day			x 420 Days	= \$ 1,680.00
Hotel (\$125 / night for 5 nights)			\$	625.00
Meals @ \$30 / day			\$	180.00
Registration Fee			\$	495.00
			\$	1,300.00

Plus: Airfare (prices from Expedis.ca from your city to Montreal)

Toronto	\$ 150.00
Calgary	\$ 398.00
Edmonton	\$ 498.00
Regina	\$ 392.00
Ottawa	\$ 130.00
Halifax	\$ 301.00
Vancouver	\$ 499.00

Cost of YOUR EFAM **\$ COVERED**

PIGGY BANK COST: \$ TBD ea
TO ORDER PLS EMAIL TO: TBD
 (We request that each chapter send one order only)

Computer Tips

Your Mailbox on a Diet - Mailbox Cleanup Tools

Microsoft Outlook 2003, 2007

Keeping a clean mailbox can be a challenge, but Outlook provides several tools that can help you keep your mail store at a manageable size.

Start by clicking the Tools menu, then choosing Mailbox Cleanup. You will be presented with the following options:

View Mailbox Size: Click on the View Mailbox Size button to view a breakdown of which folders are taking up the most space.

Find: Choose whether to locate items by age or by size, set the age or size, and click Find. Outlook will return a list of items that meet the chosen criteria, and options for dealing with them.

View Deleted Items Size: This area enables you to check the size of the Deleted Items folder and to empty it. Emptying your trash is the first order of business when you have exceeded your Mailbox quota.

View Conflicts Size: This area allows you to check the size of the Conflict items folder and to delete them if you wish. Outlook creates conflict items if the Mailbox synchronizes while an item is in use. You can minimize the number of conflict items by closing any messages or other items you are not actively using. This is the second area to look at when you are over your Mailbox quota.

Click Close when you are done.

-DecolynneJo Barteski, CPS

Protect Your Personal Information with Strong Passwords

Your passwords are the keys you use to access personal information that you've stored on your computer and in your online accounts.

If criminals or other malicious users steal this information, they can use your name to open new credit card accounts, apply for a mortgage, or pose as you in online transactions. In many cases you would not notice these attacks until it was too late.

Fortunately, it is not hard to create strong passwords and keep them well protected.

What makes a strong password?

To an attacker, a strong password should appear to be a random string of characters. The following criteria can help your passwords do so:

- Make it lengthy.
- Combine letters, numbers and symbols.
The fewer types of characters in your password, the longer it must be.
Use the entire keyboard.
- Use words and phrases that are easy for you to remember, but difficult for others to guess.

Contrary to popular belief, there is nothing wrong with writing passwords down, but they need to be adequately protected in order to remain secure and effective.

In general, passwords written on a piece of paper are more difficult to compromise across the Internet than a password manager, Web site, or other software-based storage tool, such as password managers.

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Strong Passwords (Continued)

Create a strong, memorable password in 6 steps:

1. Think of a sentence that you can remember. This will be the basis of your strong password or pass phrase. Use a memorable sentence, such as "My son Aiden is three years old."
2. Check if the computer or online system supports the pass phrase directly. If you can use a pass phrase (with spaces between characters) on your computer or online system, do so.
3. If the computer or online system does not support pass phrases, convert it to a password. Take the first letter of each word of the sentence that you've created to create a new, nonsensical word. Using the example above, you'd get: "msaityo".
4. Add complexity by mixing uppercase and lowercase letters and numbers. It is valuable to use some letter swapping or misspellings as well. For instance, in the pass phrase above, consider misspelling Aiden's name, or substituting the word "three" for the number 3. There are many possible substitutions, and the longer the sentence, the more complex your password can be. Your pass phrase might become "My SoN Ayd3N is 3 yeeR\$ old." If the computer or online system will not support a pass phrase, use the same technique on the shorter password. This might yield a password like "MsAy3yo".
5. Finally, substitute some special characters. You can use symbols that look like letters, combine words (remove spaces) and other ways to make the password more complex. Using these tricks, we create a pass phrase of "MySoN 8N i\$ 3 yeeR\$ old" or a password (using the first letter of each word) "M\$8ni3y0".
6. Test your new password with Password Checker. Password Checker is a non-recording feature on the Microsoft website that helps determine your password's strength as you type.
https://207.46.19.190/canada/athome/security/privacy/password_checker.aspx

Password strategies to avoid:

- Avoid sequences or repeated characters. "12345678," "222222", "abcdefg", or adjacent letters on your keyboard do not help make secure passwords.
- Avoid using only look-alike substitutions of numbers or symbols. Criminals and other malicious users who know enough to try and crack your password will not be fooled by common look-alike replacements, such as to replace an 'i' with a '1' or an 'a' with '@' as in "M1cr0\$0ft" or "P@ssw0rd". But these substitutions can be effective when combined with other measures, such as length, misspellings, or variations in case, to improve the strength of your password.
- Avoid your login name. Any part of your name, birthday, social security number, or similar information for your loved ones constitutes a bad password choice. This is one of the first things criminals will try.
- Avoid dictionary words in any language. Criminals use sophisticated tools that can rapidly guess passwords that are based on words in multiple dictionaries, including words spelled backwards, common misspellings, and substitutions. This includes all sorts of profanity and any word you would not say in front of your children.
- Use more than one password everywhere. If any one of the computers or online systems using this password is compromised, all of your other information protected by that password should be considered compromised as well. It is critical to use different passwords for different systems.
- Avoid using online storage. If malicious users find these passwords stored online or on a networked computer, they have access to all your information.

Upcoming Events

Please mark your calendars for the following events:

- Canada Divisions' Conference (Regina) May 27-29
- Executive/Committee Board Meeting June 02
 June General Meeting June 09
- Education Forum & Annual Meeting (Boston) July 17-22
- Alberta Planning Session August 14

Lavender items pertain to the Board of Directors only.
 Blue items pertain to all members.

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