

# The Calgary Exchange



OCTOBER 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

Treasurer: Lucinda (Cindy) Sharlow, CPS/CAP

Director: Marianne Velcic

Your 2011-2012 Committee Chairs are:

Bylaws: Cheryl Gathercole, CAP

Membership Chair: Karen Savinkoff

Communications Chair: Jen Makin

Website Chair: Marianne Velcic

Newsletter: Terri Peters, CPS

*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.*

## October President's Message:

I had someone ask me "Why do I belong to a professional group and does it really matter?" Right away I answered "Yes, absolutely". I was a little defensive in my response, although I didn't mean to be.

Sometimes when I am explaining to people what IAAP is about or why I belong to a professional group, especially when it is all volunteer, I sometimes wonder myself what I am doing and is this something that I really want to do. I might get frustrated at times, but when I take a step back and think for a minute the answer is always the same: "Yes, absolutely".

I belong to IAAP because as an administrative professional I want to be the best I can be. Being an admin is not just a job to me, it is the career I have chosen. I am constantly learning through IAAP, with the chapter meetings and the speakers, with conferences and on line webinars. You can learn new skills or fine tune existing ones by actively using your membership and

volunteering within the chapter and the organization. What moves us forward and staying fresh is new ideas; IAAP can offer that to you if you really want it. We have the tools if you are willing to use them.

So if someone asks you the question "Why do you belong, does it really matter?"; I hope you give the same answer: "Yes, absolutely".

At the chapter level we are always looking for volunteers, people who want to step up and move our chapter forward and make it the best it can be.

**A quote from Martin Luther King Jr.**

***"If you can't fly then run, if you can't run then walk, if you can't walk then crawl, but whatever you do you have to keep moving forward."***

*- Cheryl Gathercole, CAP—Calgary Chapter President*



### 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



## *Get Over Yourself! Learn This Secret to Boost Your Confidence*

Nobody cares about you. Furthermore, nobody thinks about you, watches you, keeps track of what you're wearing, or notices the words you mispronounce. And yes, this is wonderful news! Why? Nearly all of us, nearly all the time, are deathly afraid we'll say the wrong thing, do the wrong thing, or just generally look like a complete idiot. Think you're different?

When you walk into a networking event, what are you thinking? When you are introduced to someone new, are you trying to remember their name or are you instead thinking of something witty or clever to say to make a good impression? Do you have any fear when you are in a job interview? Are you petrified to give a public speech? Do you resist speaking up in a meeting even if you think you might have something important to share?

I think to some degree, all of us have this fear of constantly being watched, criticized, and judged. It might motivate a few to do their best work, but for most, this haunting belief that we always have to be "on" can be paralyzing. Why take a chance — even a seemingly small chance — if you think everyone is watching and ready to judge you? You don't speak up in the meeting. You socialize with colleagues at a networking event instead of connecting with someone new. You resist sharing a good story that highlights your skills as the perfect job candidate. In your effort to look your best, you focus too much on yourself and how others will perceive you instead of your work and what's most important. Nobody performs well under constant scrutiny — real or imagined.

In fact, psychologists use the term "imaginary audience" to describe this heightened state of vigilance that is especially strong during adolescence. An imaginary audience is this belief that we have a group or followers that are watching, dissecting, and judging our every move. But the keyword here is "imagined."

You are not the center of the universe. Nobody really cares about your every move. Nobody is watching, and if they happen to be, they are far less concerned with what you are doing and much more focused on what YOU are thinking about them. That's the irony of this. You think you are so important that everyone cares what you do, when in fact, everyone is so preoccupied with themselves that they don't even notice or care what you are doing.

And while this realization that you are not the center of everyone's universe may depress you initially, I hope you'll find that it is actually a huge blessing in disguise. Why? It lets you take chances without fear of judgment. You can raise your hand, speak your mind, share your ideas, and take bold risks without (significant) consequences. And here's the interesting part . . . the second you realize there is no imaginary audience critiquing your every move and the less you care what others think, the more freedom you'll have to do your best work.

Of course, once you start doing your best work, that imaginary audience might not be in your head — people might then actually start to notice you...

Robert Pagliarini

**Robert Pagliarini** is a man on a mission. He is obsessed with improvement and making the most of the "other 8 hours" -- the 8 hours not spent sleeping or working. He's also obsessed with empowering others to live life to the fullest by radically changing the way they spend their other 8 hours. Robert is the author of [The Other 8 Hours: Maximize Your Free Time to Create New Wealth & Purpose](#) and the No. 1 bestseller [Six-Day Financial Makeover](#). He has appeared as an expert on 20/20, Good Morning America, Dr. Phil, ABC Morning News, and in The Wall Street Journal, Newsweek, Money Magazine, and many others. Robert is the president of Pacifica Wealth Advisors, Inc., a boutique wealth management firm specializing in sudden money recipients. He is a Certified Financial Planner and has a master's degree in financial services.

- Article supplied by Lucinda Sharlow, CPS/CAP - Calgary Chapter Treasurer



# Research & Educational Foundation

## R&E Offering New Scholarship

The Research and Educational Foundation wants to help you grow your career!

We're going to do that with the R&E's new 2012 EFAM Scholarship Program. The program helps cover the cost of attendance for temporarily unemployed admins or those who have never been to EFAM before. It's part of the foundation's commitment to helping admins reach and maintain their professional edge. Scholarship applications will be accepted starting **Oct. 1, 2011 through Jan. 31, 2012**.

Visit the updated R&E Web page to learn more about the EFAM scholarships, the foundation and how to help the R&E reach its goals. The page includes an FAQ about the R&E, PowerPoint presentation and script, scholarship information and donation forms. It's the go-to source for the R&E.



Please join the R&E as we advance the careers of administrative professionals.

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



## Email—MY Best Practices

We have all heard about email practices and etiquette....many times I'm sure, and yet I still struggle to manage my email. More often than not I find I am looking at what I call "time waster" emails. These are either an unnecessary "thank you", or a response to queries that haven't addressed all the questions. Sound familiar?

These are some of the ways that help me:

- 1) Do not respond with 'thank you'. While it seems the polite thing to do, you are not only wasting your time, but that of the recipient. (I still have to remind myself not to do this!)
- 2) Turn OFF the pop-up that tells you "you've got mail". The temptation to pop in and out of your email program at every notification is eliminated and the amount of time you save each day is amazing!
- 3) Be brief...keep your emails to less than five lines. Be as brief as possible – emails read on a smart phone are much easier to digest if they're concise. Also, just need to ask a simple "yes or no" question...type the question into the subject line and hit send. My team members really appreciate these types of emails as 9 times out of 10, they are reading my email on their smart phone.
- 4) Eliminate what I call the "see-saw":
  - a) If you are posing or answering questions, number them. This ensures that they see all the questions. Request that they answer the questions 'inline,' just below the original question. Chances are all of your questions will be answered the first time.
  - b) Communicate exactly what steps you are expecting. If there is a deadline, put it into the message; if they need to make a phone call or set up an appointment, be clear with your intention.

These steps will lessen the back-and-forth, or "see-saw", emails as expectations are clearly identified the first time around.
- 5) Clearly identify....If your email is to several people and you have action items for each person, clearly identify who is responsible for each item.
- 6) Use bullet points...this forms clearer communication of proposals and ideas.
- 7) Sending information only...responses not required...use 'FYI' in the subject line or first line of the message, so that the recipient(s) knows they don't need to respond.
- 8) Do not use 'reply all' unless it's warranted. Nothing irritates me more than when someone hits "reply all" with a comment that only the sender needed to see.
- 9) Unsubscribe...it's a wonderful function! Get rid of unwanted those emails that you always delete before reading (newsletters, hotel specials, etc.).
- 10) Telephones are no longer the "norm", but email is not always the best form of communication...if the message is contentious or may possibly be misunderstood, save your relationship, and pick up the phone! If the message could result in numerous questions from both parties....pick up the phone! If necessary, send one email confirming the details of your phone conversation....again this eliminates the "see-saw".

Someone mentioned to me to use hyperlinks in my message instead of attachments. I haven't yet explored this suggestion. Is this a common practice for any of you? I'd be interested in your feedback, as well as any of your time-saving tips!

- Submitted by Lucinda Sharlow, CPS/CAP - Calgary Chapter Treasurer



## *“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 second instalment of “Dear Exchange”. Please submit your questions for “Dear Exchange” to our Newsletter Editor, Terri Peters, CPS at [terri.peters@shaw.ca](mailto:terri.peters@shaw.ca).

### **Dear Exchange,**

In my position as an Administrative Assistant I have been given a new task of taking meeting minutes at our Monthly Investment Committee meeting. Having never been responsible for taking minutes, I am wondering if you might be able to share some ideas on minute taking. This will assist me in determining how I can best complete my new task of taking minutes at our Monthly Investment Committee meeting.

- submitted by, Newly Appointed Minute Taker.

### **Dear Newly Appointed Minute Taker,**

Thank you for submitting your question. First be assured that there is no right or wrong way to take meeting minutes, and secondly the style of minutes you will make depends on the type of meeting that you are taking minutes at. The following are excerpts from an article from the York University on Tips and Techniques for Minute Taking ...

Minutes of meetings constitute the record of deliberations and decisions of a duly constituted committee, task force, working group, etc. They maintain an accurate record of an officially convened meeting. Together with the agenda and associated documentation, minutes provide a long-term or permanent record of the proceedings, both for members and, where appropriate, for those who were not in attendance.

### **Before the meeting**

1. Together with the Chair, decide what kind of record needs to be created in view of the purpose and objectives of the meeting(s).
2. Prepare templates for agendas and minutes that contain the items in “what to include” below, and that facilitate consistent formatting, sequencing and content. Use your agenda to formulate an outline for the minutes template.
3. Prepare an agenda that lists the meeting time, date, location and items for consideration, and attach any materials needed for review by members.
4. Review all meeting materials before the meeting.
5. If you use a computer to take notes, make sure you have a backup method (e.g., paper and pen).
6. Prepare and bring an attendance sheet. Ask members to indicate their presence, as they arrive, by putting a check mark next to their name.

- continued on next page



## “Dear Exchange” - CONTINUED

### After the meeting

1. Write the minutes as soon as possible after the meeting has taken place. Present the discussions neutrally, giving appropriate emphasis to arguments on all sides of the discussion.

#### What to include

- ✓ Meeting date, time and location
- ✓ Names of the committee or other group holding the meeting, the Chair and Secretary
- ✓ List of those present, including guests in attendance, and any recorded regrets/absences
- ✓ A record of formal motions and outcomes

#### What not to include

Remember that with executive-style minutes, only actions are recorded in the formal record. In particular:

- ✗ Avoid directly quoting individuals
- ✗ Don't include unsubstantiated or subjective information or opinions

2. While it is acceptable to identify individuals where they are acting in their business or professional capacity as an elected or appointed member or officer, such as presenting a report or other scheduled item, it is not recommended to identify individual participants together with their opinions. Use the passive voice to summarize the main points raised:
  - ◆ It was moved, seconded and *carried* that...
  - ◆ In the discussion about X the following points were raised...
  - ◆ Proponents of the resolution elaborated on the rationale and, in response to a question, gave assurances that...
3. Clearly identify each document presented and discussed. If required, consult with the Chair on any issues that require clarification.

### Confidential minutes

If minutes are confidential (i.e., the meeting is closed), **mark them as such and limit circulation** only to members of the committee and any selected others who have authorization to view them as part of their duties and responsibilities.

### Retention and disposition of minutes

Once approved, the minutes of the meeting should be stored together with the agenda and documents for the relevant meeting. Normally your handwritten notes can be safely destroyed when the minutes have been approved and all necessary correspondence has been completed. Handwritten notes should not be retained unless there are legal or statutory requirements to do so.

### Audio/video recordings

Audio or video recordings of meetings are generally not advised. If a recording is made, it should be retained only until an approved summary is prepared or, if the recording is the record of the meeting, for as long as other similar records in a particular file class are retained. Ensure secure destruction of audio and video recordings, since they contain personal information.

### When not to take minutes

For informally constituted groups (those whose existence is not mandated by policy or legislation) such as *ad hoc* task forces or working groups, regular staff meetings, periodic administrative forums, etc., formal minutes are normally not required – a summary of tasks assigned and accomplished and items agreed to is normally sufficient to document the ongoing work of such groups. For *ad hoc* task forces and working groups a final report most often constitutes the formal record of the group's work.

- Recordedly yours, 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.valentinalifecoach.com](http://www.valentinalifecoach.com))*

Each month in the Calgary Exchange you will receive a tip to Survive in the Office with Confidence.

We hope you enjoy this new feature.

### **TIP 1: YOUR MORNING POSITIVE AFFIRMATION**

**Start your day with an affirmation. An affirmation is a positive statement written in the first person and present tense, like: “I can handle challenges that may occur, in confidence and with ease” or “I achieve great things, I am comfortable being myself”. Say your affirmation out loud or just read it in your mind, if you are not comfortable with saying it out loud. Stay concentrated while stating your affirmation. Devote 15 minutes every morning in doing this.**

### **TIP 2: START YOUR DAY WITH A BIG SMILE**

**It may seem awkward to wake up in the morning and wear a big smile on your face, but it is scientifically proven that smiling positively affects your psychological as well as physiological state and increases endurance in frustration and emotional pain. Even if you don't feel like smiling, fake it! The movement of the mouth muscles provokes an increase of your body's endorphins which helps the procedure of making you feel happier and more confident about yourself. So make it a habit and start your day with a big smile while looking at yourself in the mirror. Also, try to smile as many times as possible during the day, and while executing your daily tasks.**



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



**\*\*\* NOVEMBER 9, 2011 \*\*\***

**Sue Styles will be presenting ...**

**How to Enjoy Your Work (even if you dislike your job)**

Sue is an energetic speaker with a passion to tell the story of how you can enjoy your life—even when it is not enjoyable! Sue's professional speaking topics include Administration, Divorce, Single Parenting + Bankruptcy. She has been an Adult Educator for over 20 years and has taught at Grace Woman's Hospital (BC) and at Chinook Learning College (AB).

*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.

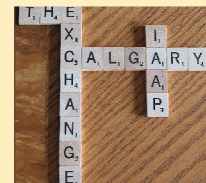


<http://www.iaap-hq.org/news/hotel-reservations-2012-efam-now-open>

### **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

### What's Scarce is Valued

Too much of anything can lose its value, including office items.

- 1) Look at your office space.
- 2) How many pens/pencils do you have? How many notebooks?
- 3) Reduce it to a few pens and 1 note book. Then move all excess items to storage.

Karen Turner  
Company  
Founder



### The Law of Scarcity

If the number of items are limited in your office space, they're more valuable. And because they have greater importance, we're more likely to keep track of them.

Have you ever been on your way to a meeting and couldn't find your notebook, so you grabbed a new one? Now you have two notebooks on the go and you don't know where to find the most recent information. So you waste time thumbing through both.

Remove excess items to create a sense of clarity. Truly, less is more!

#### Select and Secure What's Scarce

#### Save Time – Live Your Passion!

Karen Turner, Turner Efficiency Coaching

## 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

## 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*

- November 2, 2011      Executive Board Meeting*
- November 9, 2011      November General Chapter Meeting*
- December 7, 2011      Executive Board Meeting*
- December 14, 2011      December General Chapter Meeting*

**November 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			

**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

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 at the next Calgary Chapter Meeting on NOVEMBER 9, 2011*

