



IAAP Peel-Halton Newsletter



January 2009

to submit info contact mariefinlay@rogers.com

14 JANUARY 2009 MEETING

Our chapter met on 14 January 2009 at the Stage West Hotel (Muskoka Room) at 5400 Dixie Rd - Mississauga, ON, L4W4T4. (Due to renovations, our regular room at Peel Region is not available to us until approximately March of 2009).

MEMBERSHIP

Our chapter currently has 49 members:

Merited Members: 1
Associate Members: 4
Professional Members: 44

ATTENDANCE

Angie Babic, Mary Cotton, Marie Finlay, Kim Giles, Heather Jordan, Sandra McCullough, Nadia Musharbash, Susie Rocha, Debbie Taylor and Darice Withers attended the meeting. Guest Antoinette De Jager has indicated she intends to sign up as a member.

FEATURE PRESENTATION

Theresa Syer discussed "Creating the WOW Customer Experience". She talked about understanding the difference between great service and a 'wow' customer experience, identifying how to turn ordinary into extraordinary, and understanding the driving principles, processes and practices that generate unusual customer engagement, loyalty and significant brand equity. She was extremely engaging and everyone thoroughly enjoyed the subject. We all agreed we would recommend her highly.

11 FEBRUARY 2009 MEETING

The meeting will be held at 4 Points Sheraton - Avenue Room, 6090 Dixie Road (north of the 401 at Britannia and Dixie on the west side) Mississauga, ON, L5T 1A6 (905) 670-0050.

Our speaker for this event is Raymond Daigneault, Vice President at Capelle Associates and his topic of discussion is Strategies For Getting Better Results Through Better Time Management. This educational session explores the Time Management process. It will provide the participants with the knowledge and techniques to improve personal time management. Ten Time Management principles used by successful professionals will be presented. Knowledge of the key elements of a personal time management method will be provided.



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A change management model at the personal level will be presented to help participants implement decided time management improvements.

AGENDA:

- 6:00 pm Registration
6:15 pm Meeting begins
- Budget Update
 - Chapter Newsletter
 - Ontario Division Barb Horton Raffle - \$2.00 each or 3 for \$5.00
 - Administrative Professionals Week Commemorative Pin
Deadline for receiving your chapter order will be no later than Monday 23 February 2009
 - April Event – Update
 - New Website - <http://www.IAAP-peelhalton.org> – under construction
- 6:40 pm Networking
7:00 pm Education Program
8:00 pm Wrap Up

11 MARCH 2009 MEETING

- Topic: Problem Solving
- Speaker: Pat DeMers, Excel Thru Learning
- Location TBD (hopefully back at Peel Region)

15 APRIL 2009 MEETING – ADMIN PROFESSIONALS' WEEK EVENT

This will be our Chapter's big event to be held at Stage West, Mississauga with Dinner/Vendors/Auction/Door Prizes. More information to follow.

MILESTONES



The following members are celebrating their
IAAP anniversary dates:

Jan 09 – Ingrid Richards – 5 years

Congratulations in reaching this milestone!
WE MISS SEEING YOU INGRID!



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\$\$\$\$\$\$\$\$\$\$\$\$ FINANCIALS \$\$\$\$\$\$\$\$\$\$\$\$\$

3 members paid \$15.00 (\$45.00) for monthly dues

Raised \$0.00 in cash for fundraising

Total income from January's meeting was \$45.00

Bank balance at 05 February 2009 is \$3702.90

WORDS OF WISDOM (from the 2009 Handbook)

Make peace with your past so it won't spoil the present!