

News and Views

Municipal Employees Chapter Lawrenceville, Georgia

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2011—2012 Chapter Officers

- President Doris Davis,
CAP-OM
- Vice President Lorraine Powell,
CAP-OM
- Secretary Mary Beth
Bender, CAP-
OM
- Treasurer Debbie Boyd
- Editor Donna Mitchell,
CAP-OM

Chapter Monthly Meetings

Date: 3rd Thursday
Time: 6:00 p.m.
Location: Gwinnett
County Fire Headquarters
408 Hurricane Shoals RD
Lawrenceville GA 30046



President's Corner

By: Doris Davis, CAP-OM

Best Laid Plans

I like to plan.

But sometimes best laid plans go awry. I recently experienced this with the birth of my granddaughter. Chloe decided she wanted to put in an appearance 3 ½ weeks early. While we are thankful she is healthy, she also disrupted the plans. We weren't quite ready. So while she blissfully slept, the adults in her life were busy putting furniture together and the finishing touches on her nursery.

I've learned through this that making plans are great. We need the roadmap to accomplish task and major goals in our lives. However, learning to adapt to change is also important. This will help alleviate stress in case we have to take a detour to get where we are going.

Take time to plan, but also know that even the best thought out plans can be changed by something as small as a 5lb 13oz baby.



Today's Woman

By: Mary Beth Bender, CAP-OM



Insane, stressed out and just plain crazy? How many times a day do you feel that way? Children at home, grandchildren at home, aging parents at home – these are just some of the issues facing women today. Welcome to the age of baby boomers where we work full-time demanding jobs, sometimes as the sole breadwinner, we are also now raising not only our children but many of us, grandchildren as well. And if our plate wasn't full enough, we are caregivers for our aging parents. Each one of these jobs is a full-time job but put them all together, it can be overwhelming.

Here's the deal - you have to know when to reach out for help and you need to recognize when one of your fellow sisters' need help and guidance. A lot is said in the workforce about mentoring but it needs to be encouraged outside of our careers when we are starting our "second" jobs. I always felt as if I worked one full-time job in the day and when I got home, started my second full-time job. For those of us who were our parent's caregivers or are still the caregivers, know when to reach out, know when to ask for help. For me, it was a privilege and an honor to care for my parents but let's don't kid ourselves, it was also mentally and physically exhausting. Often, the caregivers end up sicker than the parent. Ask for help, it will sustain you through the challenge.

Women are beautiful, caring and nurturing beings and we should be the lifeline for one another. A lot of times we put our own needs on the back burner and they simply don't get met. You are not doing anyone any favors by neglecting yourself to take care of others. If you are not healthy, how can you ensure everyone else's health? Reach out for help if you need it or if you see a friend struggling, reach out to her. What may seem like a small, insignificant gesture could make all the difference in the world.

"I always thought that the great high privilege, relief and comfort of friendship was that one had to explain nothing" -- Katherine Mansfield

Committee News

Community Service

Our next Community Service project will be providing Christmas gifts to the Hope House.

Education

Thanks to everyone who helped November 4th and 5th with the Certification testing!

"Health is like money. We never have a true idea of its value until we lose it." Josh Billings

Trust Your Team

*By: LaVonne Goldschmidt, CAP-OM
Georgia Division Secretary*

Last month I was reminded that trust is an essential ingredient of a great team. I enjoy working on a team and being a team player, but not so much being the leader. For several years I have been "volunteered," so to speak, to head up the fall festival for Cornerstone Church in Athens. The problem with my work style (supporter) is that I don't really think like a leader. I'm better at doing than delegating.

This year I went into our first meeting determined to work "with" my team. I expressed to them that I didn't have the time to commit to the project that I've had in the past. That did not phase them in the least. I immediately started delegating to my team (the Church Pastors). Good so far, right? But even though I delegated certain tasks to them, I still felt responsible to ensure the work was done. I was worrying myself sick because I didn't feel in control. The Pastors are not that easy to get on the phone, especially my Senior Pastor. His job was to get in touch with his friend, the "cotton candy man." I needed verbal confirmation that certain things were completed. I needed assurance that even though I was not doing the task myself that it was getting done.

The team met each Tuesday during my lunch hour four weeks out. Needless to say I felt rushed to get back to work, and did not feel I was giving the event the attention it needed. To make matters worse, at the very last minute I found that I had to go out of town the Friday and Saturday before the event Sunday afternoon. My anxiety level quickly escalated. I was already feeling overwhelmed by all the things that needed to be accomplished. I knew I would not be able to do the shopping for the concession stand. At our last weekly meeting before the event I dropped the bombshell. Everyone was understanding and eager to help with

the last minute details. But my feeling of being out of control was getting worse. I couldn't sleep for worrying, and I am not a worrier by nature.

Then I got a call at work from Gloria asking if there was anything she could do to help. Whew! Another woman, someone I can trust. Do I trust my pastors? Of course, but not so much in this particular area of coordination and hands-on work. They have much grander things to do than go shopping for LaVonne. Gloria's offer immediately put me at ease. "Yes, please come and work beside me at the concession stand. Be my cashier (my supporter)." Knowing that I had a pair of hands to work with me gave me great comfort. I knew from experience I would be called away to answer questions or to help with something during the event, and I needed to know I was leaving my post in good hands. How did Gloria feel about her crucial role? For her it was such a small thing. She was more than happy to help.

Well, you'll be happy to know that the event went very smoothly, I'm told (I was too busy to notice). The Pastors were faithful to do what I asked of them and the day slipped into history as another great event, "the best yet," said the pastors. Guess who got all the credit? They had every confidence in me. Folks, we can't do everything, and we shouldn't. This event was the best ever because the TEAM did the work. I needlessly made myself sick trying to maintain control, instead of trusting my team. What a lesson in humility and relationship. I now have a new level of trust and confidence in my team of Pastors. I trust them to lead me, and they trust me to lead them in organizing this event. Together Everyone Accomplished More (TEAM).

Port City Chapter Education Seminar

By: Rena Blackstock, CAP-OM

Just picture it, a beautiful fall morning, and the first “cool” morning of the season. Fall festivals going on, fairs winding down, football season well underway. A great day to be outside enjoying the season, right? It was a great day to enjoy the season. It was also a great day to spend with my IAAP family learning about change management and how to increase personal effectiveness.

On October 1, 2011 I had the privilege of attending Port City Chapter’s Education Seminar. Of course that Saturday morning at 3:30 a.m. I was wondering if I had lost my mind – here it was, a beautiful Saturday, a day to sleep in a little and just enjoy the weather and activities around the community. And I was getting up at 3:30 to get ready to drive to Columbus for a seminar. That is either dedication or (I’ll let you fill in the blank).

Port City Chapter’s Education Seminar consisted of two topics (both presented by Sam Shelton) – Change Management – Creating a Recipe for Survival, and Increasing Personal Effectiveness: Unleashing the Animal in You. Lunch was included with the registration.

Change Management – Creating a Recipe for Survival

What is change? Attendees discussed what change is, types of changes (personal and professional, technological, etc.). Some food for thought questions were given to us:

- Why does a company have to make changes?
- What are the risks to a company that does not change?
- What are some ways organizational changes affect you?
- What are some possible risks to you if you do not change?

Change has everything to do with **choices** you make



Change is the main ingredient in the recipe of life. “If you do what you have always done, you will get what you have always gotten.”

Prep Time

Set the temperature for making choices:

- You have the power to choose
- Not all choices are good
- You control the choice you make, but...once you make it, it controls you!

Smart Choices

- Living the life you want is a food chain of good decisions.
- Some things do not make sense (cannot be reasoned).
- Some things are meant to be endured.

Change Igniters

- People
- Technology
- Information

Reasons Why People Don’t Change

- Fear
- Pride
- Rebellion
- Laziness
- Ignorance (lack of knowledge)

Recipe for Survival

- Develop a desire for change
- Stop making excuses
- Change the way you see yourself
- Be ready to change immediately
- Defend yourself against negativity
- Depend on others (positive people) to change
- Gain an interest for the truth
- Never stop dreaming

After lunch, the next topic was presented...

(continued on Page 5)

Port City Chapter Education Seminar *(continued from Page 4)*

Increasing Personal Effectiveness: Unleashing the Animal in You

Based on a series of questions each participant answered, the group was broken into groups based on their personality type. Each group then addressed the question “How Do You Handle Conflict?”

It was very interesting learning that the people in the individual groups agreed on how they would handle the conflict. Some would work together for a win-win situation, some would ignore it, some would handle it as a last resort, etc.

After each group came up with their list of how they would handle conflict, the group as a

whole discussed the reasoning behind why the group would handle it that way. In each case the way the group handled conflict was a direct reflection on their personality type.

There were some surprises when learning how different personality types handle conflict and the aftermath or consequences of handling it in that manner. I think we all had a chance to re-examine not only how and why we handle conflict the way we do, but also to appreciate why other people react the way they do.

At the end of the seminar I admitted to myself, it was a great way to spend the day – doing something fun, educational, and spending time with peers.



We Have A New Member! Kim Landers

We are thrilled to have Kim Landers join the Municipal Employees Chapter! Kim is Administrative Assistant for Planning & Development and Court Administrator for the City of Sugarhill. Her hobbies/interest includes volunteering and watching her children's sports events. Kim's son plays football, basketball, wrestles and runs track. Her daughter plays basketball. She also enjoys going to yard sales and creating photo albums with her pictures.

Kim said she joined IAAP “to network and further my education as an Administrative Professional to help increase my productivity, stay on top of the latest technology, and invite new strategies and useful skills into my workplace. “

Welcome Kim to the Municipal Employees Chapter!

Changes to the IAAP Certification Program Effective November 2011

One Rating

IAAP has moved from a two rating system to a one rating system, with areas of specialty. The one rating is our Certified Administrative Professional, or CAP. We are also offering specialties, starting with Organizational Management, which will be followed by others in the future.

Effective this week, all active CPS ratings will be changed to CAP, and all active CAP ratings will be changed to CAP with the Organizational Management specialty, CAP-OM. You don't need to do anything to your IAAP record; we will be making the changes automatically.

Active ratings include individuals who have recertified as required every five years. In the case of CPS holders who certified prior to January 1988, your rating is considered active and will be changed. Your certification status has nothing to do with your status as an active member of IAAP.

For candidates who tested in November 2011, any appropriate changes to your records will be made automatically after exam results are available in December.

Recertification

All CAP holders are required to recertify. This is based on the date of your initial rating, or when you last recertified. Passing the Organizational Management exam does not change your recertification date, as this is a specialty exam and not a certification. These changes do not impact your recertification deadline. Those who previously held a CPS rating will need to recertify five years after they either attained their rating or last recertified. Those who had both the CPS and CAP rating will be expected to recertify five years after they attained or recertified their CAP.

If you have additional questions about recertification, please refer to the [Recertification Application](#).

Proper Usage

Examples of the only proper usage of the CAP rating and Organizational Management specialty are:

- Pat Masters, CAP
- Susan Jones, CAP-OM

If you have questions about the change to your personal certification record, you can contact us at certification@iaap-hq.org.

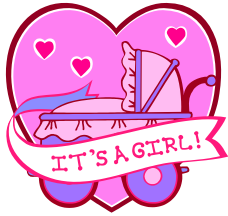
Thank you,
IAAP Certification Department



***“Making the Leap to Remarkable
IAAP: Ship of Success”***



Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.



Congratulations to President Doris Davis, CAP-OM on the birth of her granddaughter Chloe Davis!

Merry Christmas!

There will not be a newsletter in December. Wishing each of you a very Merry Christmas!



Happy Early Birthday to the following members:

Patti DuMestre, CAP—January 6

Margaret Goss, CAP—January 15



Important Dates



Chapter

December—No Monthly Program

January 19, 2012—10 Tips to Manage Your Time, Information and Technology
Debbie Kirtland, DJ Consultants, Inc.

Georgia Division

January 20, 2012—Early Bird Registration Deadline for CDW/Student Conference

January 26, 2012—Hotel Reservation Deadline for CDW/Student Conference

February 10-11, 2012— CDW/Student Conference
The University of Georgia Conference Center and Hotel, Athens, Georgia

June 8-10, 2012 Annual Meeting
Atlanta, Georgia

International

February 15, 2012—Certification Exam Registration Deadline for the May 2012 Exam

July 22-25, 2012—EFAM (Education Forum and Annual Meeting)
Gaylord Texan Hotel and Convention Center, Grapevine Texas