



Administrative Professional Week April 24-30, 2011

2010-2011 Executive and
Team Leaders

President - Laurie-Jean Smith
President-Elect - vacant
Vice-President - Doreen McDougall
Secretary - Shirley Houston
Treasurer - Shelley Wong

By-laws - Melanie Lambert
Certification - Barb Snyder
Courtesy - Melanie Murphy
Historian - Joan Smith
Membership - Shirley Houston
Nominations - Melanie Lambert
Newsletter - B.J. Morin
Program - Vacant
Registration - Antonella Couse



From the desk of the Editor - B.J. Morin

Back from vacation and my batteries are recharged. This time of year is a special time for many, as we feel the freshness of spring in the air and a renewed jump in our step. We have survived the dreariness of the winter months of going to work in the dark and coming home in the dark. Just to hear the birds singing, sun shining and the beginning of new growth from the earth brings an optimism of what the new season has to bring. Why don't you start it off right by attending an Administrative Professional event or an upcoming IAAP Chapter meeting. You may find your batteries getting recharged as well. Take some time for yourself.

You can send submissions to bjmorin@hydroottawa.com or speak to me at our monthly meetings.

Message from the President - Laurie-Jean Smith

The geese are flying North, the mourning doves are cooing in the morning, and the robins are looking for worms on my front lawn! These are the signs of Spring in Ottawa. Although we enjoyed an easy winter this year, and I enjoyed my Spring Ski vacation, I am glad that the snow is disappearing! I'm anxious to be able to spend some time outside without having to bundle up and rush from house to car and back again.

4 Members of our Chapter attended the Ontario Division Education Forum (ODEF) in Markham on March 25-26. We had 3 very interesting & entertaining Speakers, got "educated" and enjoyed great company! I urge everyone to consider attending next year's event.

Later this month we will celebrate *Administrative Professionals Week*, which this year has been expanded to include all office workers. On April 27 - AP Day - Hélène Sinclair (President, Ottawa Chapter) and I have been invited to the Mayor's Office to receive

the "Administrative Professionals Proclamation" on behalf of all the Admins and office workers in Ottawa. We will be accompanied by a few Chapter Members for support. It will only take a few minutes but should be memorable.

April this year also includes the celebration of Easter, which, like Spring, is a time of reflection and hope and renewal ... and maybe some chocolate!



Individual highlights:

From desk of Editor	1
Message from President	1
Fundraising news	2
Courtesy Corner	2
Vacant Board positions	3
Tips and Tricks	4
Forum on Administrative Excellence Update	4
Dates to remember	4
Ontario Division Update	5
Looking to Volunteer?	6
When you feel attacked - Share the LUVS	7
Writing Tip	8
The Big Rocks of Life	9
Motivational Steroids - The Powerful Why	10

We're on the Web!

Check us out:

www.iaap-ottawawest.org



Chapter Fundraising News



Find your treasure for silent auction



During the May 18, 2011 Chapter meeting we would like to hold a Silent Auction with all funds raised going to the Chapter. Anyone who would like to donate/regift new items for the Silent Auction are asked to bring them to the March/April meetings to Lianna McQuirter Melanie Lambert or Judy Skoczylas. Items to consider would be promotional products from your office, personal "services" that you are willing to donate (sewing/painting/driving) or products from a side business you have. We would also welcome home baked goods (with ingredients listed) or gift baskets which could be auctioned off that evening.

All bidding would start at \$10.00 per item (or in the case of an expensive item the minimum would be determined by the Committee). Payment would be by cash or cheque only.

The meeting will commence as usual with Laurie-Jean Smith, Chapter President, making announcements and then the rules for the auction will be explained to the members. Before, after and during dinner the members will be able to view the items up for auction, place their bids on the items and at approximately 7:30 bidding would close and bidders will be notified and money collected.

We would hope that this fun evening would bring all members out and everyone would be able to socialize and have a good time while raising funds for the Chapter. Friends and family are welcome to attend as well.

Start bringing your items to our April 20th meeting or contact a member of the executive



Courtesy Corner

Baby News - Doreen McDougall is a proud "NANA". Kathleen (Kate) Ann was born February 15th at 7lbs 9 ozs. All family members are doing well. Congratulations! Bring on the brag book.

Ottawa West Chapter member Melanie Murphy is this years Courtesy Chair. If you have anyone in the chapter you would like to have the chapter acknowledge, please let Melanie know. For example, birth, death, thankyou to a member etc are just a few of the things as a chapter we would acknowledge. Contact Melanie at m_moore@rogers.com

Food for Thought

"Where do they get the seeds to grow seedless oranges?"

Today is special!

"Burn the candles, use the nice sheets. Don't save it for a special occasion. Today is special!"

Need to change your address with IAAP - log into www.iaap-hq.org and update your profile. If you don't have one set up it is simple to do.

Also don't forget to check out the Ottawa West site as well www.iaap-ottawawest.org



Vacant Positions - The Board needs your help

There are currently vacant positions on the board which require a volunteer or

President-Elect - The President-Elect is the President's "Shadow" and right-hand person and succeeds automatically to the office of President. In the absence of the President the President-Elect would serve as the presiding officer at the Chapter meetings or meetings of the Board of Directors. In the event that there is a vacancy in the office of President the President-Elect will succeed to the office for the unexpired term.

volunteers to step forward. Below is a description of the duties:

Program - With the assistance of the chapter members, identify topics or themes of interest for monthly meetings. Contact presenters (templates available), follow up with scheduled speakers, greet presenter, arrange for introductions and thank you. Provide and compile evaluation forms. Develop draft program for June Annual meeting for following chapter year. (*can be a shared position*)

In order for the chapter to continue in upcoming years we require a President-Elect as the current President term expires at the end of June 2011. Take the time now to volunteer and you can learn the ropes and gain the experience of the existing incumbent. Contact our Nominations Chair Mel Lambert Melanie.Lambert@nrc-cnrc.gc.ca

Editor note: This will keep reoccurring until positions filled



Conference for Administrative Professionals
Friday, April 29, 2011
Ottawa

Conference Topics Include:

- Business Conversation Skills
- Effective PowerPoint Strategies
- Project Management
- Work-Life Balance
- With Canada's Diamond Coach, Adele Alfano

For more information and to register, visit www.oha.com/adminottawa



Editor note:

IAAP members will receive a special reduced rate



Tips and Tricks



Cool Excel Tips – Date & Time Functions

Some cool functions & tricks to enter a date and/or time into any cell in your spreadsheet.

If you want your date and time to update every time you access the file, you can use either the function =NOW() or =TODAY()

=NOW() returns the current date and time (dependent on the format style you've selected)

=TODAY() just returns the current date.

The limitations (or benefits) of these two functions is that they are updated automatically every time you open the worksheet. If what you want to accomplish is to provide a shortcut to enter the date and time, one that is fixed, try these two keystroke combinations.

Current Date - Ctrl + ; (Holding Ctrl key and the semicolon key simultaneously)

Current Time - Ctrl + Shift + ; (Holding Ctrl and Shift and semicolon at the same time).

Source: J. Spellos jspellos@meeting-u.com



3rd Annual Forum on Administrative Excellence May 3, 2011

The agenda is being completed for the forum. Keynote speaker to include Rhonda Scarf. Sessions will include:

- Management skills for admin professionals
- Working and communicating as part of a team
- Improving your memory
- Managing your work
- Life balance
- Effective business writing
- Improving productivity with new software tools/tips/tricks.

Check it out at www.pmctraining.com



Dates to remember

April 15-16, 2011 - Incoming Division Presidents Conference - Kansas City, MO

April 24-30, 2011 - Administrative Professionals Week

April 27, 2011 - Administrative Professionals Day

May 3, 2011 - Forum on Administrative Excellence - Ottawa, ON

May 6-7, 2011 - CPS and CAP exams

May 12-15, 2011 - CDC Moncton New Brunswick

July 24-27, 2011 - International Education Forum and Annual Meeting - Montreal QC

"The ultimate measure of a man is not where he stands in moments of comfort, but where he stands at times of challenge and controversy." Martin Luther King, Jr.



RAFFLE TICKETS STILL AVAILABLE FOR CDC (Canada District Conference):



WIN!!!

Garmin® nüvi® 1350T GPS with Lifetime Map Upgrades Bundle

Draw to be held at CDC in Moncton, NB

May 2011 Tickets - 1 for \$5, 3 for \$10

See: Melanie Lambert for tickets

For a \$10.00 donation, IAAP members will have a chance to win a BlackBerry® Torch 9800. Even better, a \$20.00 donation will give you three chances to win.

This draw will raise funds for the Retirement Trust Fund and the draw will be made during the 2011 Canada Divisions Conference in Moncton, NB.


Tickets are available for IAAP members, family and friends.

The BlackBerry® Torch 9800 was donated by Research in Motion (RIM)

For tickets, please contact Lina Veglia, Canadian Representative on the RTF Committee, veglial@cambridge.ca 519-740-4517, Ext. 4620




Tickets also available for a two night stay at any Delta (see sample ticket below)

NAME CHAPTER..... ADDRESS..... TELEPHONE.....	 <p>IAAP – CANADA DISTRICT</p> <p>2-Night Stay for 2 Guests at Any Delta Hotel or Resort across Canada (Compliments of Delta Hotels and Resorts) To be drawn April 23 on APW Day Proceeds to the Retirement Trust Fund</p> <p>\$5 each 3 for \$10</p>
IAAP – 2-Night Stay at Delta Hotels	

If you wish to purchase any of the above tickets, you can also contact, Ottawa West Chapter Member Melanie Lambert


“Do not spoil what you have by desiring what you have not; but remember that what you now have was once among the things only hoped for.” *Epicurus*

 *Lost your nametag or had a name change?*

If so contact Membership Chair, Shirley Houston to reorder (cost involved)

Shirleyx_houston@yahoo.com

Having difficulty in getting to a meeting - need a drive or car pool - contact your executive and we will try to assist.





Looking to Volunteer?

A chapter is only as good as it's members and it's volunteers. A pat on the back should go to everyone who has helped, in any way, the chapter during the first half of our year. No matter how small the task the offer of assistance is appreciated by everyone. The benefits of volunteering in the chapter are wonderful and fulfilling. Try selling the 50/50 tickets one month! Just that gives you the opportunity to say hello to everyone in attendance and put faces to the new names on our roster.

As we move into the second half of our chapter year, it is time to consider the possibility of offering a small portion of your time to give back to the chapter. Volunteers are always needed and I've listed below a few of the "small" tasks that get done at the monthly chapter meetings, board meetings or even on the side during the time you have available during your own schedule.

- 50/50 ticket sales
- company/help at the registration desk
- take notes at the chapter meeting or one step further and take the board meeting notes
- organize a social event
- read and learn the bylaws & standing rules and be the knowledge base
- offer ideas for potential speakers or subjects
- sit in at a board meeting and offer your opinion

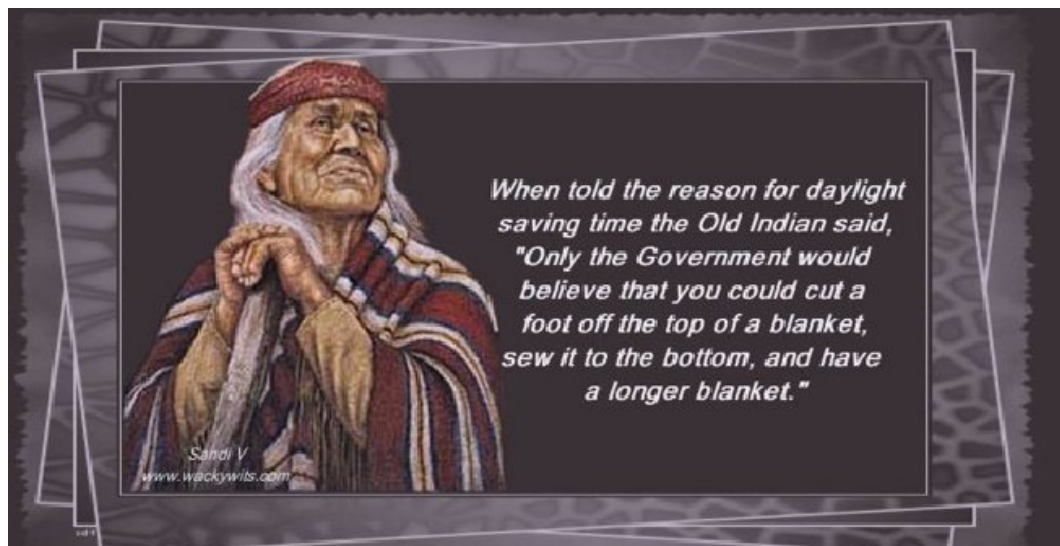
- come up with a fundraising idea to present to the membership and/or organize it
- put together the chapter newsletter - paper or email type
- post things on our website for the board and members
- offer to contact your local community newspaper and see about a free "not for profit" ad
- greet new guests at the meetings and make them feel welcome
- sit with someone at dinner who you have not sat with before

The list is endless and if you are feeling a little more ready to take on something bigger, offer to be the chapter vice-president or treasurer or secretary. You are never alone in the task, people help, the board is always there and the past incumbents are ALWAYS willing to help.

Think about your skills, think about the ones you'd like to develop, think of things you could do that you could promote at work. You will never regret your involvement in YOUR chapter.

Thanks and I look forward to seeing most of you at future chapter meetings and if you have questions or ideas....ask away!

*Melanie Lambert
IAAP Ottawa West Chapter
Ontario Division Secretary*





When you feel attacked, Share the "LUVS"

It happens to the best of us. You're in a meeting presenting your project updates, you feel in control and confident, and then it starts. The peppering of questions. The barrage of complaints. The aggressive body language. It spirals into a frenzy and others around the table start chiming in with their two cents worth. Perhaps even your own teammates add fuel to the fire. The result? You feel attacked.

It's difficult to maintain composure under such circumstances, wouldn't you agree? It all begins with how you think, what you say and what you do. Here's a few tips to get you on your way, and to regain the composure and control that really belongs to you. I call it the "LUVS" approach and it stands for "Listen Up, Validate, Solve".

1. LISTEN UP. People want to be heard. Sometimes people start pumping up the volume, animating the gestures and upping the forcefulness of their language, when they feel they aren't being heard. So listen. When you actively listen, you allow people to express themselves and yes, to vent. Strip out the emotion and hear the questions and concern they're really asking. What's at the crux of their frustration? If you have information that will allay their concerns, give it to them. Answer their questions.

2. VALIDATE THEIR CONCERN. Let me

be clear here -- validating someone's concern doesn't mean that you agree with them. It's simply acknowledging that you understand and appreciate how or why someone would think the way he or she does. The thinking may be horribly flawed, not make sense, and not serve the person well -- it simply underpins the words and actions of that person. To validate a concern can be as simple as actively listening. Or, it can be saying things like, "I can see why it might appear that way", or "I see".

3. SEEK SOLUTIONS: Lots of energy is spent by someone being aggressive. Take that energy and rechannel it to solving problems. Focus on the overall goals. Raise the conversation to a higher ground and perspective. Look at the "big picture" and what this person (and perhaps you also) really wants to accomplish. Spend your limited energy and theirs on finding solutions.

When you feel attacked, it's difficult to be rational. Emotion begets emotion. However, if you really value and/or really need that relationship, let your head rule. Listen, validate and redirect to solutions and you'll find that often aggression will give way to cooperation. Go ahead, and give it a try -- the world could do with a little more LUVS.

Communications expert, author, professional speaker Marion Grobb Finkelstein teaches individuals and organizations across Canada and beyond, how to improve their businesses and their lives by improving their communications. Chat with her Facebook www.facebook.com/MarionSpeaks or sign up for her FREE weekly e-newsletter "Marion's Communication Tips" at www.MarionSpeaks.com



International Education Forum & Annual Meeting

MONTREAL 2011 July 24-27



EFAM



Writing Tip: Serif & Sans-Serif Fonts

With easy access to printers and the Web right from the desk top, every writer can be a graphic designer. The way the text looks on the page or the screen should not be exclusively a matter of taste or personal preference. The fonts you choose can either improve or impede the readability of your document.

Fonts can be serif or sans-serif. A serif is a hook or foot on a character. For example, Times is a serif font. **Look at the feet and hooks on the characters in this sentence, written in Times.**

By contrast, the characters in this sentence and in the rest of this page, written in Arial, contain no serifs. Notice the different visual effects between the two fonts. The sans-serif font, Arial, looks cleaner, with more white space between the characters. With the serif font, Times, the characters in the words are drawn in towards one another. With less white space between the characters, the words read like recognizable units, a desired effect of serif fonts. Here are some industry standards for the choice of fonts, categorized under

[paper documents](#)
[online documents, including web pages](#)

Paper documents

The fonts used on the pages of traditional paper documents depend on whether the text is in the main body of document or in tables, charts and figures.

The main body of text in the document

Use a serif font such as Times or Palatino. The serifs make long passages easier to read, for the reason we discussed above. In reducing the white space between the characters, the serifs help make the words appear as recognizable visual units.

Compliments to WordTask for the tips and they invite readers to subscribe at www.wordtask.com.

Tables, charts, figures

Use a sans-serif font such as Arial or Helvetica. The absence of serifs makes the wording stand out better against the surrounding grid in the table or the background lines of the figure or chart.

Online documents, including Web pages

For online display, the traditional wisdom has been to use a sans-serif font. The reasoning for this choice has been that the text needs to be clear to be read effectively off the screen, despite the varying screen quality and resolution of readers' computers. Because a sans-serif font stands out better than a serif font, the former is usually the better choice.

The web as a container for long documents

The Internet generally and Web pages specifically can throw into question the choice of a sans-serif font. For example, some web documents are very large, intended to be printed off and read in their paper format. The web page is being used merely as the storage medium for what is really a traditional paper document. In this case, the standard for paper documents should stand, with its preference for a serif font.

Documents intended for online reading

On the other hand, many Web pages are read primarily from the screen. What's more, they contain short blocks of text, often interspersed with complex graphics. The reader of a web page often moves from one short passage to another very quickly, as well as from page on the website to another, perhaps never more than scanning the information sporadically. Because of these factors, the traditional guideline for online presentation--the use of a sans-serif font--has a renewed importance.



The Big Rocks of Life

One day, an expert in time management was speaking to a group of business students and, to drive home a point, used an illustration those students will never forget. As he stood in front of the group of high-powered overachievers he said, "Okay, time for a quiz?" and he pulled out a one-gallon, wide-mouth Mason jar and set it on the table in front of him.

He also produced about a dozen fist-sized rocks and carefully placed them, one at a time, into the jar. When the jar was filled to the top and no more rocks would fit inside, he asked, "Is this jar full?"

Everyone in the class yelled, Yes! The time management expert replied, "Really?" He reached under the table and pulled out a bucket of gravel. He dumped some gravel in and shook the jar causing pieces of gravel to work themselves down into the spaces between the big rocks.

He then asked the group once more, "Is the jar full?" By this time the class was on to him. "Probably not", one of them answered. Good! he replied. He reached under the table and brought out a bucket of sand. He started dumping the sand in the jar and it went into all of the spaces left between the rocks and the gravel.

Once more he asked the question, "Is this jar full?" "No!" the class shouted. Once again he said, Good! Then he grabbed a pitcher of water and began to pour it in until the jar was filled to the brim.

He looked at the class and asked, "What is the point of this illustration?" One eager student raised his hand and said, "The point is, no matter how full your schedule is, if you try really hard you can always fit some more things in it!"

"No", the speaker replied, that's not the point. "The truth is, this illustration teaches us that if you don't put the big rocks in first, you'll never get them in at all."

"What are the 'big rocks' in your life, time with your loved ones, your faith, your

education, your dreams, a worthy cause, teaching or mentoring others. Remember to put these 'big rocks' in first or you'll never get them in at all."

So, tonight, or in the morning, when you are reflecting on this short story, ask yourself this question - What are the 'big rocks' in my life Then, put those in your jar first.

Thanks to Barb Snyder, CPS/CAP for providing this article.



Check out this YouTube video!

["The The Impotence of Proofreading," by TAYLOR MALI](#)

Thanks to Chapter Member Kathy Downs





Motivational Steroids: The Powerful Why

Most people ask “How?”. How can I make more money? How can I manage my time better? How do I start a business? The question that is vastly more important is “Why?”. Why are you doing what you are doing? Why are you where you are now? Why do you want to achieve that goal?

By asking “Why?”, we find our true motivation. How does this goal fit in to my over all plan? How does it connect to my values and principles, my reason for being on this planet in this lifetime. When your mission and purpose match what you do in your everyday life, you are in the flow state, living out your life purpose.

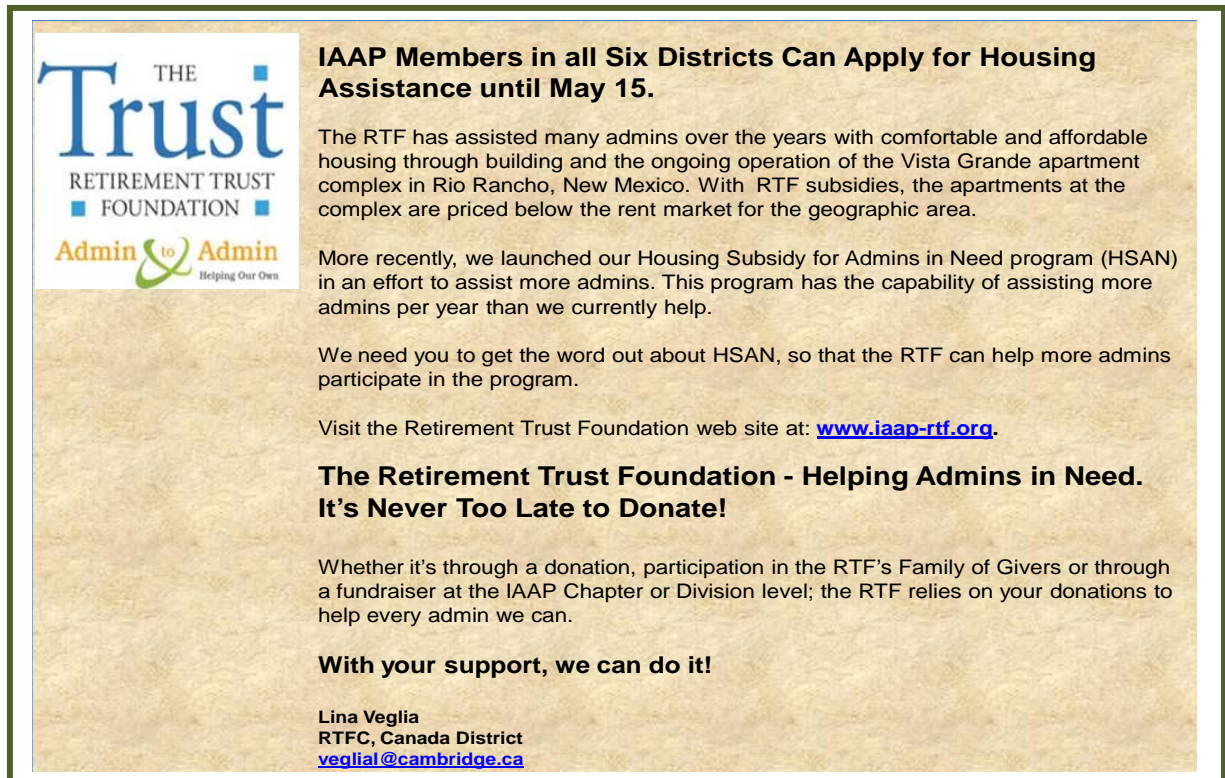
You must know Why you are going to Make It Happen, no matter what. Your Why must be powerful. It must move you. It must get you to jump out of bed and want to take on the day, kick but, achieve your goals. I met a woman with a Powerful Why. She calls herself the “Rich Mom” of real estate investment. She found out one day that her son would die if he did not have a very expensive surgery in a very short amount of time. She decided to quit her job and learn everything she could about real estate investment.

She started buying and selling houses like it was going out of style and in a few short months raised hundreds of thousands of dollars and saved her child’s life. Her Powerful Why was to save her child’s life.

If she would have failed, her son would have died. Your Why must be powerful enough that if you fail it should really piss you off.

If your powerful why is just to make money, or just to not get fired, or just to be good enough for Mom and Dad, that’s not enough to motivate you when the going gets tough. Your Powerful Why must be bigger than you. After Rich Mom saved her son’s life she realized that she had figured out a way to create great wealth and needed a reason to continue to share her gift. She needed a Why more powerful than just making more money. So she created a vision to help the world by being philanthropic to poor people in developing countries and building schools in South America. Today she continues to work hard in real estate investment. Why? Because she is improving the lives of many people in need through her philanthropic efforts. That’s powerful.

For more articles from Majeed, go to www.majeedm.com.



THE Trust
RETIREMENT TRUST
FOUNDATION

Admin to Admin
Helping Our Own

IAAP Members in all Six Districts Can Apply for Housing Assistance until May 15.

The RTF has assisted many admins over the years with comfortable and affordable housing through building and the ongoing operation of the Vista Grande apartment complex in Rio Rancho, New Mexico. With RTF subsidies, the apartments at the complex are priced below the rent market for the geographic area.

More recently, we launched our Housing Subsidy for Admins in Need program (HSAN) in an effort to assist more admins. This program has the capability of assisting more admins per year than we currently help.

We need you to get the word out about HSAN, so that the RTF can help more admins participate in the program.

Visit the Retirement Trust Foundation web site at: www.iaap-rtf.org.

The Retirement Trust Foundation - Helping Admins in Need. It's Never Too Late to Donate!

Whether it's through a donation, participation in the RTF's Family of Givers or through a fundraiser at the IAAP Chapter or Division level; the RTF relies on your donations to help every admin we can.

With your support, we can do it!

Lina Veglia
RTFC, Canada District
veglial@cambridge.ca