

Clifton Corridor Forum

A NEWSLETTER FOR CLIFTON CORRIDOR CHAPTER ADMINISTRATIVE PROFESSIONALS

Officers

President

[Shirley Connelly](#)

Vice President

[Ginny Causey](#)

Secretary

[Kathy Cobb](#)

Treasurer

[Terry Martin](#)

Director

[Sherry Wittenberg, CAP-OM](#)

Committee Chairs

Certification

[Michelle Cullum, CAP OM](#)

Membership

[Tracy Burton](#)

Nominating

[Jane Williams](#)

Parliamentarian

[Sherry Wittenberg, CAP-OM](#)

Programs & Education

[Mary David](#)

Public Relations

[Karen Griffith](#)

Community Outreach

[Charlene Hyman](#)



this issue

By Laws and Meeting Flow **P.2**

How to Conquer Public Speaking Fear **P.3**

Exercise to Find Motivation **P.4**

From the President's Pen

Dear Friends,

Clifton Corridor Chapter continues to be successful and I thank you all for your participation. Being a successful professional organization takes the workmanship of all of the members.

In the last newsletter I talked about the importance of membership. Membership in our chapter continues to grow, thank you for inviting your colleagues to become members.

With our Georgia Divisional theme as our guide "IAAP: Ship of Success", we continue to focus our activities to increase our membership, provide opportunities for leadership and to work together helping others grow through mentorship.

John F. Kennedy said "Leadership and learning are indispensable to each other." I believe in order to be a good leader you must continue to learn and be willing to help others who want to learn too. Attending our monthly chapter meetings is a way to continue learning and to build your leadership skills. Listening to Podcasts, attending Webinars taking the CAP/OM certification exam are all ways to continue your education. But also just being a leader is a learning experience. Take on that challenge that extra work load. You must learn how to guide others, and to let them guide you. You must be willing to give of yourself for the benefit of others. I believe that we should always be developing the leader in ourselves, Leadership doesn't mean that you are the boss, on the other hand it means that you a person that people look to: for ideas, for motivation, for guidance. Being open to suggestions and change is another leadership skill colleagues should not shy away from sharing ideas with you. Helping to unlock the potential in others, letting them see what they are capable of, then, helping them to get there. All these things will help you bring out your inner leader and help someone else to do the same. I look forward to hearing your ideas on leadership.

Please be sure to reach out to other Administrative Professionals in your community and share what you have experienced by becoming a member and invite them to participate in our organization.

Come join us as we create a better workplace, one admin at a time!

Shirley Connelly, President 2011-2012



CHAPTER MEETINGS

3rd Thursday of each month.

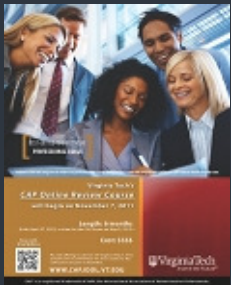
See [website](#) for more details.

Upcoming meetings:

December 15, 2011
Holiday Social

January 19, 2011
Get Fiscally Sound

February 16, 2011
Mentoring



Online CAP Review Course



IAAP—HQ is now on Facebook! Be a [fan](#) now!

ByLaws and Meeting Flow

By Sherry L. Wittenberg CAP-OM, Parliamentary Chair

This year, Georgia Division held a Leadership Training session at CNN Center in Atlanta, Georgia on September 17, 2011 from 9:30am to noon. One of the topics of the training was “How to Make Your Workplace Meeting Flow Smoother”. Part of the workplace meeting flow discussion revolved around bylaws. We were asked a series of questions related to our bylaws and where to find specific information.

Here are a few examples of the types of questions they asked. I included the answers for the Clifton Corridor Chapter for those who are interested.

- ⇒ *Where would you find information on how many Chapter members need to be present in order to vote?* Pg 9. Article V (D). 25% of the membership makes up the quorum according to the chapter bylaws. Clifton Corridor’s current quorum is nine members based on a total chapter membership of 35.
- ⇒ *Where would you find information regarding the number of Board members that need to be present in order to vote at the Board meeting?* Pg 8. Article IV, Section 4. The Board must have half of the board present plus one in order to vote. The current Board quorum for Clifton Corridor is currently four Board members based on a total Board makeup of five.
- ⇒ *Where would you find Information on procedures for office vacancies?* Pg 7. Article III, Section 6. There are several paragraphs describing what the board and members must do in the case of a Board or Chair vacancy.
- ⇒ *What section of the bylaws must be read verbatim?* Pg 12. Article IX. Section on Dissolution.
- ⇒ *When does the Nominating chair submit a slate to the membership?* Page 4. Article III, Section 3 (B). A slate is submitted to the membership at the May Chapter meeting.
- ⇒ *Where can you find information on when chapter meetings are held?* Pg 8. Article V, Section 1. The Clifton Corridor Chapter meetings are held the 3rd Thursday of the month.
- ⇒ *In what section do you find information on the duties of the Board officers?* Page 4. Article III, Section 5. There are several paragraphs dedicated to describing the duties of the board positions.
- ⇒ *Can the Chapter change Chapter dues without updating the bylaws?* Article II, Section 2. No. The actual amount of the dues for each type of membership is listed in the bylaws on page 2.
- ⇒ *Is the fiscal year defined in the bylaws?* Page 3. Article II, Section 4. Yes. IAAP’s fiscal year runs from 7/1 through 6/30.

I found this exercise to be extremely helpful to me as the Parliamentary Chair. Reviewing this information in the form of questions really made you think about frequently referred to by-laws. It also allowed me to earmark the places in the bylaws that are most likely to come up in every day meetings such as the chapter and board quorums, as well as, procedures for vacancies and nominations.

You can find a full copy of our bylaws posted on our internet page under the [About Us](#) tab on the Clifton Corridor Chapter of IAAP’s website. This article was written using the most current bylaws posted on the website last updated on 9/16/10.



Professional Certification

If you're looking for ways to help you get ahead in the workplace IAAP offers two professional ratings for office professionals. The Certified Professional Secretary (CPS) and the Certified Administrative Professional (CAP) ratings are the industry recognized standards of proficiency by passing the exams.

You may also obtain college credit and, according to the latest survey from OfficeTeam, get up to a 7% increase in salary.

The CPS and CAP exams are based on the premise that an administrative professional should have basic knowledge of office systems, technology, office administration, and management, and know how to apply the principles of good human relations and communications.

Why wait? Do something for yourself and your Career today.

Get certified!

For more info see <http://www.iaap-hq.org/prodev/certification/index.html>.

How's Your Deskside Manner?

By Julie Perrine, CAP-OM, MBTI Certified

You're probably familiar with the term "bedside manner." It's typically used to describe how a healthcare professional interacts and communicates with patients. A doctor with "good" bedside manner is likely a good communicator, a great listener, empathetic to their patients, and attentive to making the patient feel at ease. A doctor with "poor" bedside manner may come across as arrogant, abrupt, rude, and likely isn't a great listener or communicator. As admins, how we interact with customers - internal and external - defines our "deskside manner". So how is yours?

We've all worked or interacted with the "Crab in the Corner" - the admin who instills fear and trembling in every soul who approaches her desk because she's short, abrupt, sometimes abrasive and generally unpleasant to interact with. You avoid her corner at all costs...doing everything you can to figure things out without her until you absolutely must approach her to ask a question or seek additional information.

Then there's the "Considerate Caretaker" - the admin who makes every person who approaches her desk feel warm and welcomed because she's smiling, making eye contact, truly interested and engaged in helping you get the answers or information you need from her. You find yourself feeling more upbeat and satisfied when you leave her desk because she was pleasant, positive, and genuinely helpful.

Your deskside manner is key to how you are perceived and treated within your office. Your deskside manner reflects on you, your executive, and the entire company. It's something you control. It's something you can change if it isn't what you'd like it to be. It's something you can continually improve upon even if you're already doing a great job. This isn't a course you can enroll in at your local community college, but there are some questions you can ask yourself to evaluate your deskside manner.

⇒ Are you an emotionally intelligent admin?

Emotional intelligence (EQ) is defined as the ability to perceive emotion, integrate emotion to facilitate thought, understand emotions and to regulate emotions to promote personal growth. Studies show that IQ attributes to 20% of life success, however EQ attributes to between 40-60%!

How you respond to situations at the office is very important. You must be able to accurately define the emotions you are experiencing, know how to productively process through them, and then respond appropriately. You must display the ability to be persistent, be motivated, control impulses, delay gratification, and choose your attitude.

Companies typically hire individuals for their IQ's and experience. They fire them for a lack of EQ. (Doctors with poor bedside manner are usually lacking in EQ also!) The good news is you CAN change and improve your EQ when you specifically focus on doing so over time.

⇒ Do you have a positive attitude?

Read More at: [Http://www.AllThingAdmin.com](http://www.AllThingAdmin.com)

Julie Perrine, CAP-OM, is a personality strategist, personal brand analyst, and administrative mentor who teaches administrative professionals and entrepreneurs how to increase their professional opportunities and achieve more productive and meaningful relationships by utilizing innovative technology, ideas, and people. Learn more and request your FREE copy of our special report "Creating Your Strategic Administrative Career Plan" at www.AllThingsAdmin.com



OfficePro MAGAZINE

OfficePro has its own website, especially for IAAP members. Check it out today. Join in the discussion, give opinions and discuss OfficePro articles.

The Office
Professional

Free Articles for
Administrative
Assistants



International Association of
Administrative Professionals®
Clifton Corridor Chapter

PO Box 1514
Decatur, GA 30031

www.iaap-ccc.org
info@iaap-ccc.org

Submission deadline is the first of each month. Please [email](#) us with events, articles, ideas, etc. you would like to see in our next newsletter issue: January-February 2011 .

Exercise to Find Motivation

by Nancy Churnin

Studies show regular exercise improves health, which can lower healthcare costs. So it's no wonder many employers are urging workers to go for the burn. But if the prospect of lowering health premiums isn't enough to tempt you to get moving, consider these lesser-known exercise benefits:

- Regular exercise increases brain power by increasing blood flow to the hippocampus, the brain area that's crucial for learning as well as regulating memory and emotions.
- Exercise can help preserve eye function by reducing irregularities in blood vessels.
- It reduces blood sugar in the mouth, which means bright smiles and less money spent on teeth whiteners.
- And working out boosts immune function. So even if workers do get sick or injured, they'll recover faster.

—Adapted from “To exercise or not to exercise—here is the inspiration,” by Nancy Churnin, on the Dallas Morning News Fitness blog

Upcoming Events from HQ, Georgia Division and other Chapters

- | | |
|----------------------|---|
| February 10-11, 2012 | IAAP—GA Division Certification/Dev Workshop/Student Conference
Athens, GA-University of Georgia Center |
| March 4-7, 2012 | IAAP Spring Conference
Las Vegas, NV |
| April 22--27, 2012 | Administrative Professionals Week |
| May 5, 2012 | IAAP CPS/CAP Exam Various Locations |
| June , 2012 | 58th Georgia Division Annual meeting
Atlanta, GA |