



January 2012
Volume 2, Issue 5

IAAP Ottawa West Words



2011-2012 Executive and Team Leaders

President - Shelley Wong
President-Elect - vacant
Vice-President - vacant
Secretary - Ramona Bietlot
Treasurer - Laurie-Jean Smith

By-laws - Melanie Lambert
Certification - Barb Snyder
Courtesy - Melanie Murphy
Historian - Joan Smith
Membership - Acting B.J. Morin
Nominations - Laurie-Jean Smith
Newsletter - B.J. Morin
Program - Melanie Murphy
Registration - Lianna McQuirter

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Welcome 2012!



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

When I was thinking about what is significant about 2012, I remembered reading that December 21, 2012 is regarded as the end-date of a 5,125-year-long cycle in the Mesoamerican Long Count calendar and the world will come to an end. (see picture to right above). In my opinion I think it was something as simple of running out of room on the tablet. Who can predict this type of event? All the more reason to live in the moment and continue to **Making The Leap to Remarkable** in 2012. Make a resolution to come out to future chapter meetings and celebrate the 70th anniversary of the IAAP.

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

Message from the President - Shelley Wong

Well, I can't believe 2011 is over! Where did the year go? I know the old adage "the older you get the quicker time flies", but I'm in trouble because last year just flew by. I hope everyone had a joyful holiday season; whether spending time relaxing, playing with the kids, or visiting family and friends. I am fortunate enough that my family and my husband's family both live in Ottawa, so we are fortunate enough to spend the holidays with both our families without having to travel, which is always nice. I was also lucky this year as both my husband and I had the time off between Christmas and New Year's and we spent the week relaxing and visiting friends... it was a great week, but went by far too fast.

As we begin 2012, I'd like to take this opportunity to wish everyone a Happy New Year. I have made a couple of New Year's Resolutions this year and am determined to keep them (unlike previous years when I've given up by the middle of January). When making resolutions, it's best to be realistic, have a plan, stick with it, don't get discouraged if you stumble, and most importantly - keep trying..... there's nothing that says resolutions can't be made in March or May or September. One of my resolutions is for the Ottawa West Chapter to achieve Chapter of Excellence for the first time. Please see the progress we are making in this month's newsletter - we are well on our way to achieving Chapter of Excellence this year!

Hope to see you all at our January 18 meeting where Marc Merulla will be our guest speaker.



We're on the Web!

Check us out:

www.iaap-ottawawest.org



Courtesy Corner



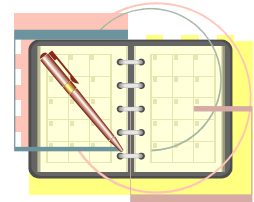
Ottawa West Chapter member Melanie Murphy is this years Courtesy Chair. If you have anyone in the chapter you would like to have the chapter acknowledge, please let Melanie know. For example, birth, death, thankyou to a member etc are just a few of the things as a chapter we would acknowledge. Contact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



What wonderful things have happened in your world? Let us know so we can acknowledge it.



Dates to remember



- January 12, 2012 - Ottawa Chapter Meeting
- January 18, 2012 - Ottawa West Chapter Meeting (Speaker - Marc Merulla)
- February 9, 2012 - Ottawa Chapter Meeting
- **February 22, 2012 - Ottawa West Chapter Meeting (Speaker/Event -TBD)** (Note date/speaker change)**
- March 8, 2012 - Ottawa Chapter Meeting
- March 21, 2012 - Ottawa West Chapter Meeting (Speaker - Meredith Thatcher)
- April 12, 2012 - Ottawa Chapter Meeting
- April 18, 2012 - Ottawa West Chapter Meeting (Speaker - Dr. Derek Puddester)
- Week of April 22, 2012 - Administrative Professionals Week
- May 8, 2012 - Forum on Administrative Excellence - Ottawa, Ontario
- May 5, 2012 - Ottawa Chapter Meeting
- May 16, 2012 - Ottawa West Chapter Meeting (Speaker-Jim Muckle)
- June 6-9, 2012 - CDC, Kitchener, Ontario
- June 14, 2012 - Ottawa Chapter Annual General Meeting
- June 20, 2012 - Ottawa West Chapter Annual General Meeting
- May 23-25, 2013 -CDC, Lethbridge, AB





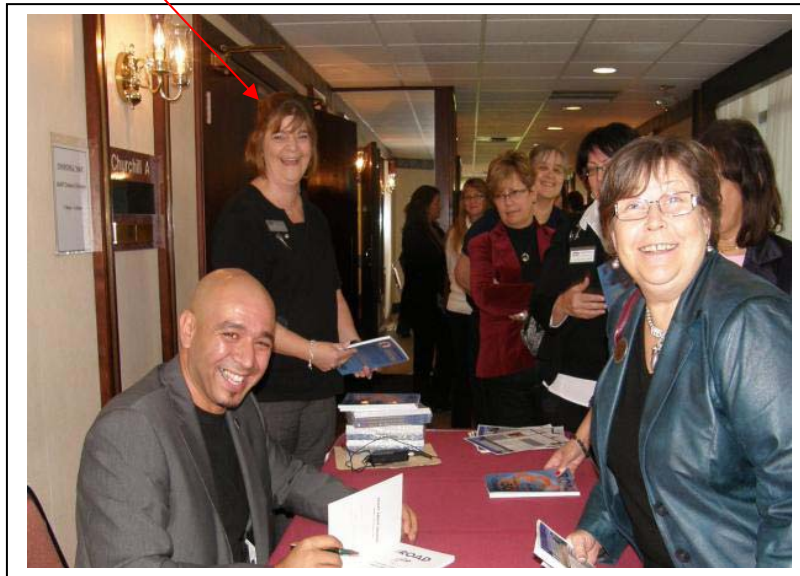
What have your chapter members been up to?



Editor: Found these photos in a recent edition of Toronto Chapter newsletter:



(Ramona Bietlot, Shelley Wong and Laurie-Jean Smith hard at work at London Education Forum Oct 2011)



Melanie Lambert having fun along with speaker Gus Takkale (Feb 2011 Ottawa West Chapter Speaker)



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

- Susan Fenner PhD, Manager of Education and Events, IAAP



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

- Don't feel you always have to be right. Sometimes, the greatest accomplishments come when you're wrong. As Edison said, "I now know 1000 ways not to build a light bulb", which led to his eventual success. Be open to new ways of looking at a problem and solving it.
- Do what you can to create an environment where it's okay to fail. Forget placing blame. Instead, examine what you'd do again and what you'd do differently next time. It's called an "attitude adjustment" and it will serve you well in life and business.
- If you have a question, ask! As they say, the only stupid question is the one not asked. Chances are, others are also thinking, "what the heck????", but are just too timid to ask for clarification, for risk of appearing dumb. Guess who the dummy actually is! You only learn by understanding and you only understand by questioning what you don't get.
- If it sounds too good to be true, it probably is. Ask others, "What am I not seeing?" Now is the time to find the flaw, while you are still in the planning stages. It will be cheaper and easier to fix.
- Get an outsider's opinion. There's a phenomenon called "group think." Members try to minimize conflict and reach a consensus decision without critical evaluation of alternative ideas or viewpoints. So, you can all end up going down the same road...but not the road that leads to your desired destination. Outsiders are often more objective because they aren't part of the group. They bring new viewpoints and personal experiences to the equation.
- Google. This seems to be a solution to almost every dilemma I have nowadays.

You'll find a wealth of information to peruse and see how others have tackled the same issue.

- Keep a file of cool ideas. Whenever you see something that pertains (even slightly) to things you are involved with and strikes your fancy, copy the link or clip the article and file it away for future reference. You don't have to keep reinventing the same things. Save time and energy and build on what has worked for others. It's okay to adapt. Sometimes a novel model will spark a whole new approach. Find relevant RSS feeds, subscribe to newsletters in your areas of interest, and regularly scan favorite web sites and publications.
- Expand your professional network. Track people who are leaders in the field and befriend them. With e-mail, your new BFF can be in the next cubicle or halfway around the world. Where they may not have responded to an inquiry letter years ago, they are likely willing to shoot off an e-mail with advice today. Technology has expanded all your horizons...and networks. And don't be afraid to start at the top and work your way down. What do you have to lose?
- Use web communities. I am on several list serves and I find them quite useful. This peer-to-peer sharing can be invaluable and save you heartache (not to mention heart burn). The IAAP web communities are a good place to start. Can't find a suitable group to address your question? Create a new community and invite sharp folks to join it. People love to share.
- Take refresher courses -self-study, virtual, or in a classroom. The rate of information/knowledge obsolescence is growing every year. Depending on your industry, what you know this month may be outdated the next. So, it is your responsibility to keep pace with information turnover. Once you stop learning, you stop!
- Find a mentor or someone you admire nearby who will help you fill in the gaps as they occur. This is especially important for those of us who learn best by hands-on. This person can show you in a few seconds what might take you hours to read, absorb, and apply. But, be careful not to overuse your support pal and make sure that the

arrangement is reciprocal. Give as much as you take.

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

Food for thought

What is really appealing is that in twenty years, these will be the good old days!



Happy Holidays! Here we are at the hustle bustle time of year when we celebrate with family and friends, sharing gifts from the heart to those who mean so much to us.

Many of us also remember those who struggle for resources this time of year with gifts of financial support. If your giving includes remembering your favorite charities, consider adding the Retirement Trust Foundation to your list.

If you are planning your end-of-year giving, please consider a tax deductible donation to the RTF. Go to www.iaap-rtf.org for more information or to complete an online donation.

Your contribution will not only help to provide housing assistance for administrative professionals, age 55 and older, who are in need, but will also be used for the maintenance and upkeep of Vista Grande, the world's first – and only – retirement community for administrative professionals!



Relocating for Work: What Would It Take?



Uprooting your life for a position in a new city is a huge endeavor. Whether you've accepted a job offer with a new company, or a position within your current organization, it's important to consider what factors would make a move worth the effort.

These include:

- Compensation for the new position
- Cost of living in the new city
- Status of the new position
- Distance of the move
- Family considerations

city can be exciting, it's important to remember that for some the best choice is to stay put and wait for the next opportunity.

OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has 315 locations worldwide, and offers online job search services at www.officeteam.com.



What else should professionals consider before making a move for their career? Start by looking at the big picture. Make sure you're aware of all factors involved in relocating, rather than focusing on a single element of the job. For example, though a company may provide a solid benefits and compensation package, would you be comfortable living in the new city? Thirty-one percent of executives polled in a survey by our company said the quality of life in a new city would be the most influential factor in their decision to move. You may want to examine elements of the proposed geographic area, such as crime, school rankings and cultural events.

Other questions include: Does the employer offer moving assistance or job-placement services for spouses? Will you be needing a car or does the city have a good public transportation system? If you do need a car, will you have to pay for parking, or will your company cover this expense? Are there opportunities for further growth with the firm? Will you be able to work on the types of projects you enjoy? Will you be given the resources you need to succeed?

Even if relocating is a smart professional move, you also must determine if it's right for you personally. Does relocating come at a good time for you and your family? Are family members going to enjoy the new location, or will they resent losing friends, changing schools or having to find new employment? Can you afford the move and the cost of living in the new location?

Relocation can be a beneficial career move, as long as you examine all the factors associated with pulling up roots. While a move to a new

Upgrade Your Career

IAAP has a new specialty for its Certified Administrative Professional program: Technology Applications.

IAAP's new specialty recognizes that technology is integral for every admin. First, complete three Options Technology modules. Following that, pass the test to earn Microsoft certification in at least one of those modules. Then you're qualified to submit an application and fees for the Technology Applications specialty.

More information about the Technology Applications specialty is available at www.iaap-hq.org/certification

To learn more about the Options Technology program, visit www.iaap-hq.org/events/options.

Welcome to new members

Danielle Pigeon

Ottawa West Chapter Members

Anniversaries

January 2012

Ramona Bietlot - 1 year
Shirley Houston - 2 years
Linda Rose - 2 years

Congratulations!

Members Marketplace



Marcia Scott
Professional Dog Trainer

tel: 613-253-5535
fax: 613-825-2249
www.happyhound.ca
marciascott@sympatico.ca

31 Caradian Drive, Ashton
Ontario K0A 1B0

Happy Hound

Do you have a side business that you would like to advertise? A great way to reach our members is to use the newsletter.

For a nominal set up fee of \$5.00 for the chapter year, place a business card size add.

If interested contact your newsletter editor:
bjmorin@hydroottawa.com



SILPADA
Live Life in Style

Melanie Murphy
Independent Representative

mysilpada.ca/melanie.murphy
melanie.murphy@rogers.com

Home 613-435-8929



Dr. Alicia Coose, DDS

Spratt
DENTAL CENTRE

613-822-4142
(Corner of Spratt Rd & Conynn Walk)
4788 Spratt Rd, Building A, Unit 1, Ottawa, ON K1V 0S6



The simple facts about New Year's resolutions

- By Chuck Hansen



Every year around this time we resolve to change the way we live for the better. And every year, not long after this time, our resolve fails.

Why is it so hard to keep our New Year's resolutions?

To start with, as humans we are worse than the focus-challenged Dory the blue fish in "Finding Nemo": "I will exercise. I will exercise. I will exercise. I will... I will... What was it again? Hmm. Oh well. Maybe I'll eat a bag of potato chips and fall asleep on the couch."

As Samuel Johnson said, "People need to be reminded more often than they need to be instructed."

Tradition challenges us: Why wait until the dead of winter to resolve to exercise? Because it's tradition - even though it is also dark 18 hours a day and cold around the clock. Good luck with that.

That tradition also leads us to wait until after seven weeks of holiday-fueled binge-eating to resolve to lose weight. That's like digging a 10-foot hole, shipping off the excavated dirt, then jumping in and resolving to build a 20-foot hill.

Our culture challenges us: During the holidays, you can't swing a pair of ratty underwear without slapping up against a Victoria's Secret advertisement. Talk about unrealistic expectations. We have as much chance of looking like today's models-male or female-as we do of winning the Nextel Cup driving our minivan.

Like NASCAR stock cars, Victoria's Secret models have very few factory-original parts left on them. So while they may be fun to watch, let's not expect the same performance from our own, unmodified chassis.

Technology challenges us: In 1845, in "Walden," Henry David Thoreau wrote about the new technology of the railroad and the effort required to build it, maintain it and

then to keep up with the faster pace of life it created.

Thoreau said, "We do not ride on the railroad; it rides upon us," perfectly describing our relationship with "labor-saving" technologies.

With BlackBerries, cell phones and e-mail, we can work from anywhere - the family room, the soccer field, the beach, even the sickbed. About the only place we can't work from is the grave, but I've heard they are working on it. When making a living completely overtakes making a life, what chance do our best intentions have?

So what is the answer? It is this: Simplify.

Start by anchoring long-term goals in what you can control. Don't resolve "to get my teenager to love me." *That* is out of your control! Instead, resolve "to love my teenager no matter what." *That's* one you can control, and as a bonus, both goals become more possible with this approach.

Next, simplify your daily to-do list. Thoreau said, "Our lives are frittered away by detail... I say let your affairs be as two or three, not a hundred or a thousand." When you are feeling overwhelmed, make a list, identify the top two or three items, and then, as Dr. Jim Flamming at First Baptist Church used to say, "do the next thing."

And don't get down on yourself. Oliver Wendell Holmes, Thoreau's fellow transcendentalist, said, "The greatest thing in the world is not so much where we stand as in which direction we are moving."

Finally, let yourself be inspired. God, the laws of the universe and your family and friends all want you to succeed, and if you follow your dreams they will help you along.

As Thoreau said, "...if one advances confidently in the direction of his dreams, and endeavors to live the life which he has imagined, he will meet with a success unexpected in common hours... In proportion as he simplifies his life, the laws of the universe will appear less complex... If you

have built castles in the air, your work need not be lost; that is where they should be. Now put the foundations under them."

Maybe this year, consider this resolution: Simplify.

Chuck Hansen is an associate member of the IAAP-Old Dominion Chapter, a motivational speaker, writer and humorist, and author of "Build Your Castles in the Air: Thoreau's Inspiring Advice for Success in Business (& Life) in the 21st Century." He can be reached at chuck@chuckhansen.com or www.chuckhansen.com.

● ● ● Telecommuting a Tempting Option

Hoping to telecommute? Your chances could be better than you think. High-speed and wireless Internet access has made this work style much easier than in the past.

Many professionals are choosing to telecommute not only because it's convenient, but also because it allows them greater work-life balance. In addition, rising gas prices and lengthy commutes have made working from home — or even cafés and satellite offices — an appealing option.

If you would like to telecommute, build a business case and note how the change in your work environment would also benefit your employer. For example, working from home may lead to increased productivity by reducing the number of times you are interrupted throughout the day.

Of course, not all positions lend themselves to remote arrangements. Jobs that require a great deal of face time with colleagues or customers, for instance, cannot be performed outside the office. However, if your role allows for flexibility, you may want to discuss working remotely with your manager.

If it's determined that working from home is a practical option for you, keep the following considerations in mind:

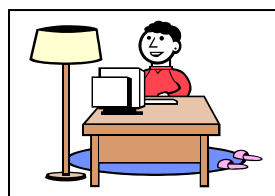
- **Availability.** Let everyone know which days you will be working from home and give them your contact information. Check in frequently and pledge to return phone calls or emails within a given period of time. Assure your boss you can come into the office if you are urgently needed.
- **Accountability.** Your manager's biggest fear is likely that you will be unproductive without close supervision. Keep him or her informed

of your progress by submitting a weekly report of your activities, or setting up regular evaluation meetings to review your accomplishments.

- **Activity.** Give your manager a list that shows which of your job activities will be accomplished at home versus in the office. Include information on how you will ensure key relationships with coworkers are not negatively affected. This will show your boss that your absence will not affect the progress of group projects.

By considering all aspects of telecommuting and demonstrating the advantages in your particular case, you may soon find yourself among those who dial, rather than drive, into work.

OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has 315 locations worldwide, and offers online job search services at www.officeteam.com.



"Do not follow where the path may lead. Go instead where there is no path and leave a trail."

Harold R. McAlindon



Nominations for Ontario Division Office



Official Notice:

In accordance with the Ontario Division Bylaws Article V, Section 2.K.1., you are hereby notified that names of candidates for Ontario Division Office may be submitted for consideration beginning immediately.

Candidates for Ontario Division Office

According to Ontario Division By-laws:

ARTICLE III OFFICERS, QUALIFICATIONS, NOMINATION AND ELECTION, TERM AND DUTIES

Section 1. Officers

The Division Officers shall be a President, a President-Elect, a Vice President, a Secretary and a Treasurer.

Section 2. Qualifications

- A. A candidate for office shall have been a Professional Member for at least two (2) years prior to the time of nomination, shall have served as a Chapter Officer or Chair of an International or Division Committee, and shall be employed in accordance with the IAAP definition of an Administrative Professional at the time of nomination and election.
- B. A candidate for the office of President-Elect shall preferably have served as an officer of this Division for at least one (1) full year.
- C. It is preferred that no more than one member from a single Chapter and no more than one Member-at-Large shall serve as a Division officer during a fiscal year.
- D. No member shall hold office in any chapter while serving as a Division officer. No member shall hold more than one Division office at a time. No member shall serve on an International department or committee while serving as Division officer.

Section 3. Nomination and Election

- A. It is preferred that a Chapter, by vote of its membership, nominate no more than one of its Professional Members as candidates for a Division Office.
- B. A Chapter may nominate one (1) of its Professional Members from the floor at the Annual Meeting, provided that
 - a. the qualifications have been submitted to the Committee on Nominations twenty-four (24) hours prior to the nomination being made,
 - b. the nomination has been approved by the Committee on Nominations,
 - c. the member has consented to serve if elected.
- C. Nominations from the floor must receive two (2) seconds.
- D. President-Elect, Vice President, Secretary and Treasurer shall be elected by ballot at the Annual Meeting, except that if there is but one (1) candidate for each office, the officers may be elected viva voce.
- E. For positions with more than one (1) candidate, each candidate will be given three (3) minutes to address the assembly prior to the election taking place.

Section 4. Term of Office






- A. Officers shall serve for one (1) year or until their successors are elected. While elected and formally installed at the Annual Meeting, all officers shall begin to serve their term at the close of the IAAP year on July 1 and continue through June 30.
- B. President and President-Elect shall serve one (1) term only.
- C. Vice President, Secretary and Treasurer shall preferably serve no more than two (2) consecutive terms in the same office. Provided that no other nominations are received, this may be extended for a period not to exceed one (1) additional term.

Submission:

Send completed applications to the Committee on Nominations Chairman, Gini Henderson, CAP-OM, MCAS, ginihenderson@hotmail.com, no later than 5:00 p.m. ET January 31, 2012.

● ● ● Chapter of Excellence Deadlines 2011-2012

How the Ottawa West Chapter is doing so far

Criteria	Submission Deadline	Chapter Submission to Division Date	Completed
#1 Send Annual Meeting Calendar	October 1, 2011	Sent September 12, 2011	
#2 Send budget and Financial review/audit report	December 31, 2011	Sent October 6, 2011	
#3 Hold Membership Drive/Submit form	June 1, 2012	Held October 19, 2011	
#4 Hold New Member Orientation/Submit form	June 25, 2012		
#5 Send Business Plan	April 30, 2012	Sent October 6, 2011	
#6 Send Delegate or Proxy to Division Annual Meeting (DAM)	Division sets deadline		
#7 Send Delegate or Proxy to Education Forum and Annual Meeting (EFAM)	July 4, 2011	Sent Delegate to EFAM – Shelley Wong - President	
#8 7% of members earn Member of Excellence	June 30, 2012		

Words of Wisdom - Thoughts to Live By

"The first step in the acquisition of wisdom is silence, the second listening, the third memory, the fourth practice, the fifth teaching others" - Solomon Ibn Gabriol

"A loving hears is the truest wisdom" - Charles Dickens

"When one door of happiness closes, another opens, but often we look so long at the closed door that we do not see the one that has opened for us" - Helen Keller

"There is more to life than increasing its speed" - Mahatma Ghandi



Make your resolution to be Remarkable - Lina Veglia - posted on Ontario

Division e-group

10, 9, 8, 7, 6, 5 And just like that 2011 is over and gone!

Happy New Year! Each New Year brings new hope and great expectations. We reflect on the past and look forward to the future.

A New Year is always a great way for people to realize there is time for change or new beginnings and time to look ahead without regrets of where you've been. Although change is difficult sometimes, it can be very rewarding.

A New Year brings new beginnings, new plans and new motivation. But after a festive holiday season with bright lights and good cheer, it's also time to turn off those lights, take down the decorations and get ready for a long winter.

It seems that Mother Nature is on an extended holiday this year because winter hasn't really hit us yet. As I write this message, it is very warm outside and almost feels like spring - hardly typical weather for early January! But you know what this means. We will be shovelling snow in May to make up for it. Mark my words - there will be some freaky snowstorm in May that will break all sorts of records.

January is always a great time to take stock and decide what things you would like to change or improve over the next year. I've been a big fan of making resolutions, even though they seem to be falling out of favour with many people lately because resolutions tend to be broken.

Some resolutions may not make it past the end of the month, but I believe that those of us who choose to make resolutions should still do so with anticipation and excitement. I've already made a few for this year that will make a positive difference in my life.

- Eating healthy
- Exercising more

- Making the Leap to REMARKABLE

What will you do this year? This is your year! By December 31, people will be talking about you wondering how you achieved everything you accomplished in 2012.

Just take that first step! Make that Leap! You will be REMARKABLE!!!

Lina M. Veglia
International Director, Canada District
Member of Excellence 2008-2011

Twas the Christmas before CDC 2012

*Twas the Christmas before CDC 2012, when all through the chapters
Not a committee member was stirring, not even a quite rattle.
The committees were organized and ready to share,
That the 2012 CDC Brochure would soon be there!*

*The speakers were booked and the venues were chosen
While visions of happy attendees danced in their heads.
And Lina in her 'kerchief' holding a stylish mic,
Sent out this message for all members to read at night!*

*When in their email, there sounded a ring
The members clicked to see what had caused the ding!
The member excitement grew by the pound
They kept up from their chairs and danced around*

*"The brochure is coming" they read aloud,
And turned towards Waterloo Region with their heads bowed
In deep thought they raised one eyebrow
And said "I must book my trip right now!"*

*When, what to their wondering eyes should appear,
But a Red Sport Toyota and hints to better your career!*

*With a fabulous Director, so lively and quick,
All knew in a moment it was Lina with a click!
More rapid than eagles her courasers they came,
And she whistled, and shouted, and called them by name!*

*"Now Western! Ontario! Now, Eastern and between!
Book soon to savour the great cuisine!
Stay tuned for the brochure in the New Year!
Then Book away! Book away! To the best conference of the year!"*

*So, now your committee signs off with a clang!
We'll welcome you to CDC 2012 with a bang!
But until then we exclaim, as we sign off this night
"Merry Christmas to all, and to all a good-night!"*

