



February -Valentines & Family Day



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

The long stretch between New Year's and Good Friday made some Canadian provinces decide to create a statutory holiday in late February. Family Day is the way for Canadians to bridge the gap and allow us to focus on the importance of family. The day takes place on the third Monday of February, which also coincides with President's Day in the USA. I hope you can take the time to spend some quality time together with your family. Go to a movie, toboggan, skiing, skate on the canal or just simply have dinner together.....just enjoy the day.

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

Message from the President - Laurie-Jean Smith

Where did January go? It seems like we were just getting over the Christmas rush and now it's February! Every month seems to have its busy schedule, and February is no exception. Besides my swimming and my daughter's gymnastics, we now add skiing to the mix as my husband supervises the High School ski club! Throw in our IAAP meetings and a volunteer night or two and February will also zoom by. As Admins, we are often so busy keeping our bosses/co-workers on schedule and looking after their needs that we forget to look after ourselves. And our home lives are often the same. We put everyone else's needs ahead of our own. I promised myself that I would stop getting lost in all the "busyness", and to make sure I make some "me time". This month already has a special day established to celebrate "Someone Special", so use it! And if you can't get someone to take you out, take yourself out!

Or go do something special, just because. You deserve it. Happy Valentine's Day!



A Friend Is Like A Valentine

A friend is like a Valentine,
Heartwarming, bringing
pleasure,
Connected to good feelings,
With memories to treasure.

Seeing a special Valentine
Brings happiness to stay,
And that's what you do,
friend,
You brighten every day!

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We're on the Web!

Check us out:

www.iaap-ottawawest.org



Chapter Fundraising News



Find your treasure for silent auction



Have you got an item just sitting around your house or something you would like to regift, that you would like to donate to a silent auction? Our **May 18, 2011** chapter meeting would be a perfect time to do so. The more items the better. Remember one persons junk is another persons treasure. Get creative with your items. Stay tuned for more details in

the months to come. How about a service i.e. baking etc. If you have a sideline that your would like to showcase with a portion of the profits to go the chapter, this is an option. Contact shelley.wong@blood.ca



Start bringing your items to our upcoming meetings.



Courtesy Corner

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

Condolence card:

Feb - S. Buttler - Mother-in-law

Congratulations card:

Feb - Jamie-Lynn Sheridan - birth of Carol Lynn Darlene Sheriden (Carly) January 21st, 2011 - 8lbs 4 oz.

Congratulations to Kathy Downs who won the baby fundraiser



**Pins on sale
now**

All proceeds benefit the 2011 Education Forum and Annual Meeting Host Committee

Pin Cost: \$5 each plus shipping - we can send a bulk order & Save. Contact bjmorin@hydroottawa.com if you wish to order

“Nothing can stop the man with the right mental attitude from achieving his goal; nothing on earth can help the man with the wrong mental attitude.”
Thomas Jefferson

Food for Thought
“The real reason that mountain climbers tie themselves together is to keep the sensible one from going home”



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.

Secretary - The Secretary will be responsible for the minutes of all

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

Chapter and Board meetings. (*can be a shared position*)

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



Excel Cool Tip - Drop Down Menus using Data Validation

Not just the domain of databases, all versions of Excel (at least from this century) enable to user to create a drop down menu of options for selection in a cell. Part of Data Validation, this tool also prevents the user from entering an option not on the list, as well as eliminating misspellings (did I spell that correctly?), which can hinder accurate tallies.

Here's how to create a drop down (I'm using Excel 2007/2010 as the basis. You can find Data Validation in Excel 2003 & XP in the Data menu as well).

- Select the column you want to create the drop downs (click on the column header)
- Choose Data - Data Validation. The Data Validation dialogue box will appear

- In the Settings tab, choose Allow → List
- In the list box, enter your drop down selections, separated by commas. The order in which you enter it will be the order in which it appears, so if you want it to be alphabetized, here's the place to do so.
- Click OK

Now, whenever you select a cell in that column, a drop down arrow will appear on the bottom right of the cell with you selections.

Data Validation has even more functionality than this, so once you're comfortable in there, check out its many other uses.

Note from Editor: "If you have some tips or tricks/shortcuts to share - drop me a quick e-mail"

bjmorin@hydroottawa.com

Reinstatement Fee Waiver

In conjunction with the 2010-2011 Division Recruitment Award Program, beginning Jan. 1, IAAP will waive the \$15 processing fee for any member who has dropped from active status in the last two years and reinstates his or her membership between Jan. 1, and March 31. If you know someone whose membership has lapsed, please share this information.

New Member Orientation Webinar

The next New Member Orientation Webinar will be held Wednesday, Feb. 16.

International President Mary Ramsay-Drow, CPS/CAP will lead the session. Please contact membership@iaap-hq.org if you would like to participate.

*"One way to get the most out of life is to look upon it as an adventure."
William Feather*



Lost your nametag or had a name change?

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

Shirleyx_houston@yahoo.com



Ontario Division Update - Melanie Lambert

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..... IAAP – 2-Night Stay at Delta Hotels	 IAAP – CANADA DISTRICT 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 \$5 each 3 for \$10
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If you wish to purchase any of the above tickets, you can also contact, Ottawa West Chapter Member Melanie Lambert

● ● ● Forum on Administrative Excellence - Date set May 3, 2011

Work continues on the agenda for the forum. Preliminary information is one of the Keynote Speakers will be Rhonda Scharf. 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.

Official brochure should be going out mid February.



Use the Active Voice - Susan Fenner, Ph.D. IAAP Staff

You may recall learning somewhere back in grammar school the use of “voice” in English class. Passive voice indicates that the subject (of the sentence) is being acted upon. Active voice shows that the subject is performing the action. For example, a use of passive voice would be “The ball was thrown.” In active voice it would be, “I threw the ball.”

Since few of us are asked to diagram sentences any more or identify parts of speech, why then is it so important to distinguish between the active and passive voice? Because employers value employees who use the active voice in their responses to workplace issues. Would you rather have a worker who brings you problems or brings you solutions? Obviously the latter, especially with the time, money, and staff crunch we’re all operating under.

So, how can you change the habit of using passive voice and replace it with assertive, confident, results-oriented action verbs? Here’s some suggestions.

1. Your exec doesn’t pay you to sit and wait for an assignment. You are now expected to find problems and opportunities and move in on them without being told. That’s every admin’s new role. Look for what needs to be done, then do it!
2. Your boss is too busy to deal with day-to-day hassles that trouble you. It’s a do-it-yourself world. You are in charge of your

own work activities and relationships. Don’t run to your boss with issues you can deal with on your own.

3. If co-workers see you as a can-do person, you’ll get more respect and support for your projects. Wimps quickly get trampled. Don’t become a whiney wimp.

4. With business strategies and work goals constantly changing, the most valuable player is the one who can anticipate and remedy problems before they get out of hand. That’s what it takes to get recognized and promoted. Look for processes and situations that could develop into trouble spots and fix the wheel before it’s broken, to keep projects on track.

5. If you see challenges and step up to meet them, you’ll grow in confidence and expand your skills as a powerful and effective admin. Offer to take on new responsibilities. Your IAAP network can be a great source for solutions and support. Believe that you have abilities to get the job done - because you do! Confucius once said, “I hear and I forget. I do and I understand.” By forming the habit of always using the active voice in the workplace and being the one to take positive and preemptive action, you’ll not only understand the bigger picture, but will secure your place in it.



Dates to remember

- February 16, 2011 - Ottawa West Chapter Monthly Meeting - Holiday Inn & Suites Kanata
- March 7-9, 2011 - Spring conference - Tampa Florida
- March 25-26, 2011 - Ontario Division Educational Forum - Markham (rescheduled from 2010)
- 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 24-17, 2011 - International Education Forum and Annual Meeting - Montreal QC



PERSUASION & POLITICS: Me?

Procrastinate? Maybe Later. BY BRYNNA LESLIE

First published in Ottawa This Week www.yourottagaregion.com

Procrastinate / pro: kraesti, neit/ v.intr
delay or postpone action.

I started this column by looking up the definition of procrastinate in the Canadian Oxford Dictionary, (the hardback kind). I discovered that procrastinate is an intransitive verb. Interesting. But I didn't know what intransitive meant. So I looked it up. Intransitive is "an adjective describing a verb that does not take or require an object." Hmm.

Still not clear.

So I decided to surf the Internet, open a bottle of Chianti and stare at the ceiling.

Whenever I tell people that I'm a freelance journalist, they look at me with a mixture of disgust and envy. I fear that's because the word "freelancing" implies too much "free," (disgusting and enviable), and not enough "lancing," (which would invoke fear and admiration). With my evil nemesis "procrastination" ever lurking I feel I must always have my sword at the ready.

Sometimes, like in mid-January, that means calling on the experts.

"Baby steps," said Ann Max, president of Productive to the Max, a management consulting firm in Ottawa.

Her advice? If you're having a hard time getting started on something, you need to go at it incrementally.

"If your goal is to fit into a size eight by Christmas, and you've always had a hard time losing weight, then wake up on January first and set your goal, and then reward yourself for it," said Max.

"The next day, maybe you get on the Internet for 15 minutes and explore different weight loss options, and then reward yourself when you've done that."

By setting tiny, specific and measurable goals, we are more likely to establish a

pattern of achievement. At the end of the day, most of us procrastinate because we fear the f-word: Failure. Better to never jump in than to jump in and drown, right? Wrong.

"Too often you think you're not going to do it well because you've never done it well," says Max. But too often our goals are numerous, lofty and vague -- a guaranteed recipe for failure.

Instead, advises Max, goals have to be ever-present. And try not to fall into the January trap of trying to change too much at once.

"Start with one," says Max. "If you haven't broken it down into sufficiently manageable chunks, you'll jump the gun. Next thing, you've bought 200 packages of Nicorette, gone to Weight Watchers twice, and as a result of going from goal to goal your environment has become disorganized and you don't have any motivation to do anything." Sounds about right.

And that's precisely why New Year's resolutions can be so discouraging. We want to tighten up our bodies, sharpen our minds and pad our pensions all at the same time. What we don't realize is that paying tuition and putting lump sums into our savings is counterintuitive.

So by mid-February we're reading Kant, eating chips and trying to determine how best to pawn off our non-refundable gym membership to make an RRSP contribution before the March 1st tax deadline.

As early as March, most of the ninety percent of us who fear failure have experienced what we feared most.

And the other ten per cent? We never even got started. Because we fear something more daunting than failure: Success.

"These are the people that are afraid that they're going to do well and that would require doing something else well, and

maybe something else after that, so they sabotage themselves," says Max.

Maybe it's hard to fathom. Personally, I think this fear of success affects more than just ten per cent of the population. It's fear of success that prevents you from marketing your business well enough or investing in the tools you need to succeed.

"Maybe you think you won't meet the deadline because you don't think you're good enough to do it," says Max.

Or maybe I just did.

● ● ● Drinking water at the correct time maximizes its effectiveness on the Human body:

- 2 glasses of water after waking up - helps activate internal organs
- 1 glass of water 30 minutes before a meal - helps digestion but do not drink while eating
- 1 glass of water before taking a bath - helps lower blood pressure
- 1 glass of water before going to bed - avoids stroke or heart attack



Advertising space available in our chapter Newsletter

Current fees 2010-2011 as follows:
(approx size)

Business Card Size (3 1/2" x 2"):	\$35.00
Quarter Page (5 1/2" x 4 1/4"):	\$50.00
Half Page (8 1/2" x 5 1/2"):	\$65.00

Contact: bjmorin@hydroottawa.com



Bouncing Back from an Interview

You're sitting in front of a hiring manager, interviewing for a job you would love to have. So far, the discussion has gone smoothly. The initial nervousness you felt at the outset has been replaced with growing confidence.

Then the interviewer asks, "How do you see yourself contributing to our company's goals?"

You freeze and realize that you somehow failed to conduct sufficient research about the company. Of course you know in general what kind of products the firm makes. But you have no idea what the interviewer might mean by "goals," much less how the position you're interviewing for relates to them.

If misery loves company, you can take some comfort in the fact that you're not alone. According to a survey of executives we conducted recently, nearly one-third (32 percent) said candidates are more likely to [slip up during the interview](#) than at any other time in the application process. Moreover, one of the most common mistakes interviewees make is failing to display knowledge about the company or position.

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 320 locations worldwide, and offers online job search services at www.officeteam.com

Interview mistakes, while uncomfortable, are not necessarily fatal. The following tips may help you recover from an interview faux pas and regain your stride.

- **Take a few seconds to compose yourself.** Don't allow panic to overwhelm you. Your ability to keep your composure might impress the interviewer.
- **Buy some time.** It's all right to ask the interviewer to clarify a question, provide a little more detail or give an example that illustrates the point.
- **Be concise.** If you're asked a question you're unsure about, your first instinct may be to talk a lot to cover your lack of knowledge. It's better to be brief and convey just one well-stated idea than to ramble on without focus.
- **Let it go.** Once you've gotten past the mistake, don't dwell on it. Concentrate on putting your best self forward for the remainder of the interview.
- **Follow up.** Send a thank-you note after the interview. It's another opportunity to clarify your responses and make your case to be hired.

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



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



Writing Tip: *Who vs. Whom*

The uses of the pronoun *who* and its variant *whom* are often not clearly understood these days. In everyday speech, we rarely use *whom* at all, even when we should. Everyday speech is more forgiving than the written word.

Use *who* when it is the subject of the sentence and *whom* when it is the object. See the examples below.

Who as the subject of a sentence

A subject is a noun or pronoun, usually coming in front of the verb, that has an integral relationship to the verb. Always use *who* when it is a subject, just as you would use *I* or *we* as subjects.

Examples

Who went to the party last Saturday?
(The pronoun *who* is the subject of the sentence.)

I hope that the man *who* was standing at the bus stop in the rain did not have to wait long.

(The pronoun *who* is the subject of one of the clauses in this sentence: "who was standing at the bus stop in the rain." A clause is a string of words with its own subject and verb.)

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

Whom as the object in a sentence

An object is a noun or pronoun, usually coming after the verb that has an integral relationship to the verb. This word order is often altered, especially when we ask questions, which we often do with the pronoun *whom*. This change from the standard word order of subject--verb--object can make it harder to see *whom* as an object.

Examples

To *whom* did you give my gloves?

(With the word *to*, the pronoun is now an object, referred to as the object of a preposition, which is what *to* is. In fact, all prepositional phrases--with whom, to whom, by whom, in whom--are objects, not subjects. So it's always *whom* in these cases, not *who*.)

Rick, with *whom* I went to the conference, told me about an excellent restaurant beside the convention centre.

(The subject of the clause "with whom I went to the conference" is *I*. *Whom* is therefore the object, specifically the object of the preposition *with*.)

Do you want to attend the Education Forum in Markham Ontario March 25-26th? See Details below:

All of the topics are integral to the success of the career-minded administrative professional. Join your fellow Ontario Division members for an educational forum that really packs a WOW factor! Top-notch speakers for a very reasonable price.

Come *support* your Division,
network with fellow members,

Room Cost is \$99.00 for single/double. For reservations contact the Delta Markham and quote the group name IAAP.

Group Name: **IAAP (Int'l Assn of Administrative Professionals)**

Toll Free: 1-888-890-3222 Hotel Direct: 905-477-2010

Email: reservations@deltamarkham.com

Website: www.deltahotels.com/en/hotels/ontario/delta-markham/

DELTA MARKHAM HOTEL, 50 East Valhalla Drive, Markham

ODEF registration cost to Members: \$129.00 and Non Members: \$139.00