



January 2011
Volume 1, Issue 5

IAAP Ottawa West Words



Welcome to 2011 !

2010-2011 Executive and Team Leaders

President - Laurie-Jean Smith
President-Elect - vacant
Vice-President - Doreen McDougall
Secretary - vacant
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 - Julie-Anne Henry
Registration - Antonella Couse



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

2011, What will be in store for us this year? To me this will be the year of many transitions. I have reached the time in my career where I can now contemplate retirement. I haven't got all my plans in place as of yet, but I am seriously looking at the summer of 2011. It's a little bit frightening and also exciting to think that I will be making this leap. Some of my co-workers and friends have made this decision over the past few years and I am hearing only good things. I know that my time of being a volunteer in some capacity, if not with the IAAP, will not end, as I have made great friends along the way and have thoroughly enjoyed the experience. Until then I will continue to publish the Ottawa West Chapter newsletter. Happy reading....

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

Message from the President - Laurie-Jean Smith

Happy New Year! I hope you were able to enjoy the Christmas Break and that Santa was good to everyone.

We are now halfway through the IAAP year, with 5 more Chapter meetings, 3 IAAP conferences, and our Professional Admin seminar (co-sponsored with the Ottawa Chapter) to look forward to:

The Ontario Division Education Forum in Markham will be held March 25-26;
The Canada District Conference in Moncton, NB will be held May 12-14;
The Education Forum and Annual Meeting in Montréal, QC will be held July 24-27;
And PMC's Forum on Administrative Excellence will be held here in Ottawa on May 3 at the RA Centre.

I strongly encourage you to consider attending the PMC Forum and at least one of the IAAP events. These are incredible opportunities to mingle with Admins from all fields and to hear top speakers about our fields of interests for

a fraction of what it would cost on an individual basis!

And to add to any Resolutions you may have made, please remember this: We have a great Chapter, filled with friendly and knowledgeable members. We are close to attaining our Chapter of Excellence requirements, but it can only be done with your participation and support of the Chapter, so please remember to renew your IAAP memberships this year and come on out to the meetings and participate in your Chapter and Association!

Hope to see you all in January.



Individual highlights:

From desk of Editor	1
Message from President	1
Fundraising news	2
Courtesy Corner	2
Vacant Board positions	3
Tips and Tricks	3
Ontario Division Update	4
Forum on Administrative Excellence Update	4
Avoiding e-mail overload	5
Dates to remember	5
Respect - Evolution or Revolution	6
History of IAAP	8
Volunteer opportunities at International Level	10
Word Search puzzle	10

We're on the Web!

Check us out:

www.iaap-ottawawest.org



Chapter Fundraising News



Our Chocolate Gift Basket was a big hit. The Chapter collected \$85.00 in ticket sales and the lucky winner Melanie Lambert picked it up at our December meeting. Thanks to Melanie Murphy for preparing the basket.

If anyone has anything else they would like to donate to the chapter as a fundraising item, just let your executive know and they will co-ordinate the ticket sales.

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 com



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



An early Christmas Present. Congratulations extended to Melanie Murphy for the new member of their family. Connor Robert Murphy was born at 1:46am November 29th, weighing 8 pounds 9 ounces



Get Well Soon card sent to Registration Chair Antonella Couse hoping for a speedy recovery and back to work soon. Thanks to Lianna McQuirter for stepping in during her absence.

"We are all inventors, each sailing out on a voyage of discovery, guided each by a private chart, of which there is no duplicate. The world is all gates, all opportunities. "
Ralph Waldo Emerson

Food for Thought
"Gas prices are so high, I asked for two dollars worth and the attendant sprayed a little behind my ear"



Vacant Positions - The Board needs your help

There are currently two vacant positions on the board which require a volunteer or volunteers to step forward. Below is a description of the duties:

President-Elect - The President-Elect is the Presidents "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 Chapter and Board meetings. (*this 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



Tips and Tricks

Speeding Through Word Documents:

Master some basic keyboard shortcuts to trim the time you spend working on projects in Microsoft Word - here are a few.

- F4-Use that key to repeat your last action, such as applying a formatting style
- F5-That key brings up the Go To box; use it to jump to another page.
- Ctrl + Home-Press those keys together to jump to the document's beginning.
- Alt + Tab-Switch from one window to the next when you press this key combination.



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

bjmorin@hydroottawa.com

Gym at beginning of new year:



**Busy
Busy
Busy**

One week later:



**Where did
everyone
go?**

*"One who understands much displays a greater simplicity of character than one who understands little."
Alexander Chase*



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 – CANADA DISTRICT
IAAP – 2-Night Stay at Delta Hotels	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

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.



Avoiding e-mail overload - courtesy Office Team

How many e-mails is too many? According to a recent survey commissioned by e-mail provider Intermedia, workers start to feel stressed when their inboxes grow by more than 50 messages a day. Only 6 percent of professionals said they could stand more than that amount.

Whether your daily average is north or south of 50, chances are you occasionally feel overwhelmed by the number of e-mails you receive. Without an effective system in place, just keeping up with the flood can steal valuable hours away from your other work priorities.

Here are some tips for dealing with the deluge:

- **Don't rush to respond.** When bombarded with e-mail, your first reflex is likely to answer the messages right away. After all, what better way to reduce the list of unanswered mail? But interrupting what you're doing to respond to each e-mail as it comes in can prevent you from ever fully focusing on critical tasks.

The best strategy is to briefly scan the content of e-mails, immediately responding only to those that are urgent. Then, before you leave at night, get back to people about less important issues.

- **Keep it clean.** Periodically delete or archive old information to help you locate files more quickly and to

avoid reaching the maximum size limit set by your network administrator.

- **Step away from the keyboard.** E-mail is best suited for quick questions and answers. If a conversation is likely to be extensive or in-depth, save some typing time by calling your contact or stopping by his or her desk instead.
- **Create a second account.** Ask friends and family members to use a separate e-mail address to reach you with personal messages. This will help you stay focused on business correspondence during your workday.
- **Respect others' time.** Before sending someone an e-mail, ask yourself whether it's essential that he or she receive the information. If you don't inundate others' inboxes with non-critical communication, they'll likely have the same respect for you.

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



Dates to remember

- January 19, 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 Mew Brunswick
- July 24-17, 2011 - International Education Forum and Annual Meeting - Montreal QC



Evolution or Revolution:

“Respect”... a passing or permanent concept? A word that may be overused and misunderstood. We started out by asking our clients and candidates for their input on “Respect at Work” and found that most comments centered NOT on work, but on life and at home. We found most people are satisfied with the level of respect in their workplace, but are shocked by the lack of respect in every day living. The concept of respect has flipped, from an ill-mannered workplace in the 1960’s to a more courteous one today, and a well-mannered life and home in the 1960’s to a not-so-considerate one in 2010.

The Reversal of Respect

In the 60’s, respect at work was virtually non-existent while in everyday life, respect was not only prevalent, it was a given. Consider the hit TVshow set in the 60’s, *Mad Men*—male characters make overt passes at women, they smoke and drink in the workplace, and make religious and racial comments. There was no such thing as a dirty joke. Job ads could list “white male” or “unmarried woman” as a requirement. Written language was formal and gracious, almost uncomfortably polite. But at home in the 60’s, kids revered their parents, ate all the food on their plate, tucked in their shirts, didn’t talk back, expected punishment for foul language, respected their elders and didn’t talk or text at midnight. The hit TV shows were “The Brady Bunch” and “The Carol Burnett Show”. The neighbours and our parents’ friends were part of our community. The clerk at the grocery store would bag your groceries, even take them to your car, smile and call you “sir” or “ma’am”.

Move forward 50 years, and there is a complete reversal of respect: in every day life, respect has deteriorated to an unrecognizable state while in the workplace, women are equal, cultural diversity is the norm, emailing at midnight is admired, there are clear policies against violence and harassment, laws against discrimination, and smoking has moved outside. But at home in 2010, kids eat in their room while watching TV, may be surprised by the concept of punishment and text at all hours. Girls watch “America’s Next Top Model” and “Gossip Girl”, while boys obsess over “Halo” and “Red Dead Redemption”. Driving is stressful and written language is a form of shorthand (think “BFF” which has been added to the Oxford dictionary this year). The neighbour is nameless, automated attendants act as the company greeter, and drive-thru banking allows complete independence. And now you can scan and bag your own groceries!

Respect: What you said was lacking

You named your top irritants, from drivers and texters, to teens and whiners.

1. **Gone are the “Sunday Drivers”.** Running lights and stop signs, cutting off other drivers, you name it, driving is stressful. Listed overwhelmingly as the biggest irritant, there is no respect on the road.

Then & Now

1962 The first computer video game “Spacewar!” was invented

2010 The video game industry is a \$12 billion a year industry

1964 Beattlemania

2009 Bieberfever
*** Both have the same hairstyle

1965 The highest grossing film “The Sound of Music” made over \$158 million

2009 The highest grossing film “Avatar” made over \$750 million

1960 The Flinstones debuts as the first TV cartoon created for an adult audience

2010 Family Guy is the top rated cartoon on TV

1960s Skinny jeans were born and worn by Audrey Hepburn

2010 Skinny jeans are reborn and worn by everyone under 18

1960s You could listen to music on vinyl records or on the radio

2000s You can listen to music anywhere with an mp3 player or iPod

2. **Text over Talk.** We're choosing digital relationships over human contact. We turn away from active conversation to interact with our device – and communicate with someone you can't see. 72% of those we spoke with said that texting during a business meeting is rude.



3. **Where is the "Service" in Customer Service?** Lack of effort is a major issue (*"I don't know where that is."*) and a few basic pleasantries like saying thank you or a have a nice day are always appreciated. We're overjoyed when we encounter a friendly, engaged employee in the service sector.

4. **The rush is "the rush".** We want information right now—think Twitter. And we want things to happen right away—think *"instant celebrity"* (Jersey Shore, The Hills, American Idol). The rush of daily life is a thrill and we are in constant pursuit.

5. **What it means to be a Teen.** We wondered if teenagers are disrespectful or if they are simply being teenagers. *"My daughter stares at me blankly when I ask her to show respect—she doesn't know what the word itself stands for."* (The up-side is that those teens will have teens someday.)

6. **Trash Talk.** The line is blurred: boast or insult, good natured ribbing or public embarrassment? *"Dissing"* seems normal among friends; trash talk is profitable—think Howard Stern. We don't do it at work because we are aware of the lines, but in life and the mass media, trash talk has blurred respect. Sometimes it's too good to ignore.

7. **Positivity is the antidote to negativity.** One of the biggest gripes from respondents centered on negativity and complaining, especially at work. Negativity breeds negativity—it's like rolling a snowball down a hill. The ideal workplace fosters a positive environment, but it takes everyone to contribute.

8. **The Golden Rule: Be kind to others.** The adage *"do unto others as you would have them do unto you"* feels dated, yet it's the foundation of human rights. We don't mean text during a conversation or cut other drivers off just because they do it to you! Bring the basics back: hold the door, give your seat, make eye contact, offer help, and say please.



Building respect one placement at a time.
613.230.5350 | www.altisprofessional.com



Lost your nametag or had a name change?

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

Shirleyx.houston@yahoo.com

Then & Now

1964 #1 on Billboard by Leslie Gore "It's My Party" (*"It's my party and I'll cry if I want to, cry if I want to, you would cry too if it happened to you."*)

2008 #1 on Billboard by Katy Perry "I Kissed a Girl" (*"I kissed a girl and I liked it, the taste of her cherry chap stick."*)

1961 Roger Maris breaks Babe Ruth's homerun record with 61

2001 Barry Bonds breaks the homerun record with 73

1965 The word "sexism" is born (an analogy to "racism")

2009 BFF (Best Friend Forever) makes its way into the Oxford dictionary

1969 Man walks on the moon (*"It's one small step for man, one giant leap for mankind."* Neil Armstrong)

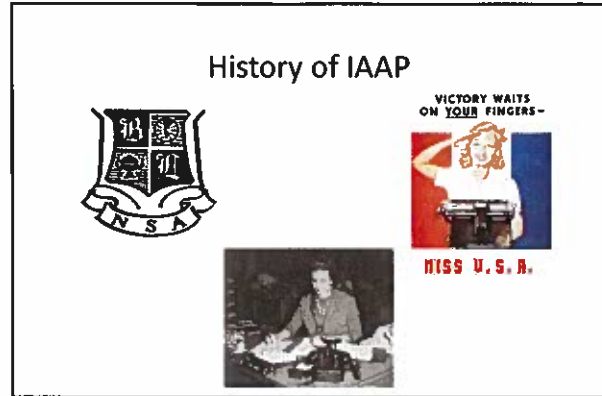
2010 Apple debuts the iPad (*"This thing is awesome."* Buyers everywhere)

1960s Slang included: "dig" (understand), "fink" (a tattle tale), "scarf" (to eat very fast), "swampwater" (half A&W Rootbeer, half Orange Crush)

2000s Internet slang includes: "A FK" *away from the keyboard*; "BRB" *be right back*; "POS" *parent over shoulder*; "NTS" *note to self*; "TTYL" *talk to you later*; "a3" *anyplace, anywhere, anytime*; "GNOC" *get naked on cam*; "IDK" *I don't know*; "NMU" *not much, you?*; "W/E" *whatever*

1960 Canadian population is 17.9 million (3.0 billion worldwide)

2010 Canadian population is 33.3 million (6.7 billion worldwide)



In 1942 (US \$'s)

Average Car - \$1,100	Bread - 9 cents/loaf
Gas - 19 cents/gallon	Milk - 60 cents/gal
House - \$6,950	Annual salary - \$2,400

1951

First Certified Professional Secretary examination took place

In 1951 (US \$'s)

Average Car - \$1,800	Bread - 16 cents/loaf
Gas - 27 cents/gallon	Milk - 92 cents/gal
House - \$16,000	Annual salary - \$4,200

1954

First Chapter formed outside the continental US

In 1954 (US \$'s)

Average Car - \$1,950	Bread - 17 cents/loaf
Gas - 29 cents/gallon	Milk - 92 cents/gal
House - \$17,500	Annual salary - \$4,700

1981

- In February 1981 NSA name change to PSI – Professional Secretaries International

Volunteer Opportunities at the International Level - can you help?

From: [Sharron Buttler](#)
To: [Canada District](#)
Posted: 1/8/2011 1:21:00 PM
Subject: Volunteer Opportunities at the International Level - can you help?
Message:



[View Profile](#)
[Add Contact](#)
[Blog This](#)

Happy New Year to everyone! I hope each of you had a great holiday - a chance to spend time with friends and family. I remember when my children were young, having to go into the office between Christmas and New Years was not such a bad thing! Back then, it gave me a strangely peaceful break from the excitement that only young children can generate over their Christmas holiday! Now I find that same peace when our grandson goes home - but oh what a joy to have the excitement back on Christmas Day! And now it is time to think about the new year. The tempo at IAAP is about to really pick up as we head towards Administrative Professionals Week, then our Division Annual Meetings and CDC, capped off by EFAM in Montreal. Deadlines loom - January 15 is the deadline for nominations for the International Board - in other words, the International Director for Canada District! Is your paperwork in? The candidate must be nominated by her/his chapter or division. There are three roles at the international level that do not require sponsorship by a chapter or division and they are the roles of the Canada District representative on the Bylaws and Standing Rules Committee, the Committee on Nominations and the Retirement Trust Foundation (RTF). A big thank you to Beth Turner, Eileen Gormley and Lina Veglia for their contributions on behalf of Canada District last year. Now it is time for others to step up. You do not need to have been a division or chapter leader, nor do you have to be a member of a chapter - Members at Large can fill these roles to represent the District, too. The deadline to put your name forward to be a representative on one of these committees is February 1. For more information, check out document #6651 in the Resource Library. On a personal note, I am excited to tell everyone that in one month and 8 days I will be RETIRING! Yes, I have decided to take that step into the future. As is the case in many companies, my employer is going through a series of layoffs and I suggested to them that I would not be averse to the idea of being laid off - especially if it meant that another admin could keep her job. Terry and I are nervous about spending so much time together after nearly 40 years of marriage but looking forward to the opportunity at the same time. Personally, I am looking forward to being able to concentrate on IAAP for the last five months of my term as District Director!! And prep our house to sell it and oversee the building of our new house and and and... I'm must plain "looking forward to it!! But to get back to the main message of this posting - please consider representing Canada District on one of the International Committees. Your contributions will be appreciated! Sincerely, Sharron-----Sharron Buttler CPS/CAP2010-2011 International Director,



Canada District

2009-2010

2008-2009

Movie Actors

Find and circle all of the Movie Actors that are hidden in the grid.
 The remaining letters spell the name of a movie for which William Hurt won an Oscar.

R U D D L A B E O U F H O W A R D
 N A N S O R B C A G E V E R E T T
 K N A M E E R F F E R R E L L I S
 N O S L I W H E S W I L L I A M S
 N E S N E T R O M O U M L T F T M
 O E H E N E G M F H G M E A R S I
 T O P S G O Y N A F A C T C V U T
 A F Y N T E S N I R M R R I S U H
 E A R O R A K L T L A A P U S U D
 K D E S E S L I E W S A N S I D B
 K I N N Y J N L E R T O U D O S F
 I E N I N A N T O T R F G W D I E
 L S O K O C S H I N Y A N N E S B
 M E C L L K R N G E E E H N N E L
 E L E I D S S O R U Y G N E I N O
 R R W W S O O D W J A E O P R O O
 A S T I N N M A R E S V N R O J M

ASTIN, Sean	FIENNES, Ralph	MARTIN, Steve
BLOOM, Orlando	FREEMAN, Morgan	MORTENSEN, Viggo
BROSNAN, Pierce	GERE, Richard	MYERS, Mike
BUSCEMI, Steve	GOSLING, Ryan	PATTINSON, Robert
CAGE, Nicolas	HANKS, Tom	PENN, Sean
CONNERY, Sean	HARRELSON, Woody	REYNOLDS, Ryan
CROWE, Russell	HOFFMAN, Philip	ROGEN, Seth
CRUISE, Tom	HOWARD, Terrence	RUDD, Paul
DAFOE, Willem L.	HURT, William	SMITH, Will
DE NIRO, Robert	JACKSON, Samuel	STALLONE, Sylvester
DIESEL, Vin	L. JONES, Tommy Lee	STEWART, Patrick
DOWNEY JR, Robert	KEATON, Michael	VAUGHN, Vince
DREYFUSS, Richard	KILMER, Val	WILKINSON, Tom
DUVALL, Robert	LABEOUF, Shia	WILLIAMS, Robin
EVERETT, Rupert	MAGUIRE, Tobey	WILSON, Owen
FERRELL, Will		

The hidden movie title is: KISS OF THE SPIDER WOMAN