



The Key Page

Sara-Keys Chapter Newsletter

Volume 7, Issue 10

International Association of Administrative Professionals

May 2010

President's Corner

By: Sandy Nall CPS/CAP

Here it is May! Kentucky Derby Day is May 1, Cinco de Mayo is May 5, Mother's Day is May 9, Armed Forces Day is May 15 and Memorial Day is May 31. Lots to celebrate!

As you know our seminar/fashion show has been postponed to a date in September due to a lack of interest. Your Board is making plans to change the theme and format to draw a larger crowd.

A group of us went to Gillespie Park on April 17 to participate in The Great American Cleanup. We all were pleasantly surprised that there was not much trash to gather (maybe 10 bags tops, including recyclables). The residents in the area deserve a big WOOOOO HOOOOO for doing their part in keeping the park clean.

Don't forget in May we are going to be participating in the Postal Workers Food Drive by helping sort the food so it can be distributed to All Faith's Food Bank. We will be at the corner of Bee Ridge and McIntosh close to the Burger King. If you haven't already, sign up for the morning or afternoon shift. Kim Stafford CAP and Rhonda Miller CAP are taking names.

At the May meeting, we will be electing officers for next year. The slate of officers was published in last month's newsletter and distributed at the April meeting. Installation of officers will take place at our June meeting.

Enjoy your May!!

'Til next time,
Sandy

In this Issue:	
President's Message	Birthdays
Committees	Anniversaries
Officers	Calendar of Events
Mission	Recipe Corner
Monthly Meeting	
Notice	

Notes from Time Management Workshop

by Pamela Gleason CPS/CAP

Interruptions

Interruptions can be classified into three categories:

- 1) Necessary and vital
- 2) Necessary but untimely
- 3) Unnecessary and untimely

Necessary and vital

When interruptions are both "necessary and vital" handle them immediately.

Necessary but untimely

These interruptions require action, but not immediately. Calls, emails and visitors cause necessary but untimely interruptions, meaning they interrupt your focus on a task of high importance. Methods for managing these interruptions include:

- Identify a mutually agreeable follow-up time with the individual

- Take a moment to assess the real value of the interruptions—not succumbing to “urgent addictions”
- Calculate real time cost. When we drop a significant task for a less important one, we sacrifice our train of thought, our creative ideas, and our focus. We don’t calculate the “recovery time” once the interruptions has been handled. General rule: take the length of time the interruption lasts and double it. A task that only takes 10 minutes can actually cost 20 minutes of productivity.
- Evaluate the value of the interruption by asking, “what are the consequences if I don’t handle this immediately?”
- Practice saying no.

Unnecessary and untimely

These interruptions are not business relevant, urgent or significant. If you think an interruption is unnecessary and untimely, tactfully ask a point question such as “how may I help you?” “Is there a problem?” “Can this wait?” A p[point question lets you diagnose the importance of the interruption, and at the same time helps visitors understand you’re engage in a vital task.

Best Practices on Handling Interruptions

Voice Mail Interruptions

- Check voice mail at set times
- Use out of office feature when you will be out for a day or longer
- Schedule blocks of time for voice mail
- Set up a cooperative effort in department to cover each other
- Don’t just leave your name and number. You’re much more likely to get a return call if the recipient knows

what’s up. State your business and a time to call back.

- Make it quick—less than 60 seconds. Otherwise, you risk losing your audience.
- Give your message a headline to help the recipient determine your call’s priority.
- Speak slowly and leave your phone number twice so the recipient doesn’t have to replay your message.
- State the key point by the 3rd sentence

Email Interruptions

- Turn off pop up indicator
- Check email at set times
- Don’t use your inbox as a catchall folder. Read item once and when possible, answer them immediately, delete them or move them to project-specific folders.
- Use reply to all and cc options sparingly, only when it pertains to all recipients
- Don’t use email when you expect a response

Walk-in Interruptions

- Close your door
- Block off work time on your calendar so that you won’t get interrupted
- Learn to say “let me get back to you”

Saying No

Remember you have a right to say no ... graciously but firmly. If you respond evasively, you’ll build false expectations. Saying no takes practices. Here are some phrases that my help:

“I have so much on my plate now, I don’t know when I can get to it. But I do know someone over here who can help you now.”

“Sure I can help you with your request as long as we both understand that what I agreed to do for you yesterday might be delayed.”

“Thanks for thinking to ask me, but no thanks.”

“I won’t be able to do it until tomorrow, but I could provide you with some resources that might help you do it today.”

Saying No to Your Boss

When your boss assigns a new, urgent task that you feel might be necessary but untimely, you might:

Ask for help on deciding where the new task should fall on the list of priorities

Ask what you would like me to give up in order for me to do this

Provide suggestions or alternatives such as “I can’t help you on this now, but I can next week, would that be okay?”

Remind your boss that there is an opportunity cost associated with the assignment: “I’d be glad to do this for you, but that means that X, your other priority, will be delayed.

Material adopted from Franklin Covey Co.



The following jobs are available in our area:

The following positions were found on Monster.com:

Edward Jones

Bradenton, FL

Contact: <http://www.edwardjones.com/careers>.

Position: Branch Office Administrator

Salary Range: Not provided

Barnes, Walker & Goethe, Chartered

Bradenton, FL

Contact: Connie Hoff

Email: Delia@clickbooth.com

Phone: (941) 741-8224

Fax: (941) 708-3225

Position: Legal Secretary

Salary Range: Not provided

Hoveround Corporation

Sarasota, FL

Contact: Please apply to:

<https://home.eease.com/recruit/?id=493655>

Position: Insurance Processor

Salary Range: Not provided

If you know of anyone looking for employment, please pass this information along. If you know of any openings, please email Donna Chipman CPS/CAP with the information at Chipman430@yahoo.com

May Chapter Meeting

Date: May 18, 2010

Time: Networking at 6:00 p.m.
Dinner at 6:30 PM
Program at 7 PM

Location: Holiday Inn – Lakewood Ranch
6321 Lake Osprey Drive
Sarasota, FL 34240
Phone: 941-782-4400 for directions

Program: OfficeTeam’s Office of the Future – The Evolution of the Workplace and the Skills Needed to Succeed presented by Kim Stafford CAP

Cost: \$15.00 per person

RSVP by noon on Friday, 5/14 to Rhonda Miller CAP at rhmillier@scgov.net

The theme for the FDAM Ways and Means basket is, “Everything but the Kitchen Sink.” We have a large tote to fill with new/unopened/not used yet items. If you have items lying around that you don’t want, such as bath gels, knick knacks, office items, books, etc., please bring to the meeting to put in our basket.



Meeting Recap

April 20, 2010

Provided by Pat Whitesel CAP

- President Nall reported that the Sara-Keys Chapter Slate of Officers for the May election has been received from the Nomination Committee. She stated that it was included in the April Chapter Newsletter and presented it for review by the members present at the April meeting. Kim Stafford CAP made a motion to accept the Slate of Officers for election in May. Donna Chipman CPS/CAP seconded the motion.
- **APD/APW Events** – President Nall reported that Pam Gleason CPS/CAP has received and printed the Re-certification certificates for the Race for Excellence educational event. Rick Musior, Publicity Chair is finalizing an updated flyer to be redistributed. The deadline for registering has been extended to April 26th. Models for the fashion show will be meeting on April 26th at the Dressbarn in the Ellenton Outlet Mall. President Nall offered to drive anyone wishing to carpool with her and that she will be leaving her house by 5:45 p.m.
- **Community Service** – Kim Stafford CAP reported for Rhonda Miller CAP, Community Service Chair. The Keep Sarasota Beautiful community service event held on April 1, 2010 at Gillespie Park was a great success. The volunteers worked for approximately 2 ½ hours collecting trash. The next event the chapter is participating in is the All Faith's Food Bank Annual Food Drive being held on May 8, 2010. Kim circulated the sign up sheet to the members in attendance. Workers are needed to help with sorting and loading of food donations dropped off by the

postal carriers. Two shifts need to be covered. The time slots are 11 a.m. to 2 p.m. and 1 p.m. to 4 p.m.



Community Service

On Saturday, April 17, 2010, Sara-Keys Chapter members partnered with Keep Sarasota Beautiful in support of The Great American Clean Up. Members and recruits (eight in all) worked for two and a half hours combing over Sarasota's Gillespie Park, picking up trash and items not otherwise natural to the park setting. The group enjoyed a beautiful morning and collected about 12 bags, including recyclables, in all. Thank you to everyone who for helping to Keep Sarasota Beautiful!

On Saturday, May 8, 2010, Sara-Keys Chapter members volunteered at one of the sites of the U.S. Postal Worker's Food Drive for All Faith's Food Bank. The Postal Worker's would drive up to our site, open their doors and we would start unloading all the bags of food that generous people had left at their mail boxes for the postal workers to pick up. Then we sorted the bags into just cans and bags and boxes. We had a lot of fun and we were there from 11:00 a.m. until 4:00 p.m. Our All Faith's Food Bank representative, Nicole, told us that this particular food drive keeps the food bank stocked all through the summer. She also told us that 40% of the people the food bank services are homeless so the best food to provide for them is the ready to eat meals like canned beef stew or the Chinese chow mein dinner in the can. Many homeless do not have cooking utensils or hot plates so meals in a can work best for them. And of course, peanut butter is always a good donation. Mark your calendars for next May (the Saturday before

Mother's day) because we will definitely be doing this volunteer opportunity again next year!

Anniversaries



Bernadette Azai CPS/ CAP	20 years
Jeanette Ristow CPS	14 years
Shirley Wansaw	13 years



Birthdays

Myrtle Owings CPS/CAP	May 15
Kathleen Hall CPS/CAP	May 17

Never Never

From the Office Professional Newsletter

Never use *amount* to denote quantity when items can be counted.

INCORRECT: The *amount* of people who showed up for the meeting was more than the room could handle.

CORRECT: The *number* of people who showed up for the meeting was more than the room could handle.

CORRECT: The *amount* of space in the room could not accommodate all the people who showed up for the meeting.

CPS / CAP Exam Information

For those interested in applying for the CPS/CAP exams for November 5-6, 2010, the deadline for submittal of your registration forms is August 15, 2010. The CAP exam will be given on Friday, November 5, 2010 and the

CPS exam will be given on Saturday, November 6, 2010. You can obtain the forms through the IAAP website at <http://www.iaap-hq.org/prodev/certification/exams.html>

Calendar of Events

Fort Myers Chapter IAAP Spring Workshop

May 22, 2010

Hilton Garden Inn

12600 University Drive

Fort Myers, FL 33907

Registration is \$39.00 and closes on May 14th.

<http://www.iaap->

[fortmyers.org/IAAPHQ/FortMyers/MeetingsEvents/SpringWorkshop/Default.aspx](http://www.iaap-fortmyers.org/IAAPHQ/FortMyers/MeetingsEvents/SpringWorkshop/Default.aspx)

2009-2010

58th Florida Division Annual Meeting (FDAM)

June 25-27, 2010

Hosted by IAAP Bartow & Lakeland Chapters

Hilton Garden Inn

3839 Don Emerson Drive

Lakeland, FL 32811

<http://iaapfdam2010.webs.com/registration.htm>

International Education Forum & Annual Meeting (EFAM)

July 18-21, 2010

Hynes Convention Center

Boston, MA

The [International Education Forum & Annual Meeting](#) is IAAP's premier event taking place during the summer with 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.

IAAP Fall Conference

October 17-20, 2010

Hilton Seelbach Hotel

Louisville, KY

The IAAP Fall Conference provides opportunities to network, share ideas, problems and solutions with other admins. You will have the opportunity to hear 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 CEU as an alternative to recertification points.

Quotes

"Spring - an experience in immortality."

- Henry D. Thoreau

"Love is the only thing that we can carry with us when we go, and it makes the end so easy."

-Louisa May Alcott



Recipe Corner



Breakfast Crepes with Berries

From Taste of Home

Total Time: 20 min.

Ingredients

- 1-1/2 cups fresh raspberries
- 1-1/2 cups fresh blackberries

- 1 cup (8 ounces) sour cream
- 1/2 cup confectioners' sugar
- 1 carton (6 ounces) orange creme yogurt
- 1 tablespoon lime juice
- 1-1/2 teaspoons grated lime peel
- 1/2 teaspoon vanilla extract
- 1/8 teaspoon salt
- 8 prepared crepes (9 inches)

Directions

- In a large bowl, combine the raspberries and blackberries; set aside. In a small bowl, combine sour cream and confectioners' sugar until smooth. Stir in the yogurt, lime juice, lime peel, vanilla and salt.
- Spread 2 tablespoons sour cream mixture over each crepe; top with about 1/3 cup berries. Roll up; drizzle with remaining sour cream mixture. Serve immediately.
- Yield: 8 servings.

Nutrition Facts: 1 crepe equals 182 calories, 7 g fat (4 g saturated fat), 27 mg cholesterol, 144 mg sodium, 27 g carbohydrate, 3 g fiber, 3 g protein. **Diabetic Exchanges:** 1-1/2 starch, 1-1/2 fat.



Artichoke Ham Puffs

From Taste of Home

Prep: 10 min. Cook: 20 min.

Ingredients

- 6 frozen puff pastry shells
- 1/2 pound sliced fresh mushrooms
- 6 tablespoons butter, *divided*
- 3 tablespoons all-purpose flour
- 1/4 teaspoon ground mustard

- 1/4 teaspoon minced fresh tarragon
- 2 cups milk
- 2-1/2 cups (10 ounces) shredded cheddar cheese
- 1/8 teaspoon coarsely ground pepper
- 3 cups cubed fully cooked ham
- 1 can (14 ounces) water-packed artichoke hearts, rinsed, drained, patted dry and quartered

Directions

- Bake pastry shells according to package directions. Meanwhile, in a large skillet, saute mushrooms in 2 tablespoons butter for 3-4 minutes or until tender. Add the remaining butter; cook for 2-3 minutes over medium heat until melted.
- Stir in the flour, mustard and tarragon until blended. Gradually add milk. Bring to a boil; cook and stir for 2 minutes or until thickened.
- Reduce heat to medium. Add cheese and pepper; cook and stir for 3-4 minutes or until cheese is melted.
- Remove from the heat; stir in ham and artichokes. Remove tops from pastry shells; fill with ham mixture. Replace tops.
- Yield: 6 servings.

Nutrition Facts: 1 pastry shell with 1 cup ham mixture equals 669 calories, 46 g fat (24 g saturated fat), 125 mg cholesterol, 1,688 mg sodium, 32 g carbohydrate, 1 g fiber, 33 g protein.

2009-2010 Officers

PRESIDENT

Sandra Nall CPS/CAP 379-3307
bluewildcat1@verizon.net

VICE PRESIDENT

Kim Stafford CAP 861-0923
kstaffor@scgov.net

RECORDING SECRETARY

Pat Whitesel CAP 552-9595
pwhitesel@gmail.com

CORRESPONDING SECRETARY

Rhonda Miller CAP 861-5481
rhmillier@scgov.net

TREASURER

Sandy Korfanta CPS 861-0751
skorfant@scgov.net

Committee Chairs

Administrative Professionals Week

Pamela Gleason CPS/CAP
pgleason@sar.usf.edu

Bylaws and Standing Rules

Myrtle Owings CPS/CAP
m.owings@verizon.net

Certification

Pat Whitesel CAP
pwhitesel@gmail.com

Community Service

Rhonda Miller CAP
rhmillier@scgov.net

Education and Program/Seminar

Kim Stafford CAP
kstaffor@scgov.net

Membership

Doris DeMaria CAP
ddemaria@scgov.net

Newsletter

Donna Chipman CPS/CAP
Chipman430@yahoo.com

Publicity

Rick Musior, Jr. CAP
rmusior@scgov.net

Retirement Trust Foundation

Bernadette Azai CPS/CAP
bernadette.azai@pbsg.com

Ways and Means/Scholarship
Sandy Korfanta CPS
skorfant@scgov.net

Website
Kathleen Hall CPS/CAP
kmh258@msn.com

Vision

To inspire and equip all office professionals to attain excellence.

Purpose

To provide education and training, and set standards of excellence recognized by the business community on a global perspective.

Chapter's Mission

To be the acknowledged, recognized leader of office professionals and to enhance their individual and collective value, image, competence and influence.

Articles Submission

To contribute articles, ideas, quotes and anything to share with members, please submit them to the Newsletter Chairman, Donna Chipman CPS/CAP at Chipman430@yahoo.com



Sara-Keys Chapter ♦ Sarasota, FL

4-38-270

March 23, 2010

Board of Directors
Sara-Keys Chapter, IAAP

The Nominating Committee is pleased to report that the following members have accepted nomination for election to the 2010-2011 terms:

President	Kimberly Stafford, CAP
Vice President	Rhonda Miller, CAP
Corresponding Secretary	Patricia Whitesel, CAP
Recording Secretary	Donna Chipman, CPS/CAP
Treasurer	Sandy Korfanta, CPS

The Committee nominates these members for the positions listed and requests the Board publish/announce the slate twice before the May election meeting as required by our bylaws.

Thank you for the opportunity to serve the Chapter as your Nominations Committee.

Pamela Gleason, CPS/CAP

Myrtle Owings, CPS/CAP

Bernadette Azai, CPS/CAP