



The 416

Toronto Chapter Newsletter

Making the Leap to Remarkable
Issue 3 – January 2012

E-groups: A revolution in our Chapter's life has occurred

You may have noticed the odd comment that soon there would be no more direct email notifications of chapter events ... and you may have thought something like "oh, I'll deal with it later". Well, "later" came and went!

As of **January 2012**, the Toronto Chapter leadership is no longer issuing direct email messages to members. Instead, announcements - upcoming events, meeting invites, requests for input, you name it - are posted to the IAAP Toronto Chapter E-group (and if relevant, to the Ontario Division and Canada District E-groups). **Members do not see the messages unless they are signed up to those E-groups!** Yup, that's right: If you didn't sign up to the E-groups, you will never hear from us again!

Fortunately, it's as easy as 1-2-3. Follow the steps outlined in Aileen Pinkerton's instructions (pages 20-21) and you are all set! Once you are signed up, messages are relayed to your email inbox from the E-groups you chose. In other words, you see messages in your email just as always - **but you must sign up to the E-groups you want to hear from!**

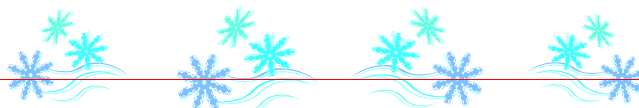
We suggest you select the Toronto, Ontario, and Canada groups for a start - there are many others you could choose, such as the group for a geographic neighbour chapter. As for message frequency, we suggest you select the "Daily Digest" delivery option (to receive one email alert per day per group). Of course, you can alter your selections at any time - for example, the "Real Time" delivery option will notify you instantly a new posting has been added to a group, and "No Email" will mean you need to log into the group to see the postings.

Take the 2 minutes to get it done, and you won't miss a beat!

While you're at it, why not take a look-see around the HQ website if it's been a while since you did it last?

Inside this issue:

<i>Membership Anniversaries</i>	2	<i>Welcoming Encouragements</i>	14
<i>Co-Presidents' Message & Recent Events</i>	3	<i>Laugh it up at the Office</i>	15
<i>Coming Attractions</i>	4	<i>Acknowledgements</i>	16
<i>Recent Events</i>	5	<i>New Associate Member</i>	17
<i>You Only Have 15 to 30 Seconds ...</i>	6	<i>Associate Member Spotlight</i>	18
<i>The Farmer's Donkey / Musicians / It's Our Birthday</i>	7	<i>Co-Presidents' Vision / EFAM Scholarships</i>	19
<i>Ask the Expert</i>	8	<i>Subscribe to E-Groups</i>	20
<i>How to Set Successful Boundaries / Portfolio Power</i>	10	<i>Publication Dates; Board Info</i>	22
<i>When You Don't Know What You Don't Even Know</i>	12		



Membership Anniversaries



Congratulations



NOVEMBER ANNIVERSARIES

1 year	Diane Ramsay
3 years	Joyce Vaz, CAP
4 years	Joycelyn Reyes Midghall
5 years	Sandra D. Forsyth
10 years	Genevieve Brown Lydia P. Hector

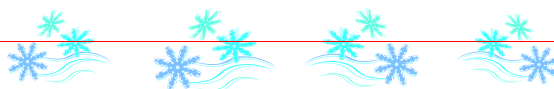
DECEMBER ANNIVERSARIES

1 year	Deborah Goss Nancy Rao
2 years	Dorothy Beaugard Sherol I. Cowell, CAP-OM Nailin Alani
3 years	Helen Goon Linda Volpatti
4 years	de Stricker Associates Sue M. Fewster, CAP-OM Linda Fix Diane G. Grondin
7 years	CN Tower

Welcome to our newest members:

October: Jessica Bartels, Stacey Clermont, Natasha Dsouza, Irene Fezza, Mary Lazzaro

November: Sharry Murphy





Message from the Co-Presidents

Making the Leap to Remarkable Continues

Sherrie Machan, CAP-OM

Josephine Roman, CAM

The year 2011 has come and gone! How time flies when you're having fun! Your IAAP board has been busy organizing professional development as well as social events to satisfy our members' needs and interests. We are proud of our accomplishments; however, our members have worked side by side with their Board to achieve these objectives. Now, stay tuned for the next six months ... the agenda keeps getting better!

At the beginning of each new year, most of us tend to make new year's resolutions, but how many do we achieve and maintain? Sometimes, we get carried away with our "To Do List" and at the end of the year, we have accomplished very little ... sometimes nothing!

Let's take an inventory ... select one personal and professional development resolution and make a commitment to achieve them. If you succeed, then you have achieved your objectives and can be proud of yourself. Together, as an IAAP Toronto Team, let's strive to achieve Member of Excellence and Chapter of Excellence status!

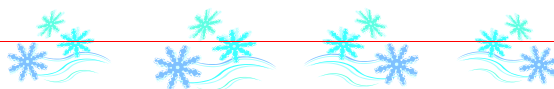
On behalf of your Toronto Chapter IAAP Board of Directors, our best wishes to you and your families for a healthy and prosperous 2012!

Toronto Chapter Supports Windfall



The Toronto Chapter of International Association of Administrative Professionals dedicated the January 4, 2012 meeting to supporting Windfall. Meeting attendees wore white and black outfits to mark the occasion, and a \$5 donation was made for every member present. In addition, a member donated an exquisite FURLA white and black silk scarf for a raffle that raised \$150 for Windfall.

IAAP Toronto Chapter is proud to support Windfall, and we look forward to future events in which Windfall will be featured as our chosen charity.



Coming Attractions

Meeting Dates and Speakers: 2011- June 2012

February 1, 2012	Connie Crosby: "Social Media"	May 2, 2012	Annual General Meeting; Kirsten McKinnon: "Managing Conflict And Building Better Relationships"
March 7, 2012	Rosita Hall: "Leadership 101"	June 6, 2012	Gini Henderson, CAP-OM: "Computer Training"
April 4, 2012	Shireen Sondhi: "Running Effective Meetings"	July 4, 2012	Brainstorming Session

Save the Dates

April 25, 2012	APD Event: "Let Me Hear Your Body Talk" with Merelle Rodrigo
May 2012 (date tbc)	All-day Workshop: "Minute Taking Made Easy" with Rhonda Scharf
June 7-9, 2012	Canadian District Conference "Leaders in Innovation", Delta Kitchener-Waterloo, 105 King Street East, 519-744-4141 or 1-800-483-7812; special rate \$125+taxes

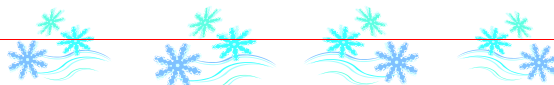
Upcoming Webinars 2011

January 10	11 a.m., 3 p.m. Central*	Launching a Successful Membership Drive
January 18	12 p.m. Central	New Member Orientation
February 7	11 a.m., 3 p.m. Central	Certification Committee Training
February 15	12 p.m. Central	New Member Orientation
March 13	11 a.m., 3 p.m. Central	EFAM in Grapevine, Texas
March 21	12 p.m. Central	New Member Orientation

To register: Follow the link in *IAAP Connections*

To view past webinars: From Headquarters website <http://www.iaap-hq.org>, go to the *Members* tab, then *Resources*, and select *IAAP Webinars*

***NOTE:** All times are listed Central Time – 1 hour behind: 11 am Central = noon Toronto time.



Recent Events

Creativity and Fun at Le Dolci by Stacey Clermont

The 2011 Holiday Season will hold a special memory for me – a Cupcake Decorating Class at Le Dolci. A special thank-you to Wendy Joseph for organizing the event!

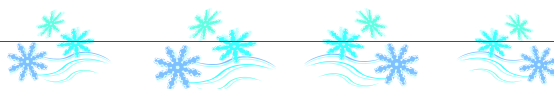
On a sunny Saturday afternoon in mid-December, we entered Le Dolci's modern and open-concept studio in downtown Toronto to find spectacular, professionally decorated holiday-themed cupcakes on display! These cupcakes are on a whole new level! There were smiles all around as we chatted and explored the confections laid out in splendor on the table before us.

Our class began and Cat, our instructor, led us step by step through the creative process. With our aprons on and cupcake tools at the ready, we used fondant to make stars, angels, trees, snowmen, candy canes, circles, reindeer and snowflakes. We also used our hands to shape the fondant into life-like miniature wrapped gifts and a snowman complete with top hat and scarf! We crafted our own uniquely inspired designs as well, and with a final dusting of sparkling sugar, we were done! At the end of the 2-hour class, we each took home 12 personally decorated holiday cupcakes to eat and share.



Portfolio Power: Investing In Yourself Workshop by Lisa Trudel by Sherrie Machan

See page 11



You only have 15 to 30 seconds ...

**“Do not say a little in many words but a great deal in a few”
– Pythagoras**

You must always be prepared to answer people when they ask you how you are, or what you do for a living. Most people, when asked what they do for a living or what they bring to the table, have a hard time articulating an answer. People spend very little time on their “brand me” speech and on how to state it powerfully and quickly. The average human attention span is approximately 30 seconds. Advertisers have figured this out. They have done their homework – billions of dollars worth. That’s why the average TV commercial runs 15 to 30 seconds. If the average human attention span were 5 minutes, all commercials would be 5 minutes long.

15 to 30 seconds is true for you too. It is critical that you determine the right length and approach of every message you deliver. One method is to develop and practice what’s called your elevator speech: a message you can get across to someone in the time it takes to travel a number of floors in an elevator. Take time to master your 30-second speech for your product, service, company - or for yourself. Once you understand that you only have a few seconds to make your point, you can focus on what will really promote you, or the exact message you want to get across. Get comfortable with you, because when you feel good about you, then so does the person you’re talking to.

Seven Steps to a great elevator speech:

- 1) Write it down
- 2) Put it into bullet form/refine
- 3) Practice & practice again ... it must be authentic
- 4) Try it on people, live and by phone
- 5) Rewrite it
- 6) Keep it simple
- 7) Rehearse it again and again

Have a Straight A's Week!

Tim Cork

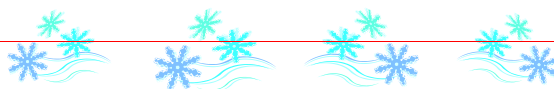
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The Farmer's Donkey

from The BurlOak Bay Speaker and The Perkolator

One day a farmer's donkey fell down into a well. The animal cried piteously for hours as the farmer tried to figure out a way to get him out. Finally he decided it was probably impossible and the animal was old and the well was dry anyway, so it just wasn't worth it to try and retrieve the donkey. So the farmer asked his neighbours to come over and help him cover up the well. They all grabbed shovels and began to shovel dirt into the well.

At first, when the donkey realized what was happening, he cried horribly. Then, to everyone's amazement, he quieted down and let out some happy brays. A few shovel loads later, the farmer looked down the well to see what was happening and was astonished at what he saw. With every shovel of dirt that hit his back, the donkey was shaking it off and taking a step up. As the farmer's neighbours continued to shovel dirt on top of the animal, he continued to shake it off and take a step up. Pretty soon, to everyone's amazement, the donkey stepped over the edge of the well and trotted off.

There are four morals to this story:

1. Life is going to shovel dirt on you. The trick to getting out of the well is to shake it off and take a step up.
2. Through applying wisdom, every adversity can be turned into a stepping stone.
3. The way to get out of the deepest well is by never giving up but by shaking yourself off and stepping up.
4. What happens to you isn't nearly as important as how you react to it.

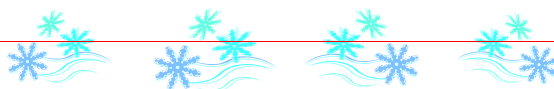
How is an admin like a musician - or indeed a star performer?

Have you thought of yourself an orchestra musician or opera singer lately? No? Have a look at http://www.destrickerblog.com/de_stricker/2011/12/info-pros-star-performers.html where Ulla de Stricker explains how you are one. While you're at it, you may find other posts from our Associate Member interesting. Don't forget, Ulla takes guest posts on her blog!

It's Our Birthday!



We won't be coy about our age, either - we're 53! The picture shows the "record" upon which our Chapter Charter was inscribed 53 years ago on January 10, 1959. At the January 2012 meeting, Susan Poseika - our volunteer archivist - brought it in to show us. Congratulations Toronto Chapter ... and yes, you look as radiant as ever!





Ask the Expert

by Lynn Woodman

I am delighted to contribute to the IAAP Toronto Chapter Newsletter. Thank you Sherrie Machan and Josie Roman for asking me.

OK - You might be thinking, so who is Lynn Woodman, why should I care, why is she calling herself an expert, AND what the heck am I supposed to ask her?

Allow me to introduce myself. My name is Lynn Woodman, Founder and Director of Voice Power www.voicepower.ca. I specialize in Personal Presence: The Art of Empowered Communication. I am a Voice, Speech, and Presentation coach as well as a professional actress. I draw on over 25 years of stage, film, TV and radio acting, and on as many years of teaching, coaching, and facilitating the kind of speaking skills that propel people to be the dynamic communicators they are born to be.

My true joy is to inspire and motivate people who have an appetite for personal and professional growth. I love to help people to mine their innate gifts to become empowered communicators – whether speaking one on one, to large or small groups, on the telephone, webinars, or whatever technology throws at us.

If you are someone who is looking to grow yourself to be a successful leader, to be more effective when communicating in groups, to gain confidence in relaying your messages to a variety of stakeholders, AND/OR if you are someone who wants to know more about your voice, how to take care of it, and how to use it to maximum effect, then I commit my corner of your newsletter to answer any questions you may have. It is my goal to bring relevant information to each and every one of you. I welcome your questions and I invite your feedback.

Please send your questions to asklynn@voicepower.ca and I will answer them in upcoming newsletters. Be sure to put 'IAAP question' in the subject line.

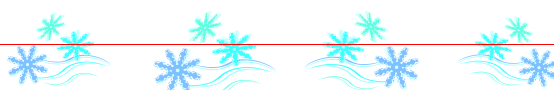
As this is my first newsletter contribution, I shall get the ball rolling with a question I was recently asked and subsequently answered on my blog.

What can I do about the mind numbing panic I feel at the idea of speaking in front of people?

The very *first* thing you must do is understand the psychology of fear. Why? So you have a better chance of taming it. My favourite quote is "Everyone has one question...Is the universe friendly." Albert Einstein

The *thought* of speaking in front of a group of people, being negatively judged, rejected, and psychically 'left to die' is so profoundly terrifying to the majority of people that, as comedian Jerry Seinfeld says, "At a funeral, the person giving the eulogy would rather be in the casket than in front of the audience."

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It stands to reason that our natural instinct is to protect ourselves from danger and so it is counter instinctive to expose ourselves to it - real or imagined. Understand that feelings of intense anxiety when faced with public speaking are universal, normal and predictable. That said, once the sensations of fear are exposed for what they really are - nothing more than your subconscious trying to protect you from what it thinks is literally potential death by triggering the fight or flight reflex - it is easier to move through the uncomfortable feelings to a place of action. In other words, you can choose not to be stopped by the fear.

So how do we free ourselves from these feelings of fear? Practice self awareness. How? Notice what thoughts you are telling yourself seem to triggering the negative feelings. Then – and this is key – BREATHE. Yup. Take a good, deep, refreshing breath and congratulate yourself because it is only by noticing your disempowering thoughts that you can switch things up for yourself.

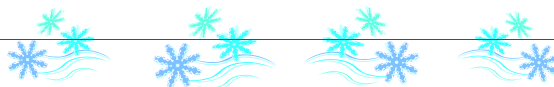
You can tame your fears by choosing to accept your humanity and live from your vision as opposed to from your story. Fear and its accompanying mind chatter don't go away - we just get better at taming them.

See you next newsletter. Remember to send your questions to asklynn@voicepower.ca with 'IAAP question' in the subject line.

Success attracts success and failure attracts failure because of the law of harmonious attraction.

by Anne-Marie Wang

In physics, positives attract negatives and vice versa, but in human relationships the opposite is true. Negative people attract only other negative people, while positive thinkers attract like-minded individuals. You will find that when you begin to achieve success, more successes will follow. This is the law of harmonious attraction. When riches begin to come your way, you'll be amazed how quickly they accumulate. Train your mind to visualize yourself acquiring a specific amount of wealth or achieving a certain goal -- whatever you most desire. Then use self-suggestion to persuade your subconscious mind that you can achieve your goal, and put your plan into action. When you use the tools you have at your disposal to prepare yourself for success and visualize yourself as having already reached your objective, you can achieve any reasonable goal that you set for yourself.



How to Set Successful Boundaries

by Lisa Trudel

Did you ever watch the television sitcom “*WKRP in Cincinnati*”? One of the characters was Les Nessman who wanted office boundaries so desperately that he outlined invisible walls around his desk area with duct tape.

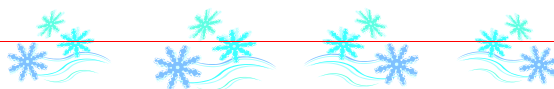
In most offices, the use of duct tape for boundary setting might not be an option. In reality, healthy workplace boundaries include more than physical space. Boundaries help to reclaim time, rebuild energy and lower burnout possibilities.

The online Free Dictionary by Farlex defines the word boundary as “*something that indicates a border or limit*”. For Administrative Professionals setting appropriate boundaries is critical to create productive and enjoyable workplaces. Along with establishing limits of acceptable behaviour, boundaries also provide a framework for a sense of autonomy. Having a sense of autonomy builds a natural balance, which - when respected - helps organizations be more efficient.

To develop your recipe for successful boundary setting, try incorporating some of the following 8 essential ingredients:

- 1) **Decide how you want to use your time and energy for the best possible results.** Start paying attention to how you use your time and try different methods to find what works best for you. Ask yourself:
 - Do I work best by having uninterrupted blocks of time?
 - Do I work best by taking time to plan and fully understand a task before I begin working on it?
 - Do I work best by scheduling time for daily exercise and quiet time?
- 2) **Be confident in your choice of verbal and nonverbal communication style.** Be aware of your body language. As yourself:
 - Do I look down when I talk to my boss or colleagues?
 - Do I mumble or fidget when speaking at meetings?
 - Do I hold my shoulders upright, stand up straight and make direct eye contact?
- 3) **When setting boundaries with colleagues or customers remain “voice” neutral at all times.** When you are setting a boundary it is critical that your voice has a neutral tone. With a negative tone, your message gets lost and so does your boundary.
- 4) **Don’t assume that colleagues know how you want to use your time and energy.** Be willing to teach others how to respect your boundaries. Change takes time, so be patient with yourself and with others. Ask for your colleague’s agreement and be sure your message is clear without going into long explanations. For example, if a colleague wants your immediate assistance, you can say “I don’t have time right now, but I do have time at 2 PM to meet with you. Does that work for you?”
- 5) **Get comfortable with saying “no” and sticking to it.** Be prepared for others to push your boundaries and be prepared to say “no” as many times and in as many ways as it takes to get the message across. For example, if you want to discuss a matter with a colleague at a later time and he or she insists you deal with it now, see if the matter can wait, and then draw your line. You may hear “but it will only take 5 minutes”. Simply state: “I understand that it may only take 5 minutes, but I need to finish my own project which is a priority right now”. Once your boundary is set, you will save that time many times over in the future.

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- 6) **With your colleagues, avoid confrontations by offering choices.** Offering choices is a proven sales technique for getting the result you want. You can apply this technique to your boundaries. For example, to the colleague who wants your immediate assistance, you could say “I can meet with you in person at 2 pm or 3 pm today, or we could have a virtual meeting tomorrow morning at 8 am. Which works best for you?”
- 7) **If you think you are suffering from burnout or lack of workplace boundaries, consider participating in self-renewal.** For example, think about seeking support from friends or mentors, taking care of yourself by watching your diet and nutrition, getting enough sleep, exercising and bringing your favorite hobbies into the forefront of your life.
- 8) **For Administrative Professionals it is important to keep an eye on the objective: protecting time and energy.** Refill your energy whenever you need to by attending conferences, participating in IAAP activities and varying your work environment to prevent predictability and boredom. The benefits to setting successful boundaries are endless!

Formerly a Career Consultant with the Office Workers Career Centre, Lisa is now a Career Specialist with The Centre for Education & Training where she continues to help clients from all occupations including administrative professionals. Contact Lisa at ltrudel@tcet.com.

Lisa Trudel's Portfolio Power Workshop Nov. 19, 2011 by Sherrie Machan

Portfolio Power: Investing In Yourself Workshop (1.5 recertification points awarded)

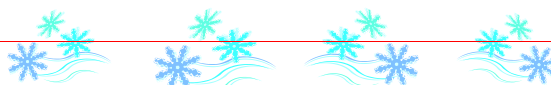
A group of Toronto Chapter members met with Lisa Trudel for a 90 minute seminar to discover:

- how to use a portfolio at job interviews and performance reviews
- how a portfolio can help set realistic goals
- how a review of the **6 Steps for a Successful Career Management Plan** can help improve decision-making skills
- how a portfolio can be a practical way of describing accomplishments

The informative and engaging workshop focused on the value of having a portfolio and thus "autographing our work with excellence".



We acknowledge with gratitude the venue hosting by



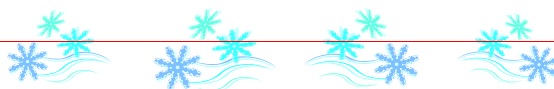
When You Don't Know What You Don't Even Know

by Susan Fenner PhD, Manager of Education and Events, IAAP HQ

How many times do we think we have the right answer...only to find out that we don't even know what we don't even know and boy, are we off base! Well, it happens to the best (and worst) of us. But here are some things you can do to pinpoint those nebulous areas and then set about filling the gaps.

- Don't feel you always have to be right. Sometimes, the greatest accomplishments come when you're wrong. As Edison said, "I now know 1000 ways not to build a light bulb", which led to his eventual success. Be open to new ways of looking at a problem and solving it.
- Do what you can to create an environment where it's okay to fail. Forget placing blame. Instead, examine what you'd do again and what you'd do differently next time. It's called an "attitude adjustment" and it will serve you well in life and business.
- If you have a question, ask! As they say, the only stupid question is the one not asked. Chances are, others are also thinking, "what the heck????", but are just too timid to ask for clarification, for risk of appearing dumb. Guess who the dummy actually is! You only learn by understanding and you only understand by questioning what you don't comprehend.
- If it sounds too good to be true, it probably is. Ask others, "What am I not seeing?" Now is the time to find the flaw, while you are still in the planning stages. It will be cheaper and easier to fix.
- Get an outsider's opinion. There's a phenomenon called "group think." Members try to minimize conflict and reach a consensus decision without critical evaluation of alternative ideas or viewpoints. So, you can all end up going down the same road ... but not the road that leads to your desired destination. Outsiders are often more objective because they aren't part of the group. They bring new viewpoints and personal experiences to the equation.
- Google. This seems to be a solution to almost every dilemma I have nowadays. You'll find a wealth of information to peruse and see how others have tackled the same issue.
- Keep a file of cool ideas. Whenever you see something that pertains (even slightly) to things you are involved with and strikes your fancy, copy the link or clip the article and file it away for future reference. You don't have to keep reinventing the same things. Save time and energy and build on what has worked for others. It's okay to adapt. Sometimes a novel model will spark a whole new approach. Find relevant RSS feeds, subscribe to newsletters in your areas of interest, and regularly scan favorite web sites and publications.
- Expand your professional network. Track people who are leaders in the field and befriend them. With e-mail, your new BFF can be in the next cubicle or halfway around the world. Where they may not have responded to an inquiry letter years ago, they are likely willing to shoot off an e-mail with advice today. Technology has expanded all your horizons...and networks. And don't be afraid to start at the top and work your way down. What do you have to lose?
- Use web communities. I am on several listservs and I find them quite useful. This peer-to-peer sharing can be invaluable and save you heartache (not to mention heart burn). The IAAP web communities are a good place to start. Can't find a suitable group to address your question? Create a new community and invite sharp folks to join it. People love to share.

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- Take refresher courses – self-study, virtual, or in a classroom. The rate of information/knowledge obsolescence is growing every year. Depending on your industry, what you know this month may be outdated the next. So, it is your responsibility to keep pace with information turnover. Once you stop learning, you stop!
- Find a mentor or someone you admire nearby who will help you fill in the gaps as they occur. This is especially important for those of us who learn best by hands-on activity. Another person can show you in a few seconds what might take you hours to read, absorb, and apply. But, be careful not to overuse your support pal and make sure the arrangement is reciprocal. Give as much as you take.

If you are a certifiable don't-know-what-you-don't-know person, then you probably didn't bother to read this – you thought you knew it all! But, if you read the points and gleaned at least a few new insights, then you are well on your way to not knowing it all, but knowing where to find it all.

“GIFTS and PROMOTIONAL ITEMS EVERYONE will REMEMBER”



*some things in life...
you never forget*



...like a memorable gift



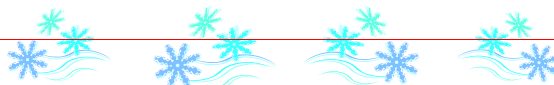
...or a touching story

When you give a gift from ZOË Alliance, your clients and employees will remember the names and stories of the people who made it. Your choice will help bring lasting change to a village and create social benefit with your gift giving. ZOË Alliance provides high quality gifts made in developing nations as part of long term, global development initiatives.

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Welcoming Encouragements: What Do You Want From 2012?

By Carol-Ann Hamilton

Happy New Year! As you receive this latest “416” newsletter, the 2011 holiday season may seem a distant memory. Yet I hope you enjoyed peaceful and fun times with family and friends.

As we cross the threshold into 2012, expect to be bombarded by doomsday scenarios galore. Ancient Mayan and other philosophies have prophesied the end of Earth as we know it this year. Such predictions do not reflect how I see things.

Yes, the forces representing the status quo will battle mightily with those standing for transformation. However, given it is IAAP’s theme to “make the leap to the remarkable”, I invite everyone to believe inertia is over and progress is here.

The Top Ten List

As anyone tracking *Transformations* over the past three years knows, I prefer the concept of *intentions* over New Year *resolutions*. The former denotes longevity of purpose while the latter connotes brevity of focus – it’s generally long gone by the end of January 31! I thus wish to offer a few favourite statements for inspiration:

- 1) Believe unconditionally in Who You Really Are! Know in your bones you count!
- 2) Get rooted in a bigger vision for your life.
- 3) Refuse to let anyone turn out the light on your inner greatness. Live out loud.
- 4) Step into new adventures with unwavering faith. The greatest risk of all is playing it safe.
- 5) It’s never too late to claim your full power! Don’t die with the music inside.
- 6) Listen to your own heart. Don’t look “out there” for self-validation.
- 7) Stop trying to be a square peg in a round hole.
- 8) Your outer relationships always reflect your interior.
- 9) Only say “yes” to what brings you zest. Decide how *you* want to live.
- 10) Your future will reflect the choices you make today.

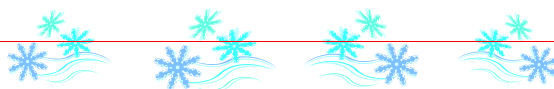
Parting Reflections

As always, I encourage you to reflect upon the year that was and to *deliberately intend* what the next twelve months hold in store. Toward that end, I offer the following quotations to promote introspection on the past year and the year about to unfold:

As old as Socrates’ immortal words: “*The unexamined life is not worth living.*”

As recent as the words shared by Steven Jobs, regrettably lost to us last year: “*Your time is limited, so don’t waste it living someone else’s life.*”

Carol-Ann Hamilton is founder and president of Changing Leadership. Book your complimentary 30 minute coaching session and discover the benefits of having a personal coach in your life. Contact Carol-Ann at 905-822-2503, spirit-unlimited@rogers.com or www.changingleadership.com.



Laugh It Up At the Office - With Care

Contributed by OfficeTeam

Everyone loves to laugh. At work, having a good sense of humour can help you not only enjoy your day more but also build rapport with colleagues, managers and other business contacts. In addition, being able to laugh during challenging situations can ease stress, allowing you and those you work with to remain productive and focused on the task at hand.

Keep the following DOs and DON'Ts in mind the next time you crack a joke at work:

DOs

DO be willing to laugh at yourself. Showing you can take a joke, or even poke fun at yourself, can put others at ease in your presence. Plus, you don't risk offending someone else when you are the target of your own joke.

DO tailor your approach to each individual. For example, discussing a funny episode of a TV show with a colleague who also watches the program is a great way to start a conversation.

DO laugh with others. You can be perceived as having a great sense of humour without ever telling a joke. Just tune in to the humor styles of those around you and share in the fun.

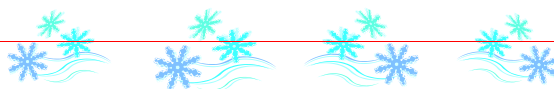
DON'Ts

DON'T use sarcasm - it can be viewed as a subtle way of insulting other people.

DON'T make light of mistakes. Lending a helping hand to correct problems is a better strategy.

Fostering camaraderie and open communication with your colleagues can help you advance on the job. Add a little bit of laughter, and you'll set yourself up for even greater success.

OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has more than 315 locations worldwide and offers online job search services at www.officeteam.com. For more information, contact Nadia Santoli at 416-350-2330.



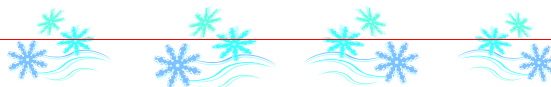
Thank You!

A big **"THANK YOU"** to our Associate Members for their on-going support!
We look forward to even more events together in the future.



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*Strategies for
Knowledge Management,
Information Services,
and Library Services*



Welcome to our newest Associate Member...

IAAP Toronto chapter Welcomes Telus Mobility / Sky Wireless as an Associate Member

We are delighted to announce that Telus Mobility, through Authorized TELUS Dealer Sky Wireless, has joined as an Associate Member. Chapter members will soon have the opportunity to speak to Richard DeBasio in person; here is a message from him to introduce the company:

Good Day IAAP Toronto Chapter Members:

It is our pleasure to become a new Associate Member of IAAP, Toronto Chapter. We look forward to participating in meetings and enhancing members' knowledge of wireless mobility, mobile solutions, wireline internet, and VOIP services.

Sky Wireless is an Authorized TELUS Dealership, working with business clients to provide business solutions. Having the good fortune of gaining the trust of companies across North America, we realize more and more each day why companies rely on our team. We are committed to your success, and are self-mandated to assist you to attain your organizational goals. With our extensive R&D and disciplined approach, we have proven to be an asset to any organization regardless of its size and needs.

At Sky Wireless, we pride ourselves on our motto **"Customers Are Why We Exist"**. It gives us a vested interest in your company's success. We trust that the service and support you receive will meet or surpass your expectations. We care about your business and will do whatever it takes to gain and keep you as our client.

In our competitive industry, technology is continually advancing, and new products come to market very frequently. Our promise is to deliver solutions and ideas on how these products will help your company increase productivity and reduce human error while focusing on your bottom line and overall return on investment. We do so by continually investing in our back end system to better manage our clients' needs.

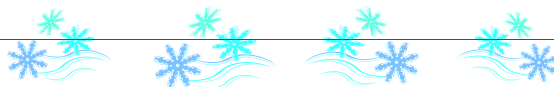
Ask us how these products can work for your organization:

- 3G, 4G HSPA Network, Seamless deployment to LTE building coverage
- Fleet Tracking: decrease insurance, fuel, maintenance costs; get government rebates on PTO, decrease theft
- Wireless Mobile Solutions: increase customer service, reduce human error, enable wireless payment solutions
- Mobile Jobsite fax/phone/internet solutions
- Voice and Data Networks: Business Internet / Hosted PBX Solutions / MPLS Network
- Customized Alarm monitoring solutions

I look forward to meeting the Toronto Chapter members at an upcoming meeting.

Sincerely,

Richard DeBasio
Mobile Solutions Specialist
905.787.8969 ext. 230
416.712.0459 mobile
richard@skywireless.ca



Associate Member Spotlight...

CanPacific College has been a valued Associate Member since July 2009.

CanPacific College is located right in the heart of Toronto, Canada's largest metropolis, one of the most robust economic hubs of North America, and a truly multicultural city with a population of 4.6 million people. Only steps or a short walk from the major transit service, colossal indoor shopping mall Eaton Center, Rogers Center, CN Tower, University of Toronto, fashion and design boutiques, galleries, museums, restaurants, clubs and bars, the students of CanPacific College are bestowed with opportunities to go beyond their studies in the campus to immerse themselves in an amazingly versatile locale.

At CanPacific College, we pride ourselves on our "Practical Instruction" and communicative and student-centered approach. The highly experienced and qualified, innovative, caring and cooperative teaching faculty and staff of CanPacific College are devoted to provide the students high quality and innovative language instruction in an inviting and encouraging environment geared to student needs.

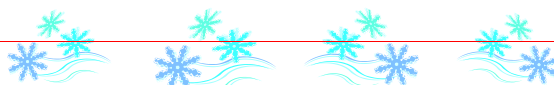
We offer a series of high quality programs, with an emphasis on interactive learning, ranging from the highly appraised ESL program to the successful Bilingual courses. The students who have completed their studies here reported a high level of gratification, and they all found the programs perfectly tuned them to real life and work settings and helped them to build a solid foundation for their success.

To respond to increasing demand, CanPacific College cooperated with International Association of Administrative Professionals (IAAP) and became the only qualified institute in Toronto to have an Executive Assistant Certificate Program particularly designed for those who want to pass the Certified Administrative Professional Examination (CAP). The program is suitable also for those who wish to improve their comprehensive language skills.

Your success is our pride. Let us work together to build the bridge to your successful career!



CanPacific College
of
Business & English



Co-Presidents' Vision

Every organization needs a *vision* to succeed!
A vision revolves around setting goals and achieving them.

Your Toronto Board's vision is to raise the profile of administrative professionals in the local GTA community by striving for more visibility and cultivating relationships by attending chapter, Ontario Division and Canada Division events; working with local IAAP chapters, promoting associate members, associations and organizations. The global theme for the 2011-12 IAAP year is "Making the Leap to Remarkable". The Board has incorporated the theme into our vision.

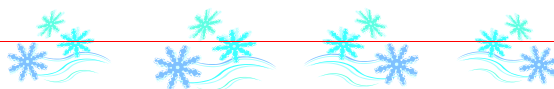
- We challenge each member to get involved to gain full benefit of membership: join a committee, be a team leader, join the Shadow Board, or consider running for a Board position.
- We challenge each member to sponsor a new member in the upcoming year. Become an IAAP ambassador.
- We challenge each member to become a Member of Excellence.
- We challenge each member who is not certified to become certified.
- We challenge each member who is certified to work on his/her recertification documentation package.
- We challenge each member to participate in at least one workshop offered by the chapter.
- We challenge each member to attend the Ontario Division Forum in London, October 21-22, 2011.
- We challenge each member to attend the Canada Division Conference in Kitchener, June 6-10, 2012.
- We challenge each member to embrace the future, forget the negatives and reinforce the positives!

Toronto is *your* chapter - you are the future, so please join with your Board members in meeting the challenges. Together we will succeed in "Making the Leap to Remarkable".

Research and Educational Foundation

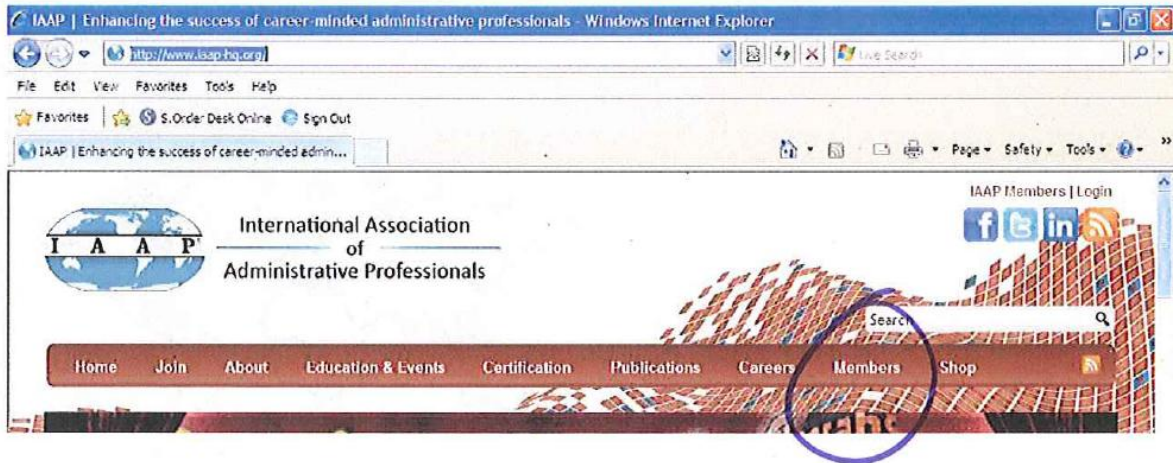
The **Research and Educational Foundation** has announced the timeframe in which to submit applications for scholarships for the **2012 EFAM**. The program helps cover the cost of attendance for temporarily unemployed admins or those who have never been to EFAM before. This effort is part of the foundation's commitment to helping admins reach and maintain their professional edge. The call for scholarship applications opened on October 1 and they will be accepted through January 31, 2012. You can read all about it on the IAAP website's new [R&E section](#). There you'll find information, applications, a PowerPoint on the R&E and more.

The Chapter Presidents are excited to see the R&E stepping up to help admins with their careers. It's in line with our IAAP mission, which is to enhance the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development. The R&E can help grow careers through your generous, tax-deductible donations. Read about how you can give on the [website](#).

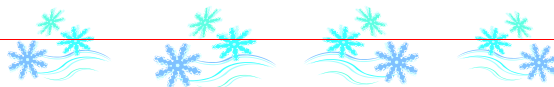
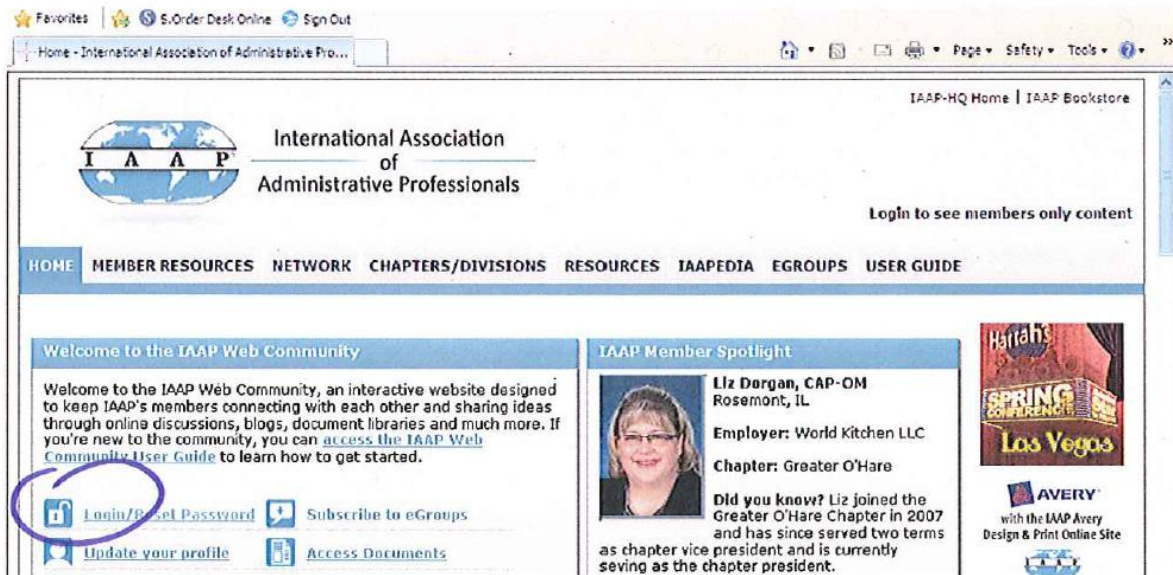


To Subscribe to Your IAAP E-Groups...

go to IAAP-HQ.org, then click on “Members”



log on – it will take you to the log-on page and then back to this one



go to Subscribe to E-Groups, and click on the ones you want; when done, don't forget to hit the Save button at the bottom; be patient and let it process your info

International Association of Administrative Professionals

IAAP-HQ Home | IAAP Bookstore

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HOME MEMBER RESOURCES NETWORK CHAPTERS/DIVISIONS RESOURCES IAAPEDIA EGROUPS USER GUIDE

Welcome to the IAAP Web Community

Welcome to the IAAP Web Community, an interactive website designed to keep IAAP's members connecting with each other and sharing ideas through online discussions, blogs, document libraries and much more. If you're new to the community, you can access the [IAAP Web Community User Guide](#) to learn how to get started.

[Login/Reset Password](#)
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IAAP Member Spotlight

Liz Dorgan, CAP-OM
Rosemont, IL

Employer: World Kitchen LLC

Chapter: Greater O'Hare

Did you know? Liz joined the Greater O'Hare Chapter in 2007 and has since served two terms as chapter vice president and is currently serving as the chapter president.

with the IAAP Avery Design & Print Online Site

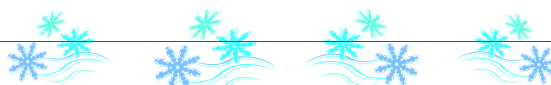
sample:

My Messages
 My Subscriptions
 My Signature
 Code of Conduct

MAIL FORMAT

Text
 HTML (recommended)

Eligible eGroup	Real Time	Daily Digest	Legacy	No Emails	Un Subscribe
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Canada District subscribed as allison.pinkerton@ontario.ca change	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Reset
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Newsletter Editors subscribed as allison.pinkerton@ontario.ca change	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Reset
Social Media subscribed as allison.pinkerton@ontario.ca change	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/> Reset
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2010/2011 MD Board and Chapter Presidents not subscribed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/> Reset



Publication Schedule and Submission Deadlines

The newsletter is published in the middle of every other month. Submissions of upcoming events and articles should be sent to iaaptoronto@yahoo.com by the deadlines outlined below.

ISSUE	SUBMISSION DEADLINE	PUBLICATION DATE
March 2012	February 15	March 15
May 2012	April 15	May 15
July 2012	June 15	July 15
September 2012	August 15	September 15

Contact your Toronto Chapter at:

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Toronto, ON M5C 2K3

Email: iaaptoronto@yahoo.com
Web: www.iaap-toronto.org

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