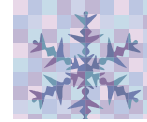




November 2011
Volume 2, Issue 3

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 - Lianne McQuirter



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

November is here. The month of unpredictable weather - could be rain, sun or snow; even the changing of the clock. It seems to be similar to the life of an Administrative professional. We get tossed changes all the time and since we are all so good at our jobs we learn to adapt quite quickly. That's what *Making The Leap to Remarkable* is all about. Hope to see you at the November meeting.

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

Message from the President - Shelley Wong

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I can't believe it's the end of October already! I don't have children, but I hope that all the members with kids had a fun and safe time trick-or-treating! I know I'm going to be spending the coming weekends raking leaves and cleaning up the front and back yard getting ready for the colder weather. This month, some of us were fortunate enough to attend the Ontario Division Education Forum which was held in London, Ontario. This weekend was filled with lots of great training and lots of time for making new friends. We were extremely lucky to have Gini Henderson, Past President of Ontario Division (and self-professed techy) show us some VERY cool websites. If you subscribe to the Ontario Division e-group - Gini posted a list of the websites that she talked about. (see

page 7) If you are not yet signed up for the Ontario Division e-group (and other e-groups), I would strongly encourage everyone, to sign up. There is so much valuable information out there that other members are sharing with all of their IAAP associates and friends. It's also a great resource for helpful tips & tricks. We also had the pleasure of hearing Gus Takkale (the 5 C's of Change). The Ottawa West Chapter was fortunate to see Gus at one of our monthly meetings last year. He was engaging, funny, and passionate about change and how we all can change, but it begins inside of each of us! Thanks to Gus for another great presentation. I can't wait to see everyone at November's meeting.

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

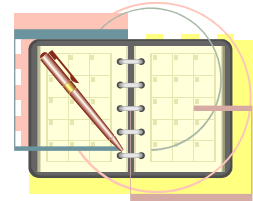
Condolence Card – Sharron Buttler - Nov – Sister's passing



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



Dates to remember



- November 3, 2011 - Ottawa Chapter Meeting
- November 16, 2011 - Ottawa West Chapter Meeting (Speaker - TBD)
- December 8, 2011 - Ottawa Chapter Meeting
- December 14, 2011 - Ottawa West Chapter Meeting (Speaker - Vickie Townson)
- January 12, 2012 - Ottawa Chapter Meeting
- January 18, 2012 - Ottawa West Chapter Meeting (Speaker - Marc Merulla)
- February 9, 2012 - Ottawa Chapter Meeting
- February 15, 2012 - Ottawa West Chapter Meeting (Speaker - Marcelle Forget)
- 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 3, 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

Imagine every day to be the last of a life surrounded with hopes, cares, anger and fear. The hours that come unexpectedly will be so much more the grateful.
Horace



Laugh It Up At the Office

Everyone loves to laugh. At work, having a good sense of humor can help you not only enjoy your day more but also build rapport with colleagues, managers and other business contacts. In addition, being able to laugh during challenging situations can ease stress, allowing you and those you work with to remain productive and focused on the task at hand.

Keep the following do's and don'ts in mind the next time you crack a joke at work:

- DO be willing to laugh at yourself. Showing you can take a joke, or even poke fun at yourself, can put others at ease in your presence. Plus, you don't risk offending someone else by making him or her the target of a joke.
- DON'T use sarcasm, which can be viewed as a subtle way of insulting other people.
- DO tailor your approach to each individual. For example,

discussing a funny episode of a TV show with a colleague who also watches the program is a great way to start a conversation.

- DON'T make light of mistakes. Lending a helping hand to correct problems is a better strategy.
- DO laugh with others. You can be perceived as having a great sense of humor without ever telling a joke. Just tune in to the humor styles of those around you and share in the fun.

Fostering camaraderie and open communication with your colleagues can help you advance on the job. Add a little bit of laughter, and you'll set yourself up for even greater success.

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A Robert Half Company

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

WHERE I HAVE & HAVE NOT BEEN.

I have been in many places, but I've never been in Cahoots. Apparently, you can't go alone. You have to be in Cahoots with someone.

I've also never been in Cognito. I hear no one recognizes you there.

I have, however, been in Sane. They don't have an airport; you have to be driven there. I have made several trips there, thanks to my friends, family and work.

I would like to go to Conclusions, but you have to jump, and I'm not too much on physical activity anymore.

I have also been in Doubt. That is a sad place to go, and I try not to visit there too often. I've been in Flexible, but only when it was very important to stand firm.

Sometimes I'm in Capable, and I go there more often as I'm getting older.

One of my favorite places to be is in Suspense! It really gets the adrenalin flowing and pumps up the old heart! At my age I need all the stimuli I can get!

Welcome to new members

Glenda Murray
Candise Todd

Ottawa West Chapter Members
Anniversaries
November 2011

Maja Cuffley - 7 years

Members Marketplace



Marcia Scott
Professional Dog Trainer

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

31 Caradon 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 Coase, DDS

Spratt
DENTAL CENTRE

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



Retention and Recruitment - A Renewed Focus - Sharron Buttler CPS/CAP

Nomination time is rolling around for chapters and divisions. One of the critical roles within any chapter is that of the Membership Chair. For the past few years, recruitment and retention has been a problem for most chapters. Some folks blame the economy - they could be right. Some folks blame a lifestyle change - perhaps. But if we want to see our membership numbers climb again, we need to renew our focus on recruitment and retention.

Within your chapter, the Membership Chair is not the only person responsible for recruiting new members. So rest assured that if you volunteer for this role, you won't have a horrendous workload when your chapter works with you.

Every member of the chapter should be "talking up" IAAP, promoting the benefits you have found through your membership and inviting other admins to join the association. And even if you talk to someone who is from "out of town" or lives in another part of town where there is another chapter, don't stop encouraging them to join! You are not recruiting exclusively for your home chapter - you are encouraging folks to join IAAP! How can members actually recruit? It is not difficult. The chapter's Membership Chair should have a supply of recruitment brochures - if your chapter does not have them, order them from HQ. Each member should have one or two that you carry in your purse/briefcase/computer bag. When you chat to someone about IAAP, provide them with a brochure.

Everyone should have IAAP business cards! Do you? Even if your business card just lists you as a member, you should carry IAAP business cards to pass along to prospective members. Avery Dennison, an IAAP partner, has prepared templates to use for your business card:

<http://community.iaap-hq.org/viewdocument/?DocumentKey=c54c6e94-2b68-455b-8d17-50e0584faced> . Simply pick up a package of Avery business cards at your local stationery store (Staples, Grand & Toy, etc.), fill in the blanks in the template and there you go!

So, get your business cards, gather some brochures from the Membership Chair and recruit a new member! You will recall that recruiting a new member will give you one of

your points for Member of Excellence! (Remind your new recruit to indicate you as their recruiter. If they forget, the new member can contact HQ - sooner rather than later - and have your name added so that you can be credited for MoE.)

Membership Chairs, help your members with the recruiting and you can monitor the success of your chapter in leaps (to Remarkable) and bounds!

"A leader is a dealer in hope"

Napoleon Bonaparte

Ottawa West Chapter New Members



At the October 19, 2011 meeting, one new Ottawa West Chapter member was welcomed: L to R: Shelley Wong, Melanie Lambert and new member Colette Hiscott



Performance Management Consultants Survey - take the time to complete.

Dear IAAP member,

The role of the administrative professional has never been more critical in today's knowledge and information intensive workplace. On May 8, 2012, Performance Management Consultants (PMC) is pleased to present the 4th annual **Forum on Administrative Excellence**. It will provide you with the latest techniques, strategies and tools you can apply right away to maximize your on-the-job performance and enhance your growth opportunities.

Through dynamic keynote sessions, panel discussions with leading administrative practitioners and breakout sessions with expert facilitators, you'll gain critical insight, sharpen your skills and re-energize your outlook – all in one day.

This high quality program will be

endorsed by the **International Association of Administrative Professionals (IAAP) - Ottawa and Ottawa West Chapters**.

You can help ensure that the topics meet your needs and the needs of your colleagues. **Please take a few minutes to complete an online survey by clicking on the link below.** We ask that you do this whether or not you plan to attend the Forum.

Please complete the survey found here:

<https://data.grapevinesurveys.com/survey.asp?sid=201110173999265>

We look forward to seeing you on May 8, 2012!

Lest we forget

November 11th



*In Flanders fields the poppies blow
Between the crosses, row on row,
That mark our place; and in the sky
The larks, still bravely singing, fly
Scarce heard amid the guns below.*

*We are the Dead. Short days ago
We lived, felt dawn, saw sunset glow,
Loved and were loved, and now we lie
In Flanders fields.*



*Take up our quarrel with the foe:
To you from failing hands we throw
The torch; be yours to hold it high.
If ye break faith with us who die
We shall not sleep, though poppies grow
In Flanders fields.*

John McCrae



Hot New Technologies

Gini Henderson CPS/CAP, MCAS
Ontario Division Education Forum
October 22, 2011

<i>Website</i>	
www.posterous.com	<i>Create web pages by e-mailing text, photos, video, YouTube, documents, etc.</i>
www.evri.com	<i>Keep up with news and trends</i>
www.xtranormal.com	<i>Create your own films using your own script</i>
www.google.ca	<i>Google tools - timeline</i>
www.wordle.net	<i>Word Clouds</i>
www.toondoo.com	<i>Create your own cartoons</i>
www.join.me	<i>Share your desktop, files, etc. Online meeting - up to 250 people</i>
www.wolframalpha.com	<i>Computational search engine</i>
www.bing.com	<i>Microsoft search engine</i>
www.live.com	<i>Cloud Computing - Windows Live SkyDrive- 25gb of free storage</i>
www.colorhunter.com	<i>Find colours to match a picture or logo</i>
www.translate.google.com	<i>Google translate</i>
www.maps.google.com	<i>Google maps</i>
www.newseum.org	<i>World newspapers</i>
www.yelp.com	<i>Reviews about everything</i>
www.prezi.com	<i>Alternative presentation format</i>



Tips and Tricks -

How to catch the BIG images – Source - **SUNNY ISLES CHAPTER SENSATIONAL RAYS NEWSLETTER**

Do you have trouble finding pictures on the internet? When you do finally find a picture from the internet does it look all grainy when you enlarge it to fit in your PowerPoint show? (pic 1)

Today's technology tip offers you some help with finding images online and also some advice on how to find the largest possible images so your next computer project isn't full of grainy looking pictures.

First, image search engines. Just as we can search the internet for words you can also search for images. There are many good search engines that you could use. For starters most of your major search engines have an image search engine too: For example: Google Images, AltaVista Images, and Yahoo Images. But for today's technology tip I'd like to show you a site that is dedicated only to images. I'd

also like to show you how to find only large images every time you search.

- 1) For this example you can use picsearch.com
- 2) Click on "Advance Search"
- 3) Select "Very Large (800 pixels or more)" from the drop down menu and then click "Search"

What kind of a difference does this make?

Well if you're making a PowerPoint presentation and you don't use large pictures you will have to stretch the small ones you find. The result is pixilated or grainy pictures.

You know the look:

Instead of this:

To avoid this problem always use the "advance image search" option and select "Large" from the menu!

(pic 2)



Breaking news!

November 16th Ottawa West Chapter Meeting
Business Etiquette For The Business Professional
 Being presented by Chapter Member Laurie-Jean Smith

Today's administrative professional is being asked to assume new roles in the workplace. Along with this increased responsibility comes the need to acquire new behaviors and to demonstrate proper business etiquette in various social situations.

This workshop will prepare you for those occasions when you are asked to conduct business in social settings outside the office environment, participate in interviews that affect hiring decisions, and effectively function in team decision making.

Contact lmcquinter@firststair.ca by noon Friday, November 11th