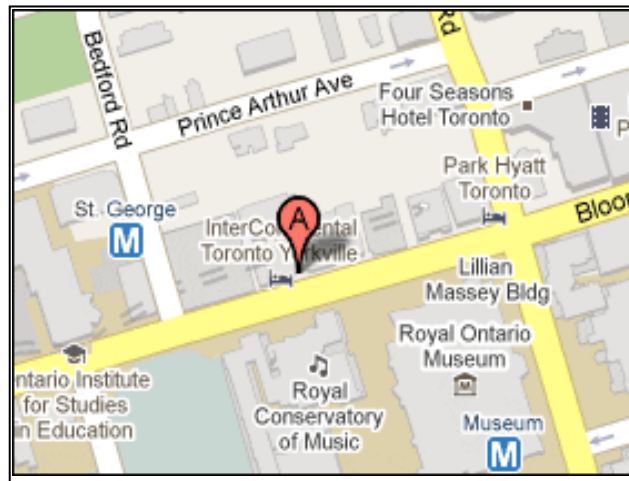


Making the Leap to the Remarkable InterContinental Hotel Yorkville...



... located in the exclusive Yorkville neighbourhood, known as the heart and soul of the city. A boutique intimacy sets the Intercontinental Toronto Yorkville apart as a unique and alluring address.

Mark your calendars for our next meeting – October 5th – in our **fabulous new venue**. Afterwards, lounge in chic Proof Vodka Bar or savour award-winning cuisine at Signatures Restaurant. Proof Bar features a vast selection of vodkas from around the world and an excellent collection of bespoke cocktails.



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Membership Milestones

We are celebrating anniversaries for the following members in July and August

JULY ANNIVERSARIES

2 years	Adam Areza Aileen Pinkerton
4 years	Francesca Willoughby
5 years	Tricia Thompson
10 years	Carmela Fava

AUGUST ANNIVERSARIES

1 year	Judith Blazina Claire Lanouette Darlene Myra Linda Raheb
2 years	Debby Anderson Andrew Maxwell
3 years	Grace Bento Rowena Davis Marie Lee Shing Koon Donna Rajecki
4 years	Sandye Bains Yvonne Del Prado Sherrie Lee Machan Linda Rodrigues
7 years	Anabela Azevedo

CONGRATULATIONS !!



Message from the Co-Presidents

Making the Leap to remarkable!



The 2011-2012 International theme is "*Making the Leap to REMARKABLE!*" We Chapter members have shaped the future and kept our association moving ahead displaying excellence in action, and our power of commitment - exemplifying our passion and purpose for IAAP - has made us ready for making the leap to remarkable.

Co-Presidents Josie and Sherrie have recently returned from EFAM (International Educational Forum and Annual Meeting) in Montreal. We were joined by Toronto Chapter members Joyce Vaz, Marcia O'Hearn, Terri Head, Lynda Bone, Tricia Thompson and Melissa Popadyne. It

was a fantastic experience. Indeed, EFAM was "remarkable" from opening to closing. The business sessions, evening of welcome, keynote speaker, educational workshops, the closing banquetthey all exceeded our expectations!

We are proud to announce that for the third year, Toronto Chapter was awarded Chapter of Excellence as a result of achieving the necessary criteria.

Join the Board as we embark on the leap to "remarkable". Some of the avenues are working on your Member of Excellence status, attending Ontario Division events and planning to attend CDC (Canada Division Conference) June 2012 in Kitchener.

Remarkable is not a destination, but rather a journey, and the path changes constantly. We cannot remain in one place. IAAP must continue to change and grow so we, rather than others, will be challenging and defining remarkable, not only in our Association but in our profession.

By embracing - together - a remarkable and a winning attitude, we will be able to take Toronto Chapter to the next level and beyond, thus ensuring members and leaders will be leaving a Legacy of Excellence, Achievement, and Passion for others to follow.

Look for suggestions throughout the year as to how you as a member can contribute to Chapter "remarkable-ness"! Want to start right now? Tell your Board members you want to volunteer! Many roles are available and we await your energy and contribution.

Sherrie Machan, CPS/CAP
Josephine Roman, CAM
Co-Presidents, Toronto Chapter, IAAP

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".

Coming Attractions

Meeting Dates and Speakers: September 2011- June 2012

September 7, 2011	Ulla de Stricker: "Sex And The City-ation"	February 1, 2012	Connie Crosby: "Social Media"
October 5, 2011	Sharron Buttler: "Pathways To Excellence"	March 7, 2012	Rosita Hall: "Leadership 101"
November 2, 2011	Jessa Chupik: "The Question Behind the Question"	April 4, 2012	Shireen Sondhi: "Running Effective Meetings"
December 7, 2011	Colleen Clarke: "If You're Not Appearing, You Are Disappearing"	May 2, 2012	Annual General Meeting; Kirsten McKinnon: "Managing Conflict And Building Better Relationships"
January 4, 2012	Lynn Woodman: "Fearless Speaking"	June 6, 2012	Gini Henderson: "Computer Training"

Save the Dates

September 24, 2011	All-day workshop: "Tools for "Landing The Job" with Ulla de Stricker
October 21-22, 2011	Ontario Division Education Forum, London (see next page for program)
November 19, 2011	3-hour workshop: "Building a Portfolio" with Lisa Trudell (see page 8); "Preparing a Recertification Package" with Sherrie Machan
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

September 8	11 a.m. , 3 p.m. CT	Chapter Building 101
September 13	11 a.m., 2 p.m., 4 p.m. CT	Chapter Building 101
September 14	11 a.m., 3 p.m. CT	Chapter of Excellence
September 15	11 a.m., 3 p.m. CT	Division of Excellence
September 21	12 p.m. CT	New Member Orientation
October 4	11 a.m., 3 p.m. CT	Mentoring 101
October 19	12 p.m. CT	New Member Orientation
November 8	11 a.m., 3 p.m. CT	Web Master Training

To register: follow the link in *IAAP Connections*

To view past webinars: go to *IAAP Webinars* on the *Resources* tab on Headquarter's website

NOTE: All times are listed Central Time – 1 hour earlier

Ontario Division Education Forum

A G E N D A

Friday October 21	6:30 p.m. – 7:00 p.m.	REGISTRATION	
	7:00 p.m. – 10:00 p.m.	<p>PREPARING OUR BODY & SOUL FOR THE LEAP TO REMARKABLE Henna tattoos, learn about NIA (a cross between dance and yoga), have a hand massage and network while you enjoy a few nibbles*!</p> <p><i>*please note this is not dinner</i></p>	
Saturday October 22	7:30 a.m. – 8:30 a.m.	REGISTRATION & CONTINENTAL BREAKFAST	
	8:30 a.m. – 9:30 a.m.	<p>MAKING THE LEAP – LEAVING A LEGACY OF EXCELLENCE, ACHIEVEMENT, & PASSION Nancy Brown, CPS Ontario Division President</p> <p>Introductions & Welcome. Ensuring that you're laying the foundation to leave a 'Pay it Forward Remarkable' legacy. Leadership skills for today's office professional, how to achieve excellence in your career.</p>	
	9:45 a.m. – 11:45 a.m.	<p>BECOMING TECHNOLOGICALLY SAVVY Gini Henderson CPS/CAP, MCAS Ontario Division Past-President Office Administration Program Coordinator/Instructor – Fleming College</p> <p>Ever wondered how to... do just about anything in Microsoft Office? Or create unique presentations using Prezi? Gini shares her knowledge in this interactive, informative and fun presentation.</p>	
	11:45 a.m. – 1:15 p.m.	LUNCH & OFFICE EXPO	
	1:30 p.m. – 3:30 p.m.	<p>THE FIVE C'S OF CHANGE Gus Takkale www.gustakkale.com</p> <p>We need self-accountability to excel in our workplace, and with accountability, comes personal power that results in a lasting sense of certainty and effectiveness. Be inspired to:</p> <ul style="list-style-type: none"> • Embrace new skills, mindset and tools to thrive on change • Take action, aim higher and take personal responsibility of your results • Regain traction during and after change • Create great relationships to work more effectively with colleagues, clients and suppliers • Become proactive in developing workplace effectiveness 	
3:30 p.m.	WRAP-UP, RAFFLES, GOOD OF THE ORDER		

TRAIN SCHEDULES

Toronto-London on Friday, October 21st:

Shop for Fares Select and continue

Departs: 12:15 PM Arrives: 14:26 PM Duration: 2 hrs 11 mins
TORONTO - LONDON Departs: 12:15 PM Arrives: 14:26 PM
 Train **Z3** Economy - supersaver fare
 Wi-Fi Internet available on board
 Shop for Fares Select and continue

Departs: 16:35 PM Arrives: 18:47 PM Duration: 2 hrs 12 mins
TORONTO - LONDON Departs: 16:35 PM Arrives: 18:47 PM
 Train **B3** Economy - supersaver fare
 Wi-Fi Internet available on board
 Shop for Fares Select and continue

Departs: 17:30 PM Arrives: 19:55 PM Duration: 2 hrs 25 mins
TORONTO - LONDON Departs: 17:30 PM Arrives: 19:55 PM
 Train **Z5** Economy - supersaver fare
 Wi-Fi Internet available on board
 Shop for Fares Select and continue

Departs: 17:40 PM Arrives: 21:07 PM Duration: 3 hrs 27 mins

Economy return fare is:

\$88.00 +
\$11.44 tax
 \$99.44

(same fare whether you return on Saturday or Sunday)

OR

London-Toronto on Saturday, October 22nd:

Train **Z2** Economy - supersaver fare
 Wi-Fi Internet available on board
 Shop for Fares Select and continue

Departs: 15:42 PM Arrives: 17:52 PM Duration: 2 hrs 10 mins
LONDON - TORONTO Departs: 15:42 PM Arrives: 17:52 PM
 Train **Z6** Economy - supersaver fare
 Wi-Fi Internet available on board
 Shop for Fares Select and continue

Departs: 19:40 PM Arrives: 21:51 PM Duration: 2 hrs 11 mins
LONDON - TORONTO Departs: 19:40 PM Arrives: 21:51 PM
 Train **Z8** Economy - supersaver fare
 Wi-Fi Internet available on board
 Shop for Fares Select and continue

Departs: 19:51 PM Arrives: 23:20 PM Duration: 3 hrs 29 mins
LONDON - TORONTO Departs: 19:51 PM Arrives: 23:20 PM
 Train **B8** Economy - supersaver fare
 Shop for Fares Select and continue

London-Toronto on Sunday, October 23rd:

LONDON - TORONTO Departs: 07:35 AM Arrives: 10:30 AM
 Train **B4** Economy - supersaver fare
 Shop for Fares Select and continue

Departs: 07:36 AM Arrives: 10:04 AM Duration: 2 hrs 28 mins
LONDON - TORONTO Departs: 07:36 AM Arrives: 10:04 AM
 Train **Z0** Economy - supersaver fare
 Wi-Fi Internet available on board
 Shop for Fares Select and continue

Departs: 11:00 AM Arrives: 13:11 PM Duration: 2 hrs 11 mins
LONDON - TORONTO Departs: 11:00 AM Arrives: 13:11 PM
 Train **Z2** Economy - supersaver fare
 Wi-Fi Internet available on board
 Shop for Fares Select and continue

Departs: 15:42 PM Arrives: 17:52 PM Duration: 2 hrs 10 mins
LONDON - TORONTO Departs: 15:42 PM Arrives: 17:52 PM
 Train **Z6** Economy - supersaver fare
 Wi-Fi Internet available on board
 Shop for Fares Select and continue

Portfolio Power: Invest in Yourself

Saturday, November 19, 2011

Start Time: 10 a.m.
Location: TBA
Presenters: Lisa Trudel, Career Specialist, and Simran Kaur, Marketing Specialist
The Centre for Education & Training

Spend the day learning with the IAAP Toronto Chapter and join Lisa and Simran 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 to improve your decision-making skills
- how a portfolio can be a practical way of describing accomplishments

***Every job is a self portrait of the person who does it.
Autograph your work with excellence!***

Lisa Trudel is a Career Counsellor and Teacher with over 20 years experience in employment counselling. She is a Career Specialist with The Centre for Education & Training, and part-time faculty in George Brown College's Career & Work Counselling program.

Previously, Lisa worked with Shepell.fgi, the international employee assistance program, and was the Senior Career Counsellor with the Office Workers Career Centre from 1997 to 2010.

Lisa's educational background is a combination of Theatre Arts, Adult Education, Career Counselling and Life Skills Coaching. She is an active member of the Association of Career Professionals International, and the Ontario Association of Consultants, Counsellors, Psychometrists and Psychotherapists.

Before her life as a Career Counsellor, she was an Administrative Professional or "Secretary", the occupation that used typewriters, shorthand and telex machines. The skills Lisa developed in office support work have remained the foundation of her work ethics and she is delighted to be providing IAAP Toronto Chapter members with career advice.

Recent Events

Ontario Division Leadership Workshop

by Aileen Pinkerton



On August 20th Toronto Chapter Co-President Sherrie Machan and I attended the IAAP Leadership Workshop in Kitchener. I've never been to one of these, so I didn't know what to expect. The meeting was organized by the Ontario Division (OD) and attended by representatives from seven other chapters. Also attending were Lina Veglia, the new International Director for Canada District, Sharron Buttler, Past International Director, Canada District, and Gini Henderson, Past Ontario Division President.

Nancy Brown, OD President, talked about expectations for chapter leaders, and reviewed the changes to the *Pathways to Excellence* program. As a Chapter President, you need to share all information – in both directions. Pass along information to your members from the Board, and keep the Board informed of activities. Are you starting up or supporting a student chapter at one of the colleges? They need to know! Network, get involved, keep informed and ask questions. But have fun too! Nancy led us through the new criteria for the *Pathways* programs but I won't go into detail here - we are fortunate to have Sharron Buttler scheduled to attend the October chapter meeting to provide all the details. I will say that personally, I felt motivated to get on to those Member of Excellence criteria and start working on them right now! She did point out that both the Chapter of Excellence and Division of Excellence criteria have been reduced to eight, and *all* are mandatory. The chapters shouldn't wait until the last minute to report their progress; they should send it, along with the relevant documentation, as soon as a criterion is met. Nancy closed her presentation by recommending deadlines for each criteria to avoid any last-minute panic in June.

I never knew so much information was on the HQ website! Gini Henderson provided a "tour" and showed us a few examples of how to get the most out of the website. One thing she stressed is that, while members are automatically listed in the chapter information, they still have to update their own profile and manually select the "communities" they want to be involved in. With more and more news via the internet, it's absolutely essential that members register for the Toronto Chapter, Ontario Division and Canada Division communities to stay in touch. Gini also cautioned against forwarding "member only" information, as it allows others to access your profile and HQ by following the links.

Lina Veglia presented on *Succession Planning*, including tips for identifying potential successors. She noted some key qualities of a leader such as charisma, commitment, the ability to communicate and teachability. Leaders make it happen, and are visionaries. They recognize the need for effective succession planning through mentorship and encouragement of others to not only step up, but perhaps step outside their comfort zones. Education and the sharing of knowledge are important factors in planning, strategic goal-setting, and laying a solid foundation for the future. It doesn't happen overnight but is an on-going process. Two of the pitfalls to avoid are lack of communication and making assumptions about future growth. You can't just sit there and expect it to happen magically on its own.

Lina closed her presentation with some responsibilities to keep in mind: pave the way for those who follow, leave things in a better condition than you found them in, and share "lessons learned" – both good and bad.

Leaders are energetic people who inspire others by example, foster collaboration, and make a positive difference. We were all inspired by Lina's words!

The final presentation was led by Melanie Lambert, OD's President-Elect. Melanie examined the question *What can Ontario Division do for me?* She advised that each member of the Ontario Division Board has been assigned as liaison for those chapters closest to them geographically. The Toronto Chapter has the privilege of having Nancy as liaison. Like the other Board members, she is so enthusiastic and approachable that she'll be a great addition to the team. Melanie talked about mentoring and its importance. Don't always wait for people to volunteer – seek them out and provide the support they need to succeed. Encourage chapter members participate and attend some of the larger gatherings such as EFAM, CDC, etc. She also recommended keeping your chapter's Past President involved as the Nominations Committee Chair, since they will most likely know the members best and can help with that succession planning that is so vital. Lastly, Melanie stressed the need to keep the integrity of the IAAP logo. The globe cannot be changed, or used with anything else. It is a brand and as such must be consistent, recognizable, and maintain our professionalism.

I was amazed at the sense of community, commitment and energy. I met interesting, involved and funny people. I came away feeling so positive about our chapter, the OD, and the possibilities of what we can accomplish by making the LEAP to remarkable.

Legacy of Excellence, Achievement and Passion



Incentiveworks Tradeshow and Aria Restaurant Circuit City Reception

by Wendy A. Joseph

On Wednesday August 23rd the Toronto Metro Convention Centre was filled with exhibitors from all walks of life showcasing their products to event and meeting planners, at the Incentiveworks Tradeshow held every year in August. The North Building Hall was filled with exhibitors from Canada, Caribbean, United States and Europe. I attended the event with the IAAP Board Co-Presidents Josie Roman and Sherrie Machan. We spent the afternoon getting familiar with some of the products being displayed and networking with key sales representatives who would make some excellent possible speakers for the desert topic at our monthly meetings. We became familiar with some of their venues and ate delightful sample foods/deserts. If you plan to attend next year (and I highly recommend it), no need to eat lunch beforehand - all the delicious food samples will fill you to the brim of satisfaction. I also suggest you wear very comfortable shoes because there is a lot of walking and, if possible, bring a knapsack to carry all the sample products and brochures being handed out by each Exhibitor you visit. The tradeshow runs for two days in August from 11:30 a.m. – 5 p.m. the first day and 11:30 a.m. – 4 p.m. the second day. Mark your calendars for next year's Incentiveworks Tradeshow – admission is free. I promise you won't be disappointed. The evening after the tradeshow promised to be filled with fun, food and wine. We headed over to Aria Restaurant at 25 York Street for the Circuit City reception hosted by our very own IAAP

Associate Member Cynthia Fell of Restaurant Events. The restaurant filled up with Incentiveworks Tradeshow attendees and other people from different companies who were looking to sit back, relax and enjoy a nice glass of wine and delectable finger foods that melted in your mouth. The wine and food flowed for two full hours and the event, as always, was a great success. See you all at the next event!

Sushi, Sushi and more Sushi!

by Joanita Rebello



As I registered for the reception at **Blowfish on Bay** on July 19th – the invitation very kindly extended to us by associate member, Cynthia Fell from Restaurant Events - I knew it would be another great evening of networking with our members.

The ambience was pleasant and casual; just the thing to wind down after a hectic day at work. Loved the décor – the chandelier in the dining room was crafted from Pyrex tubes and the private dining area in the corner looked like a topless igloo. It's a great place for a quick catch-up with friends during lunch and after-work cocktails, and it's conveniently situated in the Bay- Adelaide Centre.

Sangria upon arrival was a lovely start to the evening as we enjoyed yummy hors d'oeuvres and mingled with members and other guests invited by Cynthia. There was soothing music by the DJ, a wonderful performance as pictured above, and two spreads of sumptuous Japanese fare both delicious and filling.



It's always nice to meet new people and introduce IAAP to them. They see for themselves what a fun group Toronto Chapter is and are curious to find out more about IAAP. Kathy Rampersaud was the lucky winner of \$300 gift certificate from Corporate Traveller to vacation at any Sandals Resort Hotel. Congratulations Kathy! Blowfish ensured, however, that every member was a winner as we walked out with bags packed with lots of gift certificates and goodies.

Members who attended the event were pleased to get together for an entertaining evening of networking, good food, and lots of information about Blowfish, Restaurant Events, Identity and Corporate Traveler. I am sure I speak for them when I say IAAP events are something to look forward to. Pictures speak for themselves and are worth a thousand words - we have more in the Gallery on our website.





Whatever Happened to “Common” Courtesy?

By Carol-Ann Hamilton

Acknowledging an Anniversary

Just before we get into this issue’s *Transformations* content, allow me the privilege of savouring my third anniversary as one of your honoured contributors. Wow! Has as much happened in your worlds as it has in mine since July 2008? When I look back, there has been cause for celebration and grief, plus everything between on a roller-coaster. Yet my strong sense is we’re in for continued intensity. Stay tuned for more.

For now, we turn to the apparent disappearance of courtesy in the business world.

The Value of “Contrast”

You may have noticed, but not given it much thought, that daily life provides multiple opportunities to experience what Esther and Jerry Hicks call in their fine work, Getting into the Vortex, “contrast”: When others behave in ways contrary to our cherished values and principles, they (unintentionally) assist us to clarify what *is* right by us.

We ought to be grateful for others’ “contrasting” attitudes and actions. Without such “negative” experiences, The Hicks’ say, we would not nearly know ourselves as well as we can. In other words, we need every relationship that exists around us - for everyone in our sphere constantly informs our own principles for living.

The tenet has been a theme in my writing on more than one occasion. That’s because I accept it to be fully true.

Is Courtesy Common or Uncommon?

Boy, did this pivotal point ever come home to me, big time, recently!

To set sufficient context but not too much to violate confidentiality: I recently followed through on a colleague’s recommendation to advance my name for a joint venture. We were directed to contact a senior individual who carries a heavy workload. Who of us is not busy these days?

Thus, when I carved a pocket from my own overwhelming schedule to pursue the lead, I expected to receive the “courtesy” of an acknowledgement. We’re not talking an essay. Just a one-liner to indicate my carefully crafted but succinct message had been received. Nothing came.

In the face of my expressed frustration over the lack of follow-up within my trusted network, people have generally said: *“That’s just the way it is these days, Carol-Ann. Get used to it. Let it go.”* Never! Why? These same individuals recite their own irritated stories about co-workers who don’t answer their phones (when able); avoid human interaction with someone sitting in the next cubicle; and hide behind email. All are supposedly “common” behaviours nowadays.

continued on next page...

The Top Ten List

What is courtesy but “good manners, polite or kind” (*Oxford Dictionary*)? As we further investigate the subject via this month’s Top Ten List, I encourage you to consider your responses to these questions on a scale from 1 (never) to 10 (always):

- 1) Do you preface a request with “please”?
- 2) How often do you say “thank you” when someone fulfills your requests?
- 3) Do you consciously think about your impact on the circles that surround you?
- 4) If you’re too overwhelmed to deal with a colleague in person in the moment, do you negotiate an alternative time to do so?
- 5) Do you contribute to endless CYA (cover your ahem) email strings?
- 6) When communicating unpopular information, do you endeavour to keep others’ self-esteem intact?
- 7) Even if you’re on deadline, do you acknowledge colleagues’ correspondence with an indication when you’ll get back to them?
- 8) Do you follow through in interactions with an orientation toward service?
- 9) Are you too busy to be “nice”?
- 10) Do you conclude that those who prefer a human touch are soft, weak, or whining?

Parting Reflections

If you’re right now thinking “I live on a different planet”, I urge you to think again!

My recent experiences have caused me (along with fellow authors, columnists, and speakers) to worry about what will happen to “common courtesy” as a result of two-thumbed and/or avoidance communication styles that somehow render it OK to treat others with downright ignorance or rudeness. I didn’t previously worry; I now do.

As a consequence, here’s my very public commitment via this column. You have my absolute permission to call me out should these promises ever be broken. I will:

- Make the K chapter in The Next A to Z Guide to Soul-Inspiring Leadership (in production) stand for Kindness (you can be sure I shall be making the “business case” for treating others right).
- Make time for people always – no matter what my personal reality.

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

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!!



We are delighted to welcome the Ontario Art Gallery – or AGO as most of us know it – as an Associate Member of the Toronto Chapter



Art Gallery of Ontario
Musée des beaux-arts de l'Ontario

The Art Gallery of Ontario, one of Toronto's most venerable cultural institutions and one of the largest art museums in North America, just turned 111 years old – but is the hottest new kid on the block with a suite of the most up-to-date meeting spaces and seminar rooms in the all new Weston Family Learning Centre.

After a huge renovation three years ago that doubled the size of the building and added a brand-new restaurant with a private dining room, the AGO has been jumping with visits from companies doing client events and staff outings.

“King Tut really started it for us,” says Paul Ayers, Group Sales Coordinator at the AGO. “The lure of the golden king drew people in wanting to do staff Christmas parties and to entertain clients, and we realized there was a huge market for corporate groups of 20 to 60 people.”

Sixty people is too small for the gallery's dedicated 400-person event space, Baillie Court, but just right for FRANK restaurant (named for the star architect of the renovation, Frank Gehry, who grew up a couple of blocks away in Chinatown but who had never created a building in Canada before the AGO). “Soon those same customers were coming back to us for every new blockbuster exhibit, and we'd host a reception in FRANK, take them on an after-hours tour and then bring them back for a full-course meal. Before long they began asking us about meeting spaces for staff retreats and client presentations.

We'd been renting our boardroom to external clients, but when a generous donation from the Weston Family Foundation meant that we were getting beautiful new meeting spaces, we rejoiced.”

The rejoicing was justified – the meeting spaces include a soundproof glass seminar room that floats over the gallery school, stuffed with four projectors and automated screens, handcrafted Italian tables, a videoconferencing unit and a host of other a/v bells and whistles. Add in-house catering from Chef Anne Yarymowich, teambuilding activities in the gallery and school, and you've got a recipe for phones ringing off the hook.

“I really like the idea of our partnership association with IAAP,” says Paul. “It's a natural fit for us. Apart from some firms with full-time event planners, it's administrative professionals who get tasked with finding the venue and organizing the meeting, planning the staff outing, and putting on the company party. Even if the event planner sets it up initially, it's the admin who has to run things on site. I identify with them the most, because they're the ones who have to stretch past their job description to get things done, and I know they're juggling a dozen other things besides the event with me. In a way, I think of my job as helping them make look good to the boss. I have a manager to impress too, so believe me, I get it!”

Paul Ayers
Group Sales Coordinator

Stay Connected!

If you haven't done it already, be sure to update your profile on Headquarter's website www.iaap-hq.org. Under the **EGROUPS** tab, go to **My Subscriptions** and select all the interest groups you want to keep in touch with, starting with the **Toronto Chapter** and the **Ontario Division**. Not only will you be kept in the loop, you will also have access to an amazing resource – other members! As one person mentioned, she needed to find hotel and restaurant information in another city for her boss, so she logged onto HQ website, under CHAPTERS/DIVISIONS, found the city she needed to know about, and sent out enquiries to the local IAAP chapter. Can it get any easier than that? Many of us have a wealth of this kind of information at our fingertips and can be so helpful to our peers when needed.

What's in a Name?

This is *your* newsletter. Have a say in what we name it! Should it be called "*Toronto Network*" or something else? Send your suggestions for a new name to iaaptoronto@yahoo.ca by **October 15, 2011**. All suggestions are welcome; however, the editorial team reserves the right to make the final decision.

Publication Deadlines

The newsletter will be published the second week of every other month. Submissions of upcoming events and articles should be sent to iaaptoronto@yahoo.ca by the deadline outlined below.

ISSUE	SUBMISSION DEADLINE	PUBLICATION DATE
September/October 2011	October 15	November 15
November/December 2011	December 10	January 15
January/February 2012	February 15	March 15
March/April 2012	April 15	May 15
May/June 2012	June 15	July 15

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TORONTO CHAPTER -- BOARD OF DIRECTORS 2011-2012

Co-Presidents

Sherrie Machan, CPS/CAP
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