



# Georgia Division MAL Connection

POWER of Commitment, Professionals Achieving the Extraordinary  
Editor: Sharon Jordan CAP  
Contributors: Fawn Britt and Lesia Waker



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## A message from Georgia Division President, Donna Mitchell CPS/CAP

Have you ever thought about the benefits you can reap from IAAP if only you make a small investment? The investment I am referring to is your time - something very precious that we all never seem to have enough of. If you would like to sharpen your skills and grow professionally, a great way to do it is to make an investment of time in IAAP.

- Visit the IAAP Website and the Georgia Division Website  
These sites offer lots of information. One very beneficial item on the Georgia Division website is the listing of all the Chapters in the state. Many of the chapters post their monthly meeting notices on that list. Check this listing often to see if a chapter near you is offering an educational program that you're interested in. Take advantage of this free training!
- Visit Chapter monthly meetings. This will give you an opportunity to network with other professionals and see how our Chapters operate. Visit a different chapter every month. You never know who you may meet that will be a resource for you.
- If you choose not to join a chapter, stay in contact with other MALs. Attend functions hosted by the MAL Committee.

You would be surprised what great benefits are waiting for you in IAAP. Make an investment in your career and get involved. To quote Zig Ziglar, *Don't wait until you feel like taking a positive action. Take the action, and then you will feel like doing it.*

*Donna Mitchell CPS/CAP*

2009-2010 Georgia Division President

## A message from our Georgia Division Member-At-Large Committee Chairperson

As the 2009-2010 IAAP year comes to an end, I would like to thank the members of the Division MAL committee who helped make this a successful year: Lorraine DeNoia CPS/CAP, Sharon Jordan CAP and Lesia Waker.

We transformed the communication to Georgia Division MAL members by continuing to host mixers to provide networking opportunities with fellow and prospective IAAP members to learn more about the organization as well as Georgia chapters. We had the opportunity to introduce Villa Christina restaurant ([www.villachristina.com](http://www.villachristina.com)) at our first networking mixer of the year, thanks to Julie Bilecky, Vice President of Sales and Marketing. This year we also had a second event and extended the venue to include locations outside of the Metro Atlanta area to broaden the network. Our second mixer was held in Peachtree City, Georgia at Dolce Atlanta-Peachtree Hotel ([www.dolce-atlanta-peachtree.com](http://www.dolce-atlanta-peachtree.com)). Thanks to Meredith Alaimo, Global Sales Manager, and Tina Carter, Regional Director of Sales and Marketing, for giving us the honor to use their facility. Both venues provided complimentary use of their facilities, delectable food and first class service.

As a new tool of communication we published the first Georgia Division MAL Connection newsletter. The newsletter was published monthly to help keep the members informed of IAAP news and announcements. This included articles concerning the administrative field, member spotlights for personal achievements, chapter meeting schedules, messages from the Georgia Division President, and more! It was a great opportunity for us and we enjoyed putting it together for you.

For the 2010-2011 year, I will be Committee Chairperson once more and would like to extend an invitation to anyone who is interested in joining the committee. As in previous years, our goal has been the same - to connect the Division MAL with the chapters of the Georgia Division. If you are interested in joining the Division MAL Committee, please contact me at [fbritt@aglresources.com](mailto:fbritt@aglresources.com).

Thank you for allowing us to serve you this year and we look forward to the next.

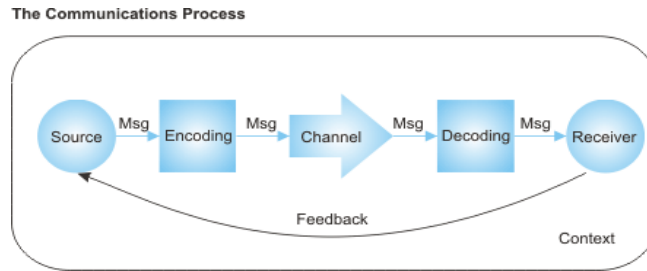
*Fawn Britt*

2009-2010 MAL Chairperson, Georgia Division IAAP

## Certification Information

By Sharon Jordan CAP

## The Communication Process



According to IAAP Certified Professional Secretary® Examination Review Series, Management fourth edition, the communication process is a systematic process with distinctive components interacting together. The major components are:

1. Formation of an idea into a message - the idea or thought must be created.
2. Source of the message - requires the sending of the message.
3. Encoding - the process of translating verbal and non-verbal messages before transmission.
4. Message - the required component of communication, which is the end result of encoding.
5. Channel - the means of communication; the connection between the source (messenger) and receiver.
6. Receiver - the person receiving the message or who the message is directed towards.
7. Decoding - the interpretation of the meaning of the message by the receiver.
8. Feedback - the response to the message by the receiver.
9. Noise - anything that disrupts effective communication

\*Communication process diagram retrieved from mindtools.com website: <http://www.mindtools.com/CommSkill/CommunicationIntro.htm>

## Administrative Professional Hot Topics and Tips

### Set a default font for your PowerPoint presentation (2000/2002/2003/2004/2007)

If you know you'll be using a certain text style, such as a company font, throughout a presentation, you may think about setting it as the default for the active presentation. This will save you from having to apply a new text style every time you enter words on your slide. To change the default for this presentation alone, choose Format | Font and in the Font dialog box, change the Font, Font Style, and Size to whatever suits your presentation needs. (In PowerPoint 2007, go to the Home tab and click on the icon in the lower-right corner of the Font group to open the Font dialog box.) Click OK and save your presentation. Every time you create a new text box (in this presentation alone), these settings will apply as default.

### Make sure your 2007 document plays nice with earlier versions (2007)

Because not everyone immediately updates their software when a new version is released, you may expect to run into problems when sharing 2007 documents with those using Word 2003 or earlier. Luckily, Microsoft anticipated this and included functionality to ensure that 2007 documents play well with others: Compatibility Mode and the Compatibility Checker.

When you open a Word document created in an earlier version in 2007, Word automatically switches to Compatibility Mode in which Word turns off the options that only work with 2007. For instance, you can't apply a 2007 document Theme to a document running in Compatibility Mode.

If you create a document in 2007 from scratch but need to share it with others using earlier versions, you can turn on the Compatibility Checker to find out exactly which features you'll lose in translation. To run the checker, click the round Microsoft Office button at the very top-left of your Word window. Then, select Prepare | Run Compatibility Checker. You'll instantly see a summary of items that Word must alter when you save the document to an earlier version.

Retrieved May 31, 2010 from New Horizons Computer Learning Centers, Business & Office Professionals May 26 eTips

## IAAP News

### Georgia Division Spring MAL Mixer

On Friday, June 4, 2010, IAAP and prospective members were brought together for our 2<sup>nd</sup> networking mixer of the 2009-2010 year. We had the pleasure of enjoying the beautiful Dolce-Atlanta Peachtree Hotel, located in Peachtree City, Georgia.

The evening began with members gathering in the lounge area where they were able to utilize the game room area, which boast a soothing atmosphere with light music, a full view of the serene lake and trees surrounding the property, a pool table, large screen TV, plenty of seating and a full bar.

After the informal mingling, dinner was served buffet style which included exotic dishes of chicken, beef and fish, an array of salad options, vegetable medleys and homemade desserts.

Once dinner was complete, Meredith Alaimo, Director of Sales, conducted a quick tour of the property.

As the tour came to an end, attendees were guided to the lower level of the restaurant for the networking mixer and drawings for door prizes, which included a brunch for two at Dolce and an overnight stay at the hotel, both compliments of Dolce-Atlanta Peachtree. There were a total of 35 chapter and non-chapter members in attendance. Also in attendance were members of the Georgia Division Board, Nina Hubbard CAP, President Elect, Barbara Wiley CPS/CAP, Vice President, Jenny Stewart CPS/CAP Secretary, and Valerie Carter CPS/CAP Treasurer. Chapter representatives had their displays set up and were geared to answer questions about their specific group. There were representatives from the following chapters: Atlanta Airport, Cherokee Rose, Clifton Corridor, DeKalb, Dogwood, Fayette-Coweta, Georgia Power, Heart of Peachtree, and Turner Broadcasting System.

As the night came to a close, the Division MAL committee thanked everyone for attending and wished everyone a safe trip.

Special thanks to Tina and Meredith for making this mixer yet another successful event for the Georgia Division.

Pictures from the event can be viewed at <http://gallery.me.com/sjordan437>

### 2010 Educational Forum and Annual Meeting July 18-21, Boston, Massachusetts

The International Education Forum & Annual Meeting is IAAP's premier event taking place during the summer with an average of over 1,800 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.

2010 [EFAM information](#) is now available.

### 2010 Fall Conference, October 17-20, Louisville, Kentucky

The Fall Conference is held each October in various locations in North America. The 2010 Conference will be held in Louisville, Kentucky at Hilton Seelbach Hotel. 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.

## MAL ANNOUNCEMENTS



Do you live or work in the Perimeter Area? Are you interested in joining a chapter? If so, we are looking for you!

There has been an interest in chartering a new chapter in the Perimeter area. If you are interested in attending a session to discuss this opportunity or receiving more information, contact Sharon Jordan CAP via email at [Sharon.jordan@autotrader.com](mailto:Sharon.jordan@autotrader.com) by Friday, August 6.

## 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

Contact: [pearss01@atlanta-airport.com](mailto:pearss01@atlanta-airport.com)

### ATLANTA CITY HALL

Contact: [bjoseph@atlantaga.gov](mailto:bjoseph@atlantaga.gov)

### 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: [lynda.dobson@solvay.com](mailto:lynda.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 each month  
Time: 6:00 p.m.  
Contact: [asmiller-iaap@att.net](mailto:asmiller-iaap@att.net)

### 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: [djiaap@aol.com](mailto:djiaap@aol.com)

### FAIRWAYS

Date: 3<sup>rd</sup> Tuesday of each month  
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  
Time: 11:30 a.m.  
Contact: [kgibson@southernco.com](mailto:kgibson@southernco.com)

### WINNETT

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: [vbaldwi@gapac.com](mailto:vbaldwi@gapac.com)

### 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)