



# Georgia Division MAL Connection

POWER of Commitment, Professionals Achieving the Extraordinary  
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## A message from our Georgia Division Member-At-Large Committee Chairperson

Celebrating the Profession!

Administrative Professionals Week is April 18 - 24 and Administrative Professionals Day is April 21<sup>st</sup>. How do you plan to celebrate? Many companies show their appreciation by giving gifts or taking their professionals out for a special meal. IAAP chapters throughout Georgia celebrate by having various meetings in which you are all invited. Please look out for meeting invitations from individual chapters.

Being an administrative professional is a profession in which you must constantly adapt to change and continue to learn and grow to be an industry leader. IAAP helps along the way by providing quality educational meetings and programs that you can utilize in your current and future positions. Many chapters offer software training at a fraction of the price for IAAP members throughout the year. IAAP also offers OPTIONS training modules for soft skill learning online, KRM and McMurray webinars and opportunities to earn a degree from MATC (Madison Area Technical College). Take advantage of the trainings that IAAP members receive at lower rates due to IAAP affiliation.

*Fawn Britt*

2009-2010 MAL Chairperson  
Georgia Division IAAP

## Administrative Professionals Week

Since 1952, the International Association of Administrative Professionals has honored office workers by sponsoring Administrative Professionals Week. Today, it is one of the largest workplace observances outside of employee birthdays and major holidays.

In the year 2000, IAAP announced a name change for Professional Secretaries Week and Professional Secretaries Day. The names were changed to Administrative Professionals Week and Administrative Professionals Day to keep pace with changing job titles and expanding responsibilities of today's administrative workforce.

Over the years, Administrative Professionals Week has become one of the largest workplace observances. The event is celebrated worldwide, bringing together millions of people for community events, educational seminars and individual corporate activities recognizing support staff.

Today, there are more than 4.1 million secretaries and administrative assistants working in the United States, according to U.S. Department of Labor statistics, and 8.9 million people working in various administrative support roles. More than 475,000 administrative professionals are employed in Canada. Millions more administrative professionals work in offices all over the world.

APW is always the last full week in April. In 2010, Administrative Professionals Week is **April 18-24** with Administrative Professionals Day on Wednesday, **April 21**.

*\*Retrieved April 7, 2010 from IAAP website: <http://www.iaap-hq.org/newsroom/apw/index.html>*

## Administrative Professional Hot Topics and Tips

### How to Manage Your Boss By Jean Kelley

No matter where you work, you report to someone—maybe even to two or three bosses. And whether you think your boss is brilliant or a bore, the fact is that you have to manage the relationship with your boss if you want to advance your career says author Jean Kelley.

You are more dependent on your boss than your boss is on you, because your boss holds the key to your short-term future advises Kelley. Before you let a little mismanagement on your part disrupt your career, Kelley recommends that you apply the keys of “boss management” with these strategies:

- **Find out from your manager what “good” looks like.** Whether you report to one or four managers, make sure you’re meeting everyone’s expectations. After all, what seems good to you may be mediocre to your manager. You could simply ask, “What does ‘good’ look like on this project?” Or, “If this went exactly like you wanted it to go and it turned out perfect, what would have to happen between now and that time?” If you do this simple step upfront and find out what the expectations are on the project and the timelines, you may save a lot of time in the end.
- **Ask your manager what kind of follow-up would be ideal.** Many times bosses expect people to be mind readers, simply because they’re busy and can’t always go over all the details of a project. As such, your manager might forget to tell you such things as a firm deadline or a required step. And since everyone operates from their own set of realities, the possibility of miscommunication is high. That’s why you need to take the initiative to set expectations for every project you are assigned. You need to find out: What is the deadline? What are my resources? What checkpoints or milestones do we want to establish, if any? What step or contact person is critical to this project? Just as you set expectations when dealing with clients and co-workers, you need to manage the relationship and set expectations with your manager every time.
- **Examine your manager’s style and adjust to that style.** Peter Drucker said there are two key leadership styles: readers and listeners. Which is your boss? The readers want data before you talk with them. The listeners want to talk before they read. While there are many personality types in the workplace, if you can make this one distinction between the readers and the listeners, you’ll go far with managing your boss.
- **Become aware of other managers’ styles.** Keeping up with the expectations and styles of multiple bosses can be a fine balancing act. The only way to wade through it all is if you can keep in mind the one thing that matters most to each of the stakeholders you have to please. It’s too overwhelming to have five stakeholders and think through five requirements for each. So either ask each person what is most important to him or her, or figure out what you have observed in each person’s behavior that you can attend to.

*\*Retrieved March 12, 2010 from The Office Professional website: <http://www.theofficeprofessional.com>*

## 10 Critical Tips For Clearing Office Clutter By Janet Nusbaum

Having trouble finding your desk amidst the clutter? Follow these easy steps, consistently, and you'll experience greater focus and productivity as a result.

1. **Define the purpose of each space** in your office and be sure that everyone who shares the space understands how it is to be used.
2. **Keep only high-use items on your desktop** - computer, telephone, project files, good lighting, notepaper, stapler, To Do list, calendar/planner, and only what you are working on right now.
3. **Use vertical space** around your desk effectively - put photos and calendars on your wall, not on your desktop.
4. **Organize supplies** in a desk drawer organizer or supply drawer within "fingertip reach" of your desk chair.
5. **Place a wastebasket**, recycling bin, and/or shredder where you process your mail.
6. **Trim the F.A.T.** - File, Act, Toss. Professional Organizer, Barbara Hemphill tells us that the only choices we have for dealing with paper is to File it, Act on it, or Toss it.
7. **Create zones** in your workspace for incoming and outgoing paper, filing and a work surface. Resist co-mingling each zone.
8. **Create an Action File System** and place all "action required" items in the system. The Action File System works in-conjunction with your calendar. Simplified Spaces can help you implement this system in your office or home.
9. **File non-action required papers** in an accessible "reference file system."
10. **Schedule office clean-up/organizing** on your calendar, or you will always lean toward a competing priority. Face it ... most of us would prefer to do about anything else than to spend a day organizing their office or home.

Being clear about what activities you want to perform in your workspace and where, having clear surfaces in which to work, and the tools you need to perform those activities in easy access, will significantly improve what you're able to accomplish in a day. In the process, you'll reduce your stress level and free up time and energy for what matters most. This is an preview from our upcoming booklet "The Simplified Office - A Complete Guide to Clear Office Clutter for Good!"

*\*Retrieved March 11, 2010 from Ezine Articles website: <http://ezinearticles.com/?10-Critical-Tips-For-Clearing-Office-Clutter&id=1728152>*

## IAAP News

### 2010 Georgia Division Annual Meeting, June 11-13

Holiday Inn Select, Atlanta Georgia. Please join us for two fun-filled, educational days. Fulton County Government Chapter is the host chapter for the event.

### Education Forum and Annual Meeting 2010, July 18-21

The International Education Forum & Annual Meeting is IAAP's premier event taking place during the summer with over 1,200 attendees. This event offers more than 50 education workshops focusing on topics from management skills to leadership development. Attendees will have the opportunity to see the inner workings of the association by attending the business sessions that highlight the association leadership. And don't forget the numerous networking events that provide social gatherings with your peers.

[For a copy of the 2009 EFAM registration brochure, please click here.](#)

### Fall Conference 2010, October 17-20

The Fall Conference is held each October in various locations in North America. This 2½ day conference provides opportunities to network, share ideas, problems and solutions with other administrative assistants. You will have the opportunity to hear three to four top-notch presenters and return to your job with renewed energy and vitality. You will also receive recertification points if you are an active CPS and/or CAP holder. You can receive continuing education credits as an alternative to recertification points.

## IAAP Georgia Division Chapter Meeting Announcements

*\*Refer to the GA Division website for more information, [www.iaap-georgia.org](http://www.iaap-georgia.org)*

### AGL Resources

Date: every other month 3<sup>rd</sup> Thursday  
Time: 11:30 a.m.  
Contact: [tortiz@aglresources.com](mailto:tortiz@aglresources.com)

### ALBANY AREA

Date: 4<sup>th</sup> Monday of each month  
Time: 6:00 p.m.  
Contact: [ypope@dougherty.ga.us](mailto:ypope@dougherty.ga.us)

### APPALACHIAN

Contact: [rena@brjc.net](mailto:rena@brjc.net)

### ATHENS

Date: 3<sup>rd</sup> Tuesday of each month  
Time: 6:00 p.m.  
Contact: [lavonneg@uga.edu](mailto:lavonneg@uga.edu)

### ATLANTA

Date: 3<sup>rd</sup> Monday of each month  
Time: 6:00 p.m.  
Contact: [glittle261@aol.com](mailto:glittle261@aol.com)

### ATLANTA AIRPORT

### ATLANTA CITY HALL

### ATLANTA FEDERAL GOVT.

Date: 3<sup>rd</sup> Thursday of each month  
Time: 1:00 p.m.  
Contact: [lysanderbell@hotmail.com](mailto:lysanderbell@hotmail.com)

### ATLANTA HEALTHCARE

Date: 2<sup>nd</sup> Monday of each month  
Time: 6:00 p.m.  
Contact: [lwaker@msm.edu](mailto:lwaker@msm.edu)

### CHEROKEE ROSE

Date: 3<sup>rd</sup> Thursday of each month  
Time: 11:30 a.m.  
Contact: [michelle.williams@gatrans.com](mailto:michelle.williams@gatrans.com)

### CLIFTON CORRIDOR

Date: 3<sup>rd</sup> Thursday of each month  
Time: 5:30 p.m.  
Contact: [president@iapp-ccc.org](mailto:president@iapp-ccc.org)

### COBB COUNTY

Date: 4<sup>th</sup> Monday of each month  
Time: 6:00 p.m.  
Contact: [linda.dobson@solvay.com](mailto:linda.dobson@solvay.com)

### THE COCA-COLA COMPANY

Date: 1<sup>st</sup> Wednesday of each month  
Time: 11:30 a.m.  
Contact: [dohart@nako.com](mailto:dohart@nako.com)

### DEKALB

Date: 3<sup>rd</sup> Thursday of month  
Time: 6:00 p.m.  
Contact: [milleras@dekalbtech.edu](mailto:milleras@dekalbtech.edu)

### DOGWOOD

Date: 3<sup>rd</sup> Tuesday of each month  
Time: 6:00 p.m.  
Contact: [awv9@cdc.gov](mailto:awv9@cdc.gov)

### EVANS TOWNE CENTER

Contact: [djaap@aol.com](mailto:djaap@aol.com)

### FAIRWAYS

Date: 3<sup>rd</sup> Tuesday of each month with the exception of December 2009 and March 2010  
Contact: [iaapfairwayspres@gmail.com](mailto:iaapfairwayspres@gmail.com)

### FAYETTE-COWETA

Date: 2<sup>nd</sup> Monday of each month  
Time: 6:00 p.m.  
Contact: [dncook@southernco.com](mailto:dncook@southernco.com)

### FULTON COUNTY GOVT.

Date: 4<sup>th</sup> Thursday of each month  
Time: 12:00 p.m.  
Contact: [charisse.parker@fultoncounty.org](mailto:charisse.parker@fultoncounty.org)

### GEORGIA POWER

Date: 2<sup>nd</sup> Wednesday of each month  
December 2009  
March, April, May, & June 2010  
Time: 11:30 a.m.  
Contact: [kgibson@southernco.com](mailto:kgibson@southernco.com)

### GWINNETT

Date: 3<sup>rd</sup> Tuesday of each month  
Time: 6:30 p.m.  
Contact: [lesa.prontaut@yahoo.com](mailto:lesa.prontaut@yahoo.com)

### HEART OF PEACHTREE

Contact: [vlievable@bellsouth.net](mailto:vlievable@bellsouth.net)

### LAGRANGE

Date: 3<sup>rd</sup> Tuesday of each month  
Time: 5:30 p.m.  
Contact: [angela.west@miliken.com](mailto:angela.west@miliken.com)

### MUNICIPAL EMPLOYEES

Date: 3<sup>rd</sup> Thursday of each month  
Time: 6:00 p.m.  
Contact: [rena.blackstock@gwinnettcounty.com](mailto:rena.blackstock@gwinnettcounty.com)

### NEW ROCK

Date: 1<sup>st</sup> Tuesday of each month with the exception of April  
Contact: [kshaner@lithonia.com](mailto:kshaner@lithonia.com)

### NORTH POINT

Date: 2<sup>nd</sup> Tuesday of each month  
Time: 5:30 p.m.  
Contact: [sherry.burt@mckesson.com](mailto:sherry.burt@mckesson.com)

### PORT CITY

Date: 3<sup>rd</sup> Tuesday of each month  
Time: 6:00 p.m.  
Contact: [marcibeegle@columbusbankandtrust.com](mailto:marcibeegle@columbusbankandtrust.com)

### TIFTAREA

Date: every other month 3<sup>rd</sup> Tuesday  
Time: 12:00 noon  
Contact: [bdoss@abac.edu](mailto:bdoss@abac.edu)

### TURNER BROADCASTING

Contact: [Eunice.reger@turner.com](mailto:Eunice.reger@turner.com)