

# The Calgary Exchange



NOVEMBER 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.*



A survey on member involvement will be coming out in the next couple of weeks. The Calgary Chapter Executive encourages all Calgary Chapter Members to please complete the survey. The survey will be 3 to 5 questions and will only take 2 minutes.



### 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



## *Review from October Meeting ... Kathy Hampton—Extreme Makeover*

You have recently acquired a new position within your company as the Executive Assistant to the Vice President of Operations or you have been for several years your CEO's "right hand" Executive Assistant he/she would be lost without you. Whatever your position, whatever your goals for the future, accepting the fact that we will always be learning or coming to the realization that you are stagnant can be exciting or scary. You must BELIEVE in yourself.

- B** – Body Language
- E** – Emotions
- L** – Leadership
- I** – Integrity
- E** – Education
- V** – Vocabulary
- E** – Evolution

Whether you want to admit it or not, people are watching you. It is possible that the new frilly blouse you bought with the plunging neckline shows just a little too much cleavage, or those "low rise" dress pants show a little too much skin when you bend over to pick up the pen you just dropped. The moral of this story is, "For Appearances Sake – Respect Yourself".

A wise woman once told me, "Go make mistakes, make lots of mistakes ... just don't make the same mistake twice!" Could this be how a leader is born???

Being willing to learn can be our greatest challenge. Learn the steps necessary to become a leader. Here are a few ideas:

- Join a professional association
- Take classes to further your skills
- Write an article for your associations newsletter

In order to succeed you must be willing to step outside of your comfort zone, even if only for a minute. One minute could lead to 2, which could lead to 3, the possibilities are endless! Harnessing Fear is tough, no question... you CAN beat it by developing a clear sense of your mission, be prepared and recognize your fears and harness them. Organize a meeting of "Inspiration", brainstorming helps you get energized and accomplish your goals. Never dismiss someone's ideas, we learn from failure.

If you love your job people will recognize that, and that alone will generate energy and inspire audacity. Although don't be fooled, you too like everyone else will have these OS!M. We all get them. Deal with it, learn from it and move on. These OS!M in the end, will be how people remember you handling adversity. Did you come out smelling like a rose or something a little less pleasant?

We need to evolve as time passes, that means educating ourselves. With better education we are better able to communicate our ideas to others. If that is true, than this must also be true. **Success is directly linked to the ability to communicate.** AMAZING!!

Believe in yourself!  
RENOVATE yourself by creating excellence!

- By Lisa Seib - Calgary Chapter Member



## McDonald's Man

Today I stopped into the closest McDonald's to treat myself to an afternoon tea. I was in a rush because I had many urgent and important things to do and my mind was overwhelmed going over the order of my afternoon to attend to everything I wanted to accomplish but felt I may not get to.

At the counter a man ordered beside me and I couldn't help but notice that he had no forearms or hands. He was dressed in business attire and a short sleeved dress shirt. His order came to \$3.41 and he set to getting the wallet from his pocket. I wanted to offer to help but felt awkward about the proposition. Anyways, he seemed to know what he was doing and in my peripheral vision I could see him quite competently getting the exact change- to the penny.

I was amazed and astonished! I wanted to ask him, "how did you do that?". He had no hands, no fingers, yet he used the ends of his arms as if his appendages were intact.

I walked away in wonder. How can someone, who couldn't logically think it would be possible to pick up a coin go ahead and do such a thing? What else can he do? If I had no forearms or fingers I'm sure I wouldn't even attempt to accomplish anything that required those body parts! Yet, there, right beside me was evidence and proof that anything is possible!

I had been worrying over the order of my day and if I could get everything done – of course I could! I started thinking of my daughter who had been having a hard time finding a job and instead of pitying her I realized she is fully capable of getting a job, with the right attitude! All of my nay saying and roadblocks disappeared in the light of what this McDonald's Man represented beside me. If he can turn the end of his arms into fine working fingers, then I certainly can do what would be expected of any normal human being – in fact, maybe more!

*- By Sue Styles - Calgary Chapter Member*

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## 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](mailto:president@iaap-calgary.org).**



## “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](mailto:terri.peters@shaw.ca).

### Dear Exchange,

I have been hearing a lot about fellow members striving to attain their Member of Excellence (MOE) this year, I am wondering if you might be able to tell me “What is in it for me?” “Why should I take the time to strive for my Member of Excellence?”

- submitted by, Wondering about MOE.

### Dear Wondering about MOE,

Thank you for submitting your question. I am glad that you asked this question as there are most likely other members in your Chapter wondering the same thing. The following post was found recently on the Pathways to Excellence e-group (*from Diana Hampton, CAP-OM*) and will help you by answering your questions of What is in it for you? and ... Why you should strive to become a Member of Excellence?

#### Do it for Your Career!

- ⇒ Become a Member of Excellence to show your employer that you strive for professional excellence
- ⇒ Continuing education / improving your skills / becoming a more valuable employee
- ⇒ Display certificate during performance evaluation
- ⇒ Request a letter from your Chapter President or Western Canada Division President be sent to your employer for additional recognition

#### Do it for Your Future Employment!

- ⇒ Use "Member of Excellence" achievement on your resume and portfolio
- ⇒ To be recognized for the pursuit of education and excellence in your profession

#### Do it for Your Association!

- ⇒ Your Chapter needs 7% of its members to be MOE's to achieve the Chapter of Excellence
- ⇒ Your Division needs 7% of its members to be MOE's to achieve the Division of Excellence

The Criteria for attaining your Member of Excellence (MOE) are listed on the following page for your reference. There are a total of 11 criteria 8 of the criteria must be met to achieve your Member Of Excellence (MOE).

- continued on next page



## ***“Dear Exchange” - CONTINUED***

1. Hold a current IAAP Certification. (i.e. CAP as prescribed by the new curriculum.)
2. Download the Member of Excellence Commitment form; sign and date the form (***send copy to your chapter president, that way they will be able to see if the Chapter of Excellence Criteria #8 will be met.***)
3. Actively participate in the IAAP web community forum discussions or write an article (minimum 200 words), and have it published in an IAAP publication (chapter, division, or international level.) Recommending another author's article does not qualify.
4. Attend at least one professional educational workshop, seminar or conference (at least 60 minutes in length) and provide a short paragraph on how the training relates to your job or your role in IAAP. It can be an IAAP or non-IAAP workshop, seminar, or conference; however, it **cannot** be included in your calculations to meet the requirement of criterion #9.
5. Hold a degree, certificate or equivalent (a minimum of one year in length) from an accredited college or university or hold a Microsoft certification.
6. Pay membership dues on or before anniversary date. This criterion is a mandatory requirement. This **mandatory** requirement will be waived in the case of new members joining IAAP in the current IAAP fiscal year who want to work towards becoming a Member of Excellence.
7. Serve as a chapter, division, or international officer, committee chair, or committee member; or serve as an RTF Trustee; or serve on a student chapter advisory board or the school's advisory board for the office administration program.
8. Conduct a public presentation, program or training at least 60 minutes in length. (Note that the presentation does not need to qualify for recertification points).
9. Attend a minimum of eight (8) IAAP chapter, division or international sponsored meetings, programs or events (any combination.) These meetings, programs, or events cannot include an event used to meet the requirement of criterion #4.
10. Recruit at least one new member.
11. Integrate IAAP membership and involvement into annual performance plan or review.

I trust that the above information will have answered your questions and here's to you completing 8 of the 11 criteria so you can achieve your Member of Excellence (MOE) this year!

***- Striving for Excellence together, The Calgary Exchange!***



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

*- provided by Valentina Kordi, Executive & Life Coach ([www.valentalifecoach.com](http://www.valentalifecoach.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 3: START EARLY FOR WORK**

One of the things that ruin working people's day is the fact that they are usually late for work. So once you leave the house delayed, everything else goes wrong! There is a traffic jam or you spill your coffee on your work clothes. These things can cause you anxiety and make you lose your temper. As a consequence, one problem succeeds the other. Avoid it by making it a habit to start ten minutes early each day. By doing this you will manage to maintain your good mood and feel the confidence of having everything under control.

### **TIP 4: KEEP YOUR MOOD UP**

No matter what your colleagues' mood is, retain your positive mood. Make yourself a tea or a coffee and take a look at the tasks to be done. When you have a general idea about the predictable workload for the day is, make a schedule with all of the tasks to be executed, starting from the received emails. But before doing so, remember to say good morning to the people around you and maybe have a quick chat with the ones that you know have a positive attitude. This will strengthen your positive feeling about your work and the people you work with.



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



**\*\*\* DECEMBER 14, 2011 \*\*\***

### Microsoft Tips and Tricks

This is always an exciting topic for many Administrative Professionals. Learning new tips and tricks to take back to the office is a great take away from the Calgary Chapter Meeting.

*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](mailto:terri.peters@shaw.ca)**



TURNER EFFICIENCY COACHING



## TURNER TIP

Accomplish more in less time

### Colour Your Calendar

To quickly see the types of appointments you have, use color in your calendar.

For Outlook:

1. Right click on a current appointment
2. Select Categorize
3. Select All Categories
4. Assign names to the colours

Karen Turner  
Company  
Founder



### Colourful Calendars

Categorize your time with colour. Quickly assess your time commitments and evaluate where you can reduce or reallocate your time with the use of colour highlighting.

Then when you look at your calendar, different colours immediately indicate whether it's an upcoming meeting, time to complete tasks, or a personal commitment.

Assign only a handful of colours to avoid having so many that you can't remember what they are.

### Control Your Calendar With Colour

#### Save Time – Live Your Passion!

Karen Turner, Turner Efficiency Coaching

#### Did You Know?

According to colour psychology, red stimulates the brain, blue soothes the mood, yellow grabs attention, and green is refreshing.

-[www.infoplease.com](http://www.infoplease.com)

## 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](mailto: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*

- December 7, 2011                      Executive Board Meeting*
- December 14, 2011                  December General Chapter Meeting*
- January 4, 2012                        Executive Board Meeting*
- January 11, 2012                      January General Chapter Meeting*

**December 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

**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				

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.

**SEE YOU THERE**



*Calgary Chapter Meeting ....*

December 14, 2011

