



2011-2012

“Tips for the Trade”

Heart of Peachtree Chapter

Georgia-Pacific Center © 133 Peachtree Street NE © Atlanta, GA 30303

January, 2012 — Volume 18, Issue 6

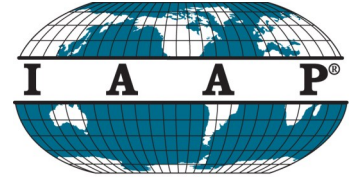
“FROM THE PRESIDENT’S PEN”



Deborah Daniels
President

Greetings Ladies of Heart, and Happy New Year!

It's a great time of year to look at what we are investing our energy into. Are you constantly trying to control everything and everyone around you? Are you practicing grace in the way you move and listen? Is there a constant inner struggle that could be looked at more honestly? Is your life totally rockin' and ready for an even brighter flame to be lit? It's unimportant where your observations land. Just observe, smile, and step in.



International Association of
Administrative Professionals®
Heart of Peachtree Chapter

This year, you should let go of control, to flow with the stream of life's experiences, and to trust things to just be, as they are. A sense of humor coupled with self-honesty also helps.

Often we look at the New Year as a way to let go of one thing and bring in something else. However, I propose another (or an additional) method. Look at what you've already invested in. What things, projects, practices, qualities, relationships, etc., have you already poured yourself into and are actually working!? **BRING IT WITH YOU** into the New Year! Cultivate an ability to appreciate your existing efforts and inspirations. Take the time to acknowledge



Logo created for 2011-2012
Georgia Division year to be used by
President Barbara Wiley, CPS/CAP

that which you've already fostered into a ripe part of you.

Discover Your Career Passion and



Step Out of the Box!

Ladies of Heart, why not make this year's resolution be one of Reflecting, Releasing and Renewing to becoming even more masterful in 2012!

Deborah Daniels
President

MEETING DATE/TIME

Tuesday, January 24, 2012

11:30 a.m.—1:00 p.m.

MEETING LOCATION

Lobby Training Room #1

Georgia-Pacific Center

133 Peachtree Street NE

Atlanta, GA 30303

MEETING

HIGHLIGHTS

- Lunch
- Program
- Brief items of business
- Giveaway for Retirement Trust Fund
- Other giveaways

FOR ASSISTANCE ON

MEETING DAY

Call 678-333-7306

INSIDE

THIS ISSUE

Highlights	Page 2
Jan. meeting	Page 3
Coming in Feb.	Page 4
Top 10 Tips	Page 5
Tips (cont.)	Page 6
Int'l news	Page 7

HIGHLIGHTS FROM THE DECEMBER MEMBER APPRECIATION LUNCHEON

The Heart of Peachtree chapter's Holiday Luncheon was held in December. After a few minutes of chapter business, a delicious lunch was enjoyed by all in attendance. The "program" was a time of pampering provided by Mary Kay consultant, Deanna Daniels. *(Deanna is also the daughter of HOP President, Deborah Daniels).* Chapter members and guests were given makeup tips and encouraged to try some new items. Guests Marsha Davis and Tangela Gray displayed jewelry for attendees to admire and purchase. Everyone had a great time!



Faye Sawyer and Rita Blanding listen intently to Deanna Daniels' tips.



Tangela Gray and Marsha Davis enjoy lunch with the chapter members.

Deanna Daniels demonstrates makeup techniques to Valisha Baldwin, CAP.



2011-2012 COMMITTEE CHAIRS

ADMINISTRATIVE PROFESSIONALS WEEK
Rita Blanding

ARRANGEMENTS
Rita Blanding
Thelma Salley

BYLAWS/STANDING RULES
Valisha Baldwin, CAP

COMMUNITY SERVICE
Deborah Daniels

CPS/CAP/EDUCATION
Deborah Daniels

FRIENDSHIP SERVICE
Faye Sawyer

MEMBER OF EXCELLENCE
Rita Blanding

MEMBERSHIP
Toni Creighton, CAP-OM

NEWSLETTER/PUBLICITY
Vicki Huxford, CAP-OM

RETIREMENT TRUST FOUNDATION
Rose Grant, CAP-OM

SUNSHINE FUND
Rosalind Tyler

WAYS AND MEANS
Faye Sawyer



CHAPTER MEMBER'S BIRTHDAY

Rita Blanding February 16

CELEBRATE & EDUCATE!
2012 Certification and Development Workshop/
Student Conference
February 10-11, 2012
Athens, Georgia
(hosted by Athens chapter)

Registration packet available on the Georgia Division website
(www.iaap-georgia.org)

**2011-2012 GEORGIA
DIVISION OFFICERS**

Barbara Wiley, CAP-OM
President

Jenny Stewart, CAP-OM
President-Elect

Valerie Carter, CAP-OM
Vice President

LaVonne Goldschmidt, CAP-OM
Secretary

Bonnie Judy, CAP-OM
Treasurer

**“GIVE TO
RTF FOR
A CHANGE”**



Bring your wallet to our next chapter meeting. There will be a special container in which to deposit your loose change for the Retirement Trust Foundation (RTF) for IAAP for donations.

CUSTOMER SERVICE TIPS OFFERED ON JANUARY 24

Most of us could probably use a few more suggestions on how to improve our customer service. Heart of Peachtree chapter member, Faye Sawyer, will be presenting a program which will do just that. The title of Faye’s presentation is “Customer Service: Forbidden Phrases (What NOT to Say to Your Customers) and Cardinal Rules.”



Faye Sawyer

Born and raised in Atlanta, Faye began working full-time at Trust Company Bank (now SunTrust Bank) three days after graduating high school. Faye held positions in Retail (branch), Bank Operations, Treasury Management, and Commercial Banking before retiring from SunTrust Bank as a Banking Officer in August, 2010, after 35 years. Faye currently serves as Treasurer of the HOP chapter as well as chairing the Friendship Service and Ways & Means committees.

Please plan to be with us for this special meeting on Tuesday, January 24, at 11:30 a.m. The meeting will be held in Georgia-Pacific Center, Lobby Training Room #1. The meeting fee is \$20—reservations are mandatory and must be honored. Remember to RSVP to Rita Blanding no later than noon on Friday, January 20. You may email her at this address (blanding_rita@bah.com) or call her at this number (404-589-7032).

ETIQUETTE FOR THE CUBICLE



There are proper ways to behave in any social situation. Proper etiquette is to be followed when dining out, attending a wedding or funeral, giving gifts and when saying "thank you." Did you know there's also proper etiquette to be followed when working in a cubicle? Below are some suggestions for cubicle etiquette which should help promote some thoughtfulness in today’s office environment:

- ⇒ Remember that speakerphones and cubicles don't mix.
- ⇒ Talk softly; be aware of how your voice carries.
- ⇒ Resist the urge to ask your cube neighbor a question “over the wall.” Send an e-mail or instant message or call on the phone.
- ⇒ Don't play loud music at your desk during business hours. If you have to, use a headset. Remember you work in a cubicle.
- ⇒ Don't discuss a confidential matter in a cubicle setting.
- ⇒ Don't enter another person's cubicle unless you are invited.
- ⇒ Prevent distractions; if possible arrange your desk to face away from your cubicle opening.
- ⇒ Bear in mind that your cubicle is a direct reflection of you. Keep it neat and orderly.
- ⇒ Kick others out gracefully, walk towards the entrance of your cubicle when you would like to keep an impromptu meeting short.
- ⇒ Suffer alone; if you are ill, stay home.

Always hold yourself to a higher standard, no matter your job or your title, hopefully.

Written and submitted by
Thelma Salley
Heart of Peachtree chapter member

AVERY DENNISON PRODUCTS TO BE FEATURED IN FEBRUARY

Each year, the Heart of Peachtree chapter tries to feature a program from the Avery Dennison company. This chapter year, we are pleased to have Keri Walling from The Highlands Group who will present a program on "Getting Organized" on Tuesday, February 28. Mark your calendars for this meeting. Not only will you benefit from the tips from Keri, but she always brings packets of complimentary office products with her to the meeting!!



DEVELOP YOUR PERSONAL BRAND

Personal branding is an ongoing process that should exist throughout your job search process and entire career. The goal of establishing a strong personal brand is to differentiate yourself among other professionals by demonstrating your unique value to employers. Below are a few steps you need to take to successfully build your brand while marketing yourself to potential employers:

- **Increase Your Visibility.** The first step towards building your personal brand is to get your name out there. The best way to establish a presence in your field is by attending industry meetings and conferences, participating in panel discussions or volunteering for committees. You never know when your contacts will be able to help you along your job search.
- **Stay Connected.** It is important to stay in touch with old contacts as well as continue to build and maintain your current network on a regular basis. Don't be someone who reaches out to contacts only when they need something. Foster those relationships, especially the important ones!
- **Create an Online Presence.** Take professional networking to the next level by joining online social networking sites. Consider starting a blog on your area of expertise or creating a website that showcases samples of your work. Make an effort to meet other professionals online by commenting on relevant blogs or connecting with professionals through their social networking profile. Consider creating an online career portfolio and remember to manage your online reputation to ensure you are always presenting yourself in a positive, professional manner when interacting online.
- **Establish Key Differentiators.** Identify what makes you distinctive from other candidates and make sure to communicate it to potential employers. It is important to be honest about who you are as a professional and understand your strengths and unique value you bring to the table. It's also important to recognize your weaknesses and develop a plan for personal improvement. By knowing yourself, you can more effectively promote yourself to others.
- **Be Consistent.** Ensure that you have a consistent message when speaking with potential employers, colleagues and other professionals. While you may not realize it, everything that you do or say contributes to your personal brand, including the way you conduct yourself in meetings, in phone conversations, through email communications and how you dress.

Seek Feedback and Evaluate Progress. Once you have established your personal brand, it is important to continue to gauge how others perceive you. Test your market value by gathering constructive feedback from your co-workers, peers, family and friends. By understanding how others view your personal brand, you can learn what steps you need to take to position yourself for success.

Market Yourself

Developing your personal brand is one of the first steps towards effectively marketing yourself to potential employers and elevating your career. Employers appreciate job seekers that take the initiative to get noticed and differentiate themselves from other candidates in their industry.

Reprinted from AtlantaCareerPath.com; December 7, 2011.

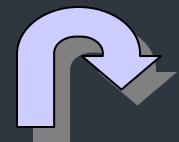
UPCOMING EVENTS IN IAAP



2012 SPRING CONFERENCE
March 4-7, 2012
Harrah's Las Vegas
Las Vegas, Nevada

FUTURE SITES OF THE EDUCATION FORUM AND ANNUAL MEETING

2012 – Grapevine, Texas
2013 – Anaheim, California
2014 – Milwaukee, Wisconsin
2015 – Louisville, Kentucky



HOP CHAPTER MAILING ADDRESS

Heart of Peachtree Chapter IAAP
PO Box 170431
Atlanta, GA 30317-0431

2011-2012 UPCOMING CHAPTER MEETING DATES AND PROGRAMS

FEBRUARY, 2012

Tuesday, February 28
Avery Dennison
Speaker: Keri Walling
"Getting Organized"

MARCH, 2012

Tuesday, March 27
Speaker: Lorinzo Foxworth
"Motivation to P.E.A.C.C.
Performance"

APRIL, 2012

Tuesday, April 24
Administrative Professionals
Week
Speaker: Cindy Cannon
"Is Time Managing You?"

MAY, 2012

Tuesday, May 22
Business Meeting

JUNE, 2012

Tuesday, June 26
Installation of officers

TOP TEN TIPS

1. Customizing the Quick Access Toolbar

At the very top of Outlook, you will see Quick Access Toolbar. In 2007 and 2010 you have the ability to add commands that you use frequently. Use the pull-down arrow, select MORE COMMANDS. Under CHOOSE COMMANDS FROM, change it from POPULAR to ALL COMMANDS. Find the command, and select ADD. For example, we added "Save Attachments" and "Save As". This allows us to quickly file emails and attachments using these shortcuts.

2. Automatically add a color or category

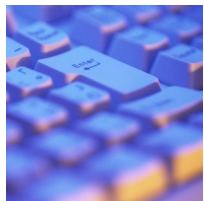
Type a key word and Outlook can automatically assign a color or category.

2007 Users

- In the day or month view, right click where it is blank and choose AUTOMATIC FORMATTING from the menu
- Choose ADD
- In NAME, type a key word. For example, Staff Meeting
- Use pull-down arrow to choose color
- Select CONDITION button
- In SEARCH FOR WORDS, type the key word (In our example, Staff Meeting)
- Choose OK, and OK again. When Staff Meeting is typed in meeting subject, it will automatically be color coded and categorized.

2010 Users

- In the day or month view, right click where it is blank and choose VIEW SETTINGS
- Select CONDITIONAL FORMATTING
- Choose ADD
- In NAME, type a key word. For example, Staff Meeting
- Use pull-down arrow to choose color
- Select CONDITION button
- In SEARCH FOR WORDS, type key word (in our example, Staff Meeting) and choose IN SUBJECT FIELD ONLY
- Choose OK, and OK again. When Staff Meeting is typed in subject, it will automatically be color coded and categorized.



3. Filing System

At the end of the year we set aside time to clean out information no longer needed and "tweak" our filing systems in our paper and computer files. Nothing can beat the feeling of being organized and the sense of control it provides. Review your existing filing structures in Outlook, My Documents, or where ever you store information. Make sure that "like" items are grouped together. Re-organize and delete unnecessary information. For example, you may have a folder called Projects and then all of the projects could be filed together. Consider making a folder called "z Completed Projects" to store projects that are finished. Using the "z" will allow this to be the last folder in the list. Only current projects will now be showing and this will reduce eye-clutter.

4. Use the task list

The single most important feature in Outlook is the task list. If you are not currently using it, make a commitment to start in 2012. Not sure how to get started or need help taking it to the next level? Then invest in a one-hour virtual coaching session. In January, we will offer a **50% discount** on one session. Contact us for more details.

5. Virtual Meeting Software

Take advantage of virtual meeting tools such as GoToMeeting or Webex. We use www.gotomeeting.com for virtual training sessions and to work on projects. This product has saved us time and money. If you are a small business, be sure to ask for a discount. We did and received \$10 off the monthly fee. (continued on page 6)

TOP TEN TIPS (CONTINUED FROM PAGE 5)

6. Outlook Notes

We keep information such as User IDs and Passwords, travel information, and instructions stored in Notes. If you are keeping information in contacts or Word, consider moving it to Notes. Why? They are more secure (not likely to be hacked like contacts!) and will sync with iPhone, Blackberry, and Droid (using Touchdown App). Most of your time is spent in Outlook so why not keep it at your fingertips.

7. Use rules

Rules can automatically manage the Inbox by moving emails to folders. Follow these steps to create a rule:

- With email closed, right click and select CREATE RULE (2010 users, select RULES...)
 - Check FROM or SUBJECT
 - Check MOVE EMAIL TO FOLDER and choose SELECT FOLDER
 - Select the folder to move the email and choose OK
 - Check RUN THE RULE NOW
 - Select OK
- All future emails will go directly into the selected folder.

8. Quick Steps (2010 users only)

This new feature allows you to customize or create steps based on your needs. For example, "Forward to Team" can be customized and then used to quickly forward emails. Quick Steps can also perform certain actions such as moving or filing emails. We created a customized step called "File". Follow these steps to create:

- Select CREATE NEW
- In NAME, type FILE
- In ACTIONS, use the pull-down arrow to choose an action
- Under FILING, choose MOVE TO FOLDER
- Under CHOOSE FOLDER, select ALWAYS ASK FOR FOLDER
- Select FINISH

The Quick Step will appear. To utilize the Quick Step, highlight an email and choose FILE from the Quick Steps menu!



9. The WIP™ (Work in Progress) and iPhone (Blackberry, Droid, etc.)

The WIP™ folders reside under the Inbox and are used to manage emails when away from the computer. By creating folders such as READ or FILE, emails can be filed by action needed. This eliminates double-processing! We also create folders for the projects we are working on, such as NEW WEBSITE. Emails can be filed and then addressed when needed. Once the project is complete, the file is move to completed projects for future reference.

10. Manage the Inbox

Every morning the goal is to manage the Inbox. How? We have a process! Move emails to the appropriate Outlook folders such as Calendar, Contacts, Notes, and Tasks. Use the WIP™ to move emails by action needed such as reading. When emails have a "place to go", the Inbox will not get overloaded. Developing a process to manage the Inbox will improve productivity, prevent overload, and reduce stress.

Summary

One last tip...with your mouse "right-click" and it will bring up a shortcut menu with many options

Excerpts taken from article written by Daphne "DJ" Jones and reprinted from *Productivity Tips Newsletter*, November, 2011. For more information, go to this website: www.djconsultants.com



2011-2012

International

NEWS FROM INTERNATIONAL: OCTOBER MESSAGE FROM THE PRESIDENT

(Excerpts from the International President's message to Division and Chapter Presidents and Presidents-Elect)

I enjoy ushering in a fresh year. There's something inviting about not simply turning the page on the calendar but cracking open a new calendar. It welcomes opportunity, ideas and encourages me to set goals. What do you like about starting a new year?

I'm starting off this calendar year with an exciting announcement. I am pleased to introduce IAAP's new executive director, Gerald J. "Jay" Donohue, Jr., CAE, CMP. Jay comes to IAAP with an impressive résumé. He's had over 18 years of association experience, having served as executive director/chief administrative officer and chief operations officer for three major national and international membership organizations. His background also includes serving as an executive job coach with the nation's first, oldest and premier outplacement firm, Challenger, Gray and Christmas.



Tamra Goodall, CAP-OM
International President

Over the years, Jay has been responsible for the operation and services for the International Association of Defense Council, the Academy of General Dentistry and the Professional Convention Management Association. He has implemented new organizational strategic plans and also assisted with the restructuring of administrative and governance systems. He's skillful at finding and implementing creative solutions. Jay is also excellent in developing employee talent and in training.

The board and I are excited that Jay is taking the helm at IAAP. We're confident that 2012 holds many good things for the staff and the association.

To all of you who took the certification exam in November, I want to extend my congratulations and admiration for taking the step to advance in your profession. I've taken the exam to become certified and I know it's difficult. For those who passed, congratulations. For those who didn't, don't give up! Getting that certification is something to continue to work towards.

You spoke and we listened. For those of you who are already certified, we have a new specialty for you. You've told us that keeping up on the latest technology is important and we're here to help you do just that. Starting this year, IAAP is offering a new specialty: Technology Applications. Complete three Options Technology modules then pass a Microsoft test in one of those areas and you're qualified to send in the application and fees for the Technology Applications specialty. Read all about it on the IAAP public website.

We know how important training is to you. Learn something new and earn rave reviews at your office by attending IAAP's Spring Conference. Like a great movie, every office has its own set of characters, plot, setting and theme. The key to success is directing all these elements into a compelling and productive story. At this year's IAAP Spring Conference, you'll learn how to identify your office's genre and write the script for your own workplace blockbuster. On Sunday we're offering an optional, interactive technology workshop with Gini Courter. I'm going—are you?

Happy New Year everyone!

Tamra Goodall, CAP-OM
International President

2011-2012 OFFICERS

Deborah Daniels
President

Vicki Huxford, CAP-OM
Vice President

Rita Blanding
Secretary

Faye Sawyer
Treasurer

Valisha Baldwin, CAP
Director

BOARD MEETINGS

Second Tuesday of each month (except December)

Usually held by conference call. Otherwise, location will be announced.

CHAPTER MEETINGS

Fourth Tuesday of month (third Tuesday in November and December)

Georgia-Pacific Center
133 Peachtree Street NE
Atlanta, GA 30303

Meeting rooms announced monthly— subject to occasional change.

VISIT OUR WEB SITE

www.iaap-hop.org

