



October 2010
Volume 1, Issue 2

IAAP Ottawa West Words



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

Get out the sweaters, the fall season will be here before you know it!



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

Do you have a pet peeve? I have a couple that drive me crazy. One is the inserts that are placed in magazines. I subscribe to a numerous magazines and every one has these inserts. I suppose they serve some marketing purpose but personally I feel they are a total waste of paper. There only good for bookmarks in my opinion. I have counted a record 12 in one magazine alone. Another pet peeve I have is merging drivers who don't acknowledge that I have let them in front of me. All it takes is a simple wave of the hand. If each of us would allow one person in, I am sure traffic jams would be kept at a minimum. It seems to work at four-way stops. Do you have a pet peeve to share?

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 September go? It seems only a short time ago we were winding up summer vacations, getting ready for the new school year and now Autumn is here, the leaves are changing and our thoughts are turning to Christmas! What???? Yes, I received my first "Christmas is coming" email, reminding me that I only have 3 months left to get ready. Well, I'm not ready for that season yet, preferring to enjoy the current one and looking forward to Thanksgiving and getting together with my family. Thanksgiving is a special holiday that everyone here can enjoy, regardless of faith or ethnic background. We all have something to be thankful for: family, friends, neighbours, a beautiful city, & a wonderful country that gives us the freedom to go where we wish and do what we like (within reason of course!).

We take so many things for granted that many other countries do not have: fresh water, housing, a good economy, a huge variety of worship sites, not to mention schools and parks and shopping centres! We are also very fortunate to be a part of IAAP, to be able to participate in events and to learn from so many wonderful Leaders and Speakers. Let's use this upcoming holiday to slow down a little and think about all the things in our lives and be thankful for them, loved ones and life challenges alike.

Happy Thanksgiving



We're on the Web!

Check us out:

www.iaap-ottawawest.org

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Correction:

September newsletter indicated for the 2010-2011 STAR program to contact Shirley Houston - should have read any inquiries to be directed to Vice-President Doreen McDougall



Ontario District Education Forum: *(Here is your chance to go at reduced rate)*

The Ottawa West Chapter will be sponsoring one member of the chapter to attend the upcoming Ontario District Education Forum taking place Nov 5-6th in Markham. This will cover your registration costs. Please put

your name forward by no later than October 15th by contacting our President Laurie-Jean Smith. The name will be drawn at the October 20th meeting.



Who doesn't like Chocolate?

The Ottawa West chapter will be preparing a gift bag/basket for a silent auction item at the upcoming Ontario District Education Forum coming up in November. We are looking for donations around a "Chocolate Theme". Please bring these to the October



meeting to be included in the basket. Melanie Murphy has volunteered to prepare the basket



Looking to get points for the STAR Program?



How about re-gifting something that you may have received but don't have a need for, as a door prize for monthly chapter

meetings, and receive points for the STAR program. Bring to a chapter meeting and give to Program Chair, Julie-Anne Henry.



Business card holders available

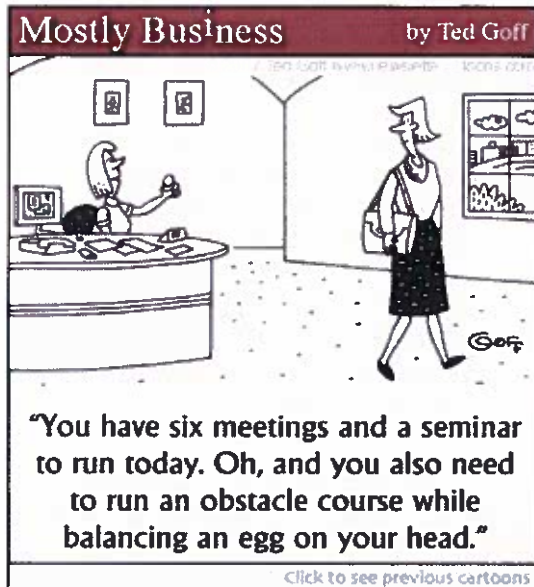


A limited number of Ottawa West chapter business card holders are available for those who are interested, while supply lasts. For \$10.00 you can get an Ottawa

West Chapter engraved, pop up card holder. See Program Chair, Julie-Anne Henry at any chapter meeting.

"The difference between a successful person and others is not a lack of strength, not a lack of knowledge, but rather a lack in will".... Vince Lombardi

"Far away in the sunshine are my highest aspirations. I may not reach them, but I can look up and see their beauty, believe in them, and try to follow where they lead"...Louisa May Alcott



Reminder - if you register for a chapter meeting and are a no show you will be invoiced

(Your chapter is responsible to pay the venue for the number of quests confirmed)



Chapter and Member of Excellence

THE IAAP PATHWAYS TO EXCELLENCE RECOGNITION PROGRAM is designed to raise your value as a career-minded administrative professional by becoming a Member of Excellence, a

Chapter of Excellence or a Division of Excellence.

A **Member of Excellence** will receive a certificate (first four years), Pathways to Excellence certificate cover, and Member of Excellence pin (the fifth year).

A **Member of Excellence** will attain a minimum of 8 of the following 11 criteria:

1. Be a current CPS and/or CAP holder
2. Sign the online Member of Excellence Commitment agreement
3. Actively participate in the IAAP web community forum discussions or submit an article for an IAAP publication (chapter, division, or international level)
4. Attend non-IAAP professional educational workshops, seminars and conferences
5. Hold a degree, certificate or equivalent (a minimum one year in length) from an accredited college or earn a Microsoft certification
6. Pay membership dues on or before anniversary date
7. Serve as a chapter, division, or international officer, committee chair, or committee member; or serve as an RTF Trustee; or serve on a Student Chapter advisory board or the school's advisory board for the office administration program
8. Conduct a public presentation, program or training
9. Attend a minimum of eight chapter, division or international sponsored meetings, programs or events (any combination)
10. Recruit at least one new member
11. Integrate IAAP membership and involvement into annual performance plan or review

Commitment Forms will be available at chapter meetings - on line submissions can be made after Nov. 1, 2010



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.

Tips and Tricks

Excel Tip;

Again this month a simple, yet very useful Excel tool. If your workbook has a number of worksheets, you can use a keyboard shortcut to scroll through them.

- Ctrl + Page Up - Moves to the adjacent workbook to the left
- Ctrl + Page Down - Moves to the adjacent workbook to the right

One note. It doesn't cycle around, so that if you're at the far right of your worksheets, you won't be able to hit Ctrl + Page Down again to get to the one on the far left. Minor irritant, but still a cool tool.

Source: James Spellos
jspellos@meeting-u.com

Another Tip - To make ink cartridges last longer - use "Century Gothic" font - it an Eco-friendly font that is said to use 30% less ink than "Arial: font - Thanks to Shelley Wong

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

bjmorin@hydroottawa.com

The great thing in this world is not so much where you stand, as in what direction you are moving.

Oliver Wendell Holmes



Food for Thought
"How do you explain counterclockwise to a child with a digital watch?"



Ontario Division Update - Melanie Lambert

On Saturday March 6th the Ontario Division held a leadership summit in Barrie Ontario. Members from many chapters attended the all day inter-active session. IAAP's members Marianne D'Alessandro and Marcia O'Hearn, CPS/CAP were the facilitators of the day. There was a lot of information and ideas shared by Marianne, Marcia and all of the attendees. I've put together a shortened version of the notes as part of this article. If you'd like the full four pages, I'd be more than pleased to pass it along to you. As well, if you have any comments or questions about any of the ideas here, please let me know. Melanie Lambert, Ontario Division Secretary

What are the top 10 skills learned as a result of being in IAAP?

Writing ability; Public speaking; Accountability "if it is to be it is up to me"; Teamwork; Inspiring (upbeat, positive, enthusiastic, a cheerleader, empowering); Planning; Model behaviour (clear principles); Be flexible; Honest, ethical, truthful; Confidence to take control.

What are the top 10 lessons learned as a leader in IAAP?

Everyone matters; Sense of humour; Use strength of others; Network for connections; Trust people to do what needs doing; Supportive; Motivate others; Keep everyone informed; Celebrate as a team; You are the spokesperson - be articulate and knowledgeable.

What is succession planning to you?

Make organization a success; Train and mentor; Bite size tasks; Don't market it as a job but as an opportunity; Remove fear of what needs to be done; Flexibility in amount of responsibility; You don't have to be perfect; A place to learn a new skill which is transferable in the work place; Know your members - their likes/strengths; Welcoming committee for guests and new members; Share positions; Seek member input; Executive board needs to discuss potential members strengths; Personal ask.

How to recruit new members?

Do it 24/7

Always plugging IAAP (marketing)
Wearing your IAAP identification (icebreaker for others to approach you)
Marketing more than advertising
Target business in your neighbourhood
Newsletters and community websites
Approach chamber of commerce for list of businesses
Contact the Mayor's executive assistant
Good chapter programs
Get involved in community events
People re-entering the workforce
Personal contact - contact base/sending info
College - marketing - office programs
Membership recruitment month - free pizza/prizes/free 3M products/gift bags/ad in newspaper & radio
Internet - Google search on associations
Ask members how they learned of IAAP
Temp agencies - inform them and invite them to attend meetings
Contact EI Services Canada and make a presentation for people re-entering the workforce

How to invoke participation?

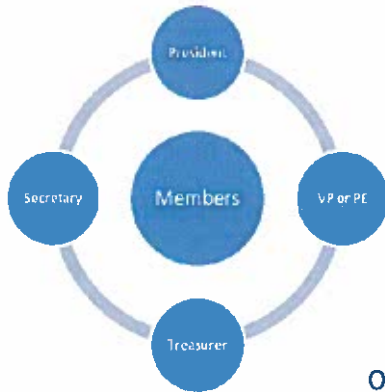
Inspire members; Personal request, believe in members skills; Start with small involvement and then increase; Provide support to volunteers; Acknowledge accomplishments; Be enthusiastic / lead by example.

How to retain members?

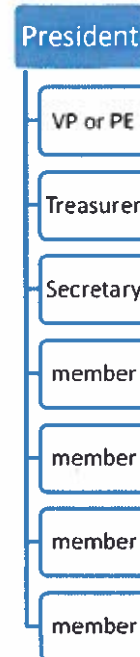
Email invitations to events
Information kits / business kits / business cards
Lunch n' learn presentation
Guest / new member co-ordinator - high light a member in your newsletter - ice breaker at meeting to get to know more members
Promote passion - experiences, connection, relating to same interests, learning, education
"Jazz" it up - themes, fulfilling needs
Survey member want (what works) - provide a prize
Evaluation form following events
Mentorship programs - matching up admins

IAAP core values - they are the essentials to being a leader. Integrity, Respect, Adaptability, Communication, Commitment.

Put members in the center where they don't get "lost" instead of at the end.



Ontario Division web site:
www.iaap-ontariodivision.org



18 Tips to Organize Your Boss

Organize your boss and you will organize yourself - [Personal Assistants](#) know that this is a fact of life. When the boss is disorganized, it negatively impacts his PA, so it helps to find ways to turn things around. Why not request a meeting with your boss and suggest some or all of the following tips and advice for managing the boss.

1. Weekly Meetings - Agree a time on Monday mornings for a meeting to discuss important issues; this presents a good opportunity to organize your boss. Print off the boss's diary and discuss his/her priorities for the week. Find out which clients and issues you need to flag up that week. This will help you

to decide which meetings require a pre-meeting before the main meeting. It will also give you more confidence to delegate straightforward tasks to your boss' deputies. Ask your boss to cc you on all important issues.

2. Bring Forward Folder (b/f) A bring forward system is an efficient way to organize your boss. Invest in a concertina folder, labelled with the days of the month, then ask your boss to give you any papers that need to be brought forward.

For instance, if your boss has just sent an email which needs to be followed up in 10 days time, ask him/her to forward a copy of the email to you, stating

when he/she would like it brought forward to. File the email in the appropriate slot in the bring forward file. Alternatively, he/she could write the words b/f on a hardcopy and the date it should be brought forward to. Check your bring forward file every morning and leave the appropriate brought forward document(s) in his/her In-tray.

3. Monitor Email - Ask your boss to give you the necessary permissions to monitor and respond to his/her email. This will allow you to pick up meeting requests and act on them. You should also forward on email as appropriate, delegate work on his/her behalf, and set up pre-meetings

without being prompted. This is a huge time-saver for your boss. Be sure to copy your boss in on everything.

4. De-clutter The Boss's Inbox - When faced with multiple copies of the same email, delete the original email and previous emails from your boss's Inbox. (Before deleting, make sure the discussion thread contains all the original attachments.)

5. Colour Code Email - Always mark email that the boss has not yet read as 'unread'. Flag emails you have read/actioned with a colour code. Use a separate code for email that need your boss's immediate attention. It is advisable to print off urgent email and leave them on his/her desk in a folder marked urgent (as opposed to his/her In Tray).

6. Electronic Folders - Clean up your boss's electronic folders. Agree a system for filing to his/her electronic folders. Decide when something should be filed in both hardcopy and electronic form.

7. Streamline Meetings - Where possible, reduce one hour meetings to 50 minutes. This should free up a couple of hours a week in the boss's diary.

8. 30 Minute Meetings - Book more 30 minute meetings. Thirty minutes is not a lot of time, but it's better than nothing; it

will focus the minds of the participants.

9. Use Teleconferencing - Time spent travelling to and from meetings can really eat into the boss's time. If possible, set up a teleconference or videoconference. This also saves on travel costs.

10. Breakfast Meetings - Set up more breakfast meetings. This adds time to the boss's day because of the early start, and it's one less meeting slot to worry about. Breakfast with a client at a nearby hotel will set the mood for the day.

11. 1-2-1 Meetings - Find out if your boss's weekly one to one meetings with his/her direct reports can be changed to bi-monthly 1-2-1's. He/she may decide that some of his/her direct reports no longer need close supervision.

12. In Tray Time - Another great way to organise your boss is to set aside Friday afternoons as In-tray time: avoid setting up meetings for this period. When combined with the above time saving tips, your boss should gain sufficient time in his/her diary to make real progress with his/her paperwork. This time period should be viewed as a do not disturb period.

13. Use Task Requests - Use task requests in Microsoft Outlook or other email programme to assign tasks for your boss to complete. When setting

the deadline, use pop up reminders to prompt him/her to complete the tasks.

14. Improve Filing System - If necessary, reorganise the filing system to make it easier for your boss to find papers when you are not around.

15. Papers For Meetings - When assembling papers for meetings, go through the meeting agenda carefully; write each agenda item number on a Post-It Tab and stick it down the side of the corresponding document. If there is more than one document for an agenda item, check the agenda for the order of discussion. Assemble all the papers in the correct sequence and clip them together. Place them in a pocket folder with a label showing the day and date of meeting; start and finish time; title of meeting, room number and location/address. This will help the boss to be organised at meetings.

16. Keep Expenses Up-to-date - Agree with your boss that he/she will hand you his/her business expenses at your weekly briefing meeting. It's better to complete expenses claims weekly, while details are still fresh in your boss' mind. This will also reduce your workload, because there's nothing worse than having six month's worth of expenses dumped on your desk for processing.

17. Update Contacts Regularly - Updating your boss's contact database regularly is an important aspect of keeping him/her organized. Agree with your boss that you will collect business cards from him/her at your weekly briefings meeting, or sooner if need be. Update the Contacts database as soon as possible and let your boss

know, so that he/she can synchronize his/her Blackberry with the updated data.

18. Use Microsoft NetMeeting - Microsoft NetMeeting is a meeting space that allows users to conduct meetings virtually via a website. If you would like to save your boss money and time that would otherwise have

been spent travelling, find out if a NetMeeting is an acceptable alternative to the usual format. NetMeeting provides audio, video, file sharing/editing, conferencing, an interactive whiteboard, and more.

From: Personal-Assistant-Tips.com



Simple stretching exercises you can do at your desk

Stretch your arms, legs, neck and torso while sitting. This will help prevent you from feeling stiff.

Neck: To stretch your neck, flex your head forward/backward, side to side and look right and left. This can be done almost anytime to lessen tension and strain. Never roll your head around your neck. This could cause damage to the joints of the neck.

Shoulders: Roll your shoulders forward for around 10times, then backward. This helps release the tension off your shoulders.

Arms and Shoulders: A good stretch for your arms and shoulders is to brace your hands on the edge your desk, each about a shoulder width away from your body. Twist your hands in so they point towards your body and lean forwards, hunching your shoulders. Take this a step further and push your shoulders and elbows closer to the desk.

Wrists: Roll your wrists regularly, around every hour or so. Roll the wrists 10 times clockwise, then 10 times counter-clockwise. This will help prevent Carpal Tunnel Syndrome if you spend a lot of time typing.

Ankles: Roll your ankles regularly. As with your wrists, roll the ankles in a clockwise motion 10 times, then counter-clockwise. This helps improve blood circulation, and prevents that tingling feeling you can get when blood circulation is cut off, also known as "Pins and Needles".

Chest: Notice if you tend to hunch in front of the keyboard. To counter that, perform the following exercise: open your arms wide as if you are going to hug someone, rotate your wrists externally (thumbs going up and back) and pull your shoulders back. This stretch is moving your body the opposite way to being hunched and you should feel a good stretch across your upper chest.

Abdomen: Contract your abdominal and gluteal muscles, hold them there for a few seconds, then release. Repeat this for every few minutes all day long while you are working at your desk. You can also perform Kegals while sitting.

Calves: Stretch your calves. While sitting, lift up your legs on the balls of your feet and set them down. Repeat until your legs are comfortably tired. Repeat after about 10minutes later, and continue doing this routine for about an hour or so. This will exercise your calves, and will help prevent blood clots from developing in your legs. Bloodclots are very common among middle-aged computer users.
WikiHow.com