



October 2011
Volume 2, Issue 2

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

What a fabulous fall we have been having. I love the clean crisp air that the fall season brings. Along with turning off the air conditioner and opening up the windows to allow the fresh breezes come in, what could be better? We are *Making The Leap to Remarkable* in the weather department that's for sure. Take time to enjoy it by stepping back and taking in the wonderful fall colors as we get ready for the colder months to come. Bring it on.....

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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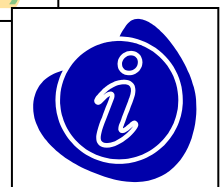
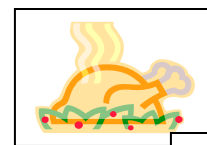
Hello everyone, Hope everyone had a Happy Thanksgiving.

Fall is upon us and it's time to pull out the chunky sweaters and long pants and go for a walk and enjoy the leaves as they fall and change colours. It was also time for a good old-fashioned turkey dinner, apple and pumpkin pie. I hope everyone enjoyed the long weekend and spending time with family and friends.

It was nice seeing familiar faces and several new ones at the September meeting. I was a bit nervous as this was my first meeting as President, but the meeting was great and I'd like to say thank you to everyone for the reassurance and all the encouraging comments - they were greatly appreciated.

October's meeting will be our Information Night - a time to bring fellow administrative professionals (co-workers, business associates, friends) to learn what IAAP is all about and the advantages of being a member of this great Association! Also - there will be incentives for joining IAAP in October - and inviting new members to join, so watch for the October meeting invite for more information.

Looking forward to seeing everyone on October 19.



We're on the Web!

Check us out:

www.iaap-ottawawest.org



Courtesy Corner



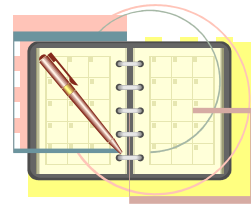
Ottawa West Chapter member Melanie Murphy is this years Courtesy Chair. If you have anyone in the chapter you would like to have the chapter acknowledge, please let Melanie know. For example, birth, death, thankyou to a member etc are just a few of the things as a chapter we would acknowledge. Contact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



- October 19, 2011 - Ottawa West Chapter Meeting (Speaker - David Ward)
- October 21-22, 2011 - Ontario Division Education Forum - London, Ontario
- November 3, 2011 - Ottawa Chapter Meeting
- November 16, 2011 - Ottawa West Chapter Meeting (Speaker - Audrey Esar)
- 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

**Let a series of happy thoughts
run through your mind. They
will show on your face.**

Author Unknown



Any behavior that is positively reinforced will get repeated. What the heck does that mean? Simply put, if you like something, say so or show your appreciation and it will happen again. But, in addition, developing an attitude of gratitude will make you a person of choice - someone people will want to be around, work with, and please. If there's so much to be gained from something as small as saying, "Thanks, I appreciate that..." or "Thanks, I appreciate you...", then why doesn't everyone do it? There's lots of reasons, but I can think of a few: not wanting to show that you need help/support and appear weak or inept; feeling uncomfortable telling certain people (like higher ups or strangers) they are valued; being in an environment where people aren't routinely praised (openly or in private); not making a habit of acknowledging the good, but rather seeing the glass as half empty.

Have you missed an opportunity to show gratitude?

- Acknowledging a door held open or someone letting you cut in line ahead of them
- Waving thanks to a driver who lets you turn in front of him when he could have made the light
- Telling a co-worker she's your role model

- Bringing a small gift to a boss who changes his deadline to accommodate your work schedule
- Complimenting the appearance of someone who is usually "invisible" at work
- Telling your exec you like his style and support of you as a professional
- Letting the IT staff know that the bugs are fixed and things are purring along
- Commenting the janitors for turning a messy office into a spotless workplace
- Thanking someone for their quick response to an e-request

I once read a child's story where the refrain between a teeny tiny ant and other farm animals who helped each other out of dangerous situations, was always "It may not have been a big thing to you, but it was a very big thing for me." I've never forgotten that line and think of it often.

An attitude of gratitude may not be a big thing for you, but I can guarantee, it is a big thing for others!

Did you know . . .

Office Pro Magazine can now be viewed on the IAAP website. So if you have misplaced your copy or just need to re-read an article, you can now find the magazines by going to the IAAP home page under the heading of publications.

www.iaap-hq.org/publications/officepro

Welcome to new members

Jennifer Halls

*Ottawa West Chapter Members
Anniversaries
October 2011*

Emilia Sangiorgi - 8 years

Marcia Scott - 9 years

Congratulations!

Members Marketplace



Marcia Scott
Professional Dog Trainer

tel: 613-253-5535
fax: 613-825-2249
www.happyhound.ca
marciascott@sympatico.ca
31 Canadian Drive, Ashton
Ontario K0A 1B0

**Happy
ound**

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



Message from Canada District Director

Greetings my IAAP Friends,

It's October already! The leaves are changing colour, the air is crisp and it's the season for turkey dinners and family gatherings. Like most of our holidays that bring families together, Thanksgiving is a time for all of us to reflect on the things that we are most thankful for. I am most thankful for my family, my friends, my employment with the City of Cambridge and for the IAAP which has made a huge impact on my life.

October brings a very busy time for me with various Oktoberfest events in the K-W area. At the moment, I am planning an Oktoberfest Community Luncheon with the Mayor and Members of Council. We will be handing out 3,000 Oktoberfest sausages to members of our community. It's a huge undertaking, but a lot of fun with an official keg tapping with Onkel Hans, Miss Oktoberfest and traditional Bavarian music by the Black Forest Band.

For those of you who are planning to attend the CDC Conference in Kitchener next June, there will be an Oktoberfest event on the Friday night so you will be able to sample some of the area's best Bavarian food, do the chicken dance with Onkel Hans and purchase a few souvenirs to take home.

Some important dates in October include:

- October 1 – Call for Nominations for International Office and RTF Trustees.
 - October 15 – Submissions for By-laws and Standing Rules
 - Hotel reservations are now open for the 2012 Education Forum and Annual Meeting at the Gaylord Texan Hotel and Convention Centre in Grapevine, Texas: <http://www.iaaphq.org/news/hotel-reservations-2012-efam-nowopen>
- make sure to promote this event to nonmembers as well.

CONGRATULATIONS to the Regina Chapter on the occasion of its 40th Anniversary this month. My very best wishes to all the members as you celebrate this special anniversary. I hope to see many of you at the Ontario Division Education Forum taking place October 21 & 22 at the Ramada Inn in London. Have you registered yet? There

are 5 points to be gained for recertification with the sessions that are taking place, including "The Five C's of Change" by Gus Takkale.

In closing, I leave you with this thought - each one of us may be only one person, but we can make a difference.

Let's all work together in **Making the Leap to Remarkable.**

Lina M. Veglia
International Director, Canada District

"The most important thing in communication is hearing what isn't said."

Peter Drucker

Ottawa West Chapter New Members



At the September 21st meeting, three new Ottawa West Chapter members were welcomed: L to R: Norma Richards, Helen Pearce and Laura Perry



The RTF needs all of you! Please continue to help share the word about the Housing Subsidy for Admins in Need (HSAN) Program of the Retirement Trust Foundation. This important program provides financial assistance toward housing costs for any retired administrative professional living in a retirement community and meeting the housing assistance criteria. Assistance is accessible to all members within the six districts of IAAP.

The next deadline date to submit applications is fast approaching November 15th. If you or someone you know needs housing assistance and meets the housing requirements, please go to the RTF web site at www.iaap-rtf.org for more information about the program and to find the application, or contact IAAP Headquarters and ask for the Controller's office for assistance.

THE RTF STANDS READY TO HELP ADMINS IN NEED!

"Rely on your own strength of body and soul. Take for your star self-reliance, faith, honesty and industry. Don't take too much advice - keep at the helm and steer your own ship, and remember that the great art of commanding is to take a fair share of the work. Fire above the mark you intend to hit. Energy, invincible determination with the right motive, are the levers that move the world."

Noah Porter

"Surely there is something in the unruffled calm of nature that overawes our little anxieties and doubts; the sight of the deep-blue sky and the clustering stars above seems to impart a quiet to the mind."

Jonathan Edwards



The Elusive Male Executive Assistant - What makes them Tick? - Ann Binstead, President Executive Assistance & Worth Recruiting

I reached out to several male Executive Assistants for this article, and got a great response. They were articulate and confident in their answers. I have come to expect this level of quality and responsiveness from most professional EA's at this level. I asked some very pointed questions, and got some very interesting answers.

The male Executive Assistant is certainly the minority in the administrative profession. They are quite elusive and don't often show up in the list of applications I get when I put a job out to the marketplace. What makes them tick? I will focus here on Roberto and JS, as they both had some great insights on being a male in a female dominated role.

Roberto is the Executive Assistant to the CEO of an alternative energy firm who also sits on multiple boards. He didn't start out with this career in mind but "the opportunity to do something different", attracted him to a temporary position. Eventually, he realized that his personality and skill set were an excellent fit for the role. His strong organizational skills, business acumen, and caring personality provide the support his Executive needs to focus on his core business functions.

JS is a Senior Executive Assistant in a fast paced financial services firm. JS did not start out on this career path either. He has been in marketing, nursing and even worked as a flight attendant. He feels that his ability to relate to and understand his boss, as a way to keep things simple for them, is his greatest strength as an EA.

When asked if he sees himself as an equal to his female peers, Roberto answers with a definitive yes. He used to think that it was a male versus female scenario when it came to the administrative environment, but he has learned through the years that it is really dependent on one's personality and character. JS had a similar opinion, "Organizing is pretty much like anything - perhaps personality matters, because some people can be unorganized regardless of gender."

When asked about an interesting situation that related specifically to his "maleness", Roberto relayed a couple of interesting anecdotes! "I remember sitting beside my boss (a young female exec) and people kept addressing me during the meeting. I eventually learned that, since I wasn't introduced properly they assumed I was her boss. In another situation, I was trading emails with a male executive who kept referring to me as Roberta, assuming that I was female. When we finally met, he was very surprised to meet Roberto..not Roberta!"

Both JS and Roberto felt that they have been discriminated against in an interview situation because they were male. The companies in both of their scenarios made it quite clear, which is completely unacceptable! Both of these gentlemen are extremely polished and professional, it is unfortunate that the stigma that females are better at this role is still a factor when these gentlemen seek new opportunities.

I wasn't surprised by any of the answers I received in my research for this article. As with most of the Senior Administrative Professionals I work with, both JS and Roberto's view of the role is that it is their goal to make their executive's life easier. Whether it be managing a calendar, getting coffee or planning a major event, executives completely rely on these individuals to participate in the smooth and profitable running of the business. It is a symbiotic relationship that all companies can benefit from!

So what makes them tick? Male or female.... it is the attitude, and work ethic that make a great EA. Keep up the good work Gentlemen!

(printed with permission)



Tips and Tricks - Word

Alphabetizing By Last Name

by [Allen Wyatt](#) (last updated March 6, 2010)

It is not unusual to have a list of names in a document, and then need to sort those names. The format in which the names appear can be bothersome, however. For instance, if the names are in the order FIRST LAST, then it can be more challenging to sort them than if they are in a LAST, FIRST order. There are several ways you can accomplish the task, however. One way is with the use of tables. All you need to do is follow these general steps:

1. Convert the text to a table, using the space between the first and last names as a separator between columns.
2. Sort the names based upon the second column, which contains the last name.
3. Convert the table back into text.

This process might sound difficult, but it can go very quickly and allows you to easily see what Word is doing during the sorting.

Another approach that doesn't require messing around with tables is to simply sort the text by words. You can do that by following these steps:

1. Make sure the names in your document are arranged so there is only one person per paragraph.
2. Select all the paragraphs containing names.
3. Choose the Sort option from the Table menu. Word displays the Sort Text dialog box. (See Figure 1.)

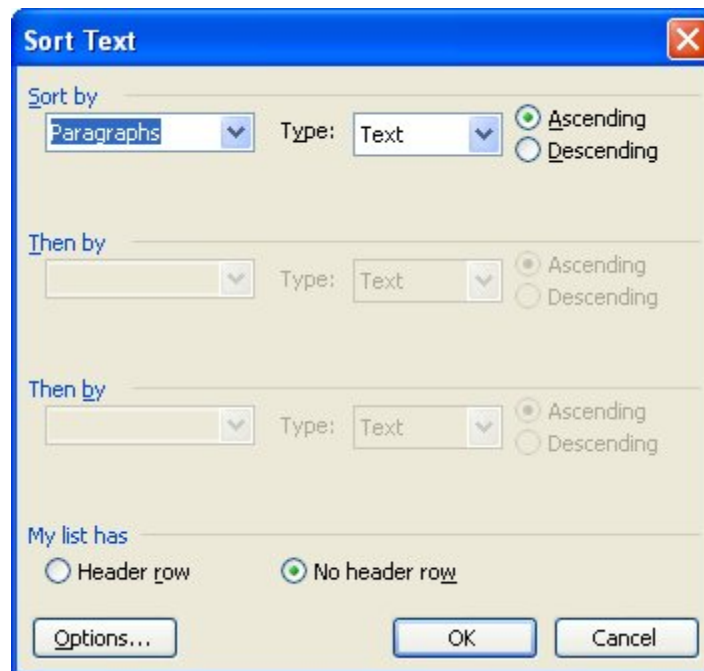


Figure 1. The Sort Text dialog box.

4. Click on Options. Word displays the Sort Options dialog box. (See Figure 2.)

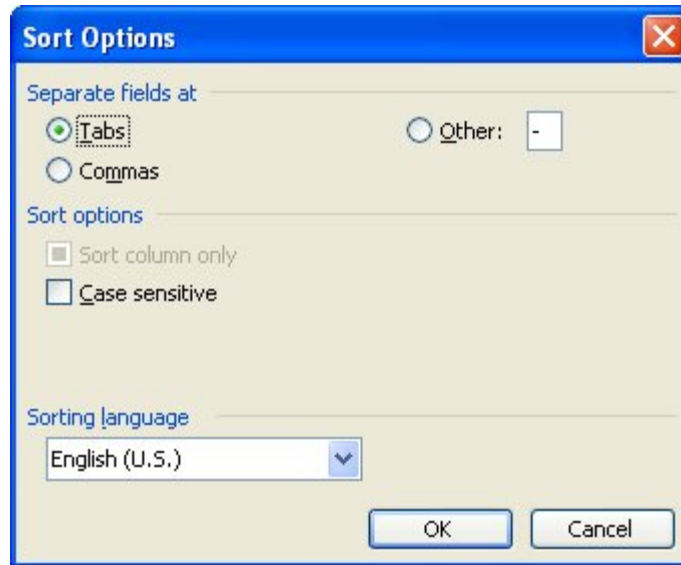


Figure 2. The Sort Options dialog box.

5. Select the Other option.
6. Erase whatever is in the box to the right of Other, replacing it with a single space. (You are telling Word that you want to consider spaces as the dividing point between sort fields.)
7. Click on OK to close the Sort Options dialog box.
8. Use the Sort By drop-down lists to specify the word by which you want to sort. For instance, if you want to sort by last name (the word after the first space), you should choose Word 2 in the Sort By drop-down list.
9. Click on OK to sort your names.

You should note that this approach only works properly depending on the construction of the names in your list. If there is only a first and last name for each person, then the sorting works fine. It will also work fine if there is a first, middle, and last name for each person—the only difference is that you would select Word 3 in step 8. Problems creep in, however, if there are two names for some people and three for others. In those instances, even the convert-to-table approach first mentioned will not work properly. In that case you must do something to make sure that Word treats first and middle names as if they are a single word; for instance, by separating them with a non-breaking space.

Source: www.word.tips.net

Web Community is a valuable resource

- how it works -

Linda Williams, Professional-Merited Division Member at

Large | Arkansas-Oklahoma Division

We in IAAP have a valuable resource with the web community. It is readily available to enhance communication with and among our members when used effectively. The general purpose is to share information, and there are several ways to do that. When members make the effort to communicate, we want those words to be visible and widely read.

I have developed some descriptions that I hope

will provide a better understanding of the differences in e-group posts, blogs, and resource library files. With that knowledge, members can then determine the best way to communicate and perhaps meet a criterion of the Member of Excellence program at the same time.

POST IN AN e-GROUP if you want to ask a question or make a comment on which you

solicit feedback or want to generate responses from other members.

BLOG if you want to share information or simply vent when you are not particularly looking for responses or feedback.

FILE to create a resource library for documents or to archive important information for future retrieval that will be available only to members of that particular community. Once you have created a library, you can add additional documents to it later.

Note: My own division (Arkansas-Oklahoma) has a site in the community (www.iaap-ao.org), as do seven of our eight chapters, so some of the following comments are specific to my division.

About posting in an e-group:

- There are many subject-specific e-groups available at the international level that will give association-wide attention to the post. All members who subscribe to those e-groups will see your post.
- A-O Division has its own e-group that will gain visibility by the 240+ members in our division. Posts made in the A-O Division e-group will appear on the home page of our division site, as will any follow-up responses or comments to the post. Subscribers will also see the post.
- Divisions and chapters can set up their own e-groups for their members.
- One way to meet Member of Excellence Criterion #3 is to participate in the international e-group discussions (at least twice during the year), either by initiating posts or by responding to other posts. Posting in e-groups that are available only to your division or chapter members (or other “by invitation only” communities) does not meet this criterion. Keep a copy of your post for documentation if audited.

About blogging:

- Your blog will appear on the home page of the international site when first published. Readers can comment on

your blog, but their comments will not appear on the home page.

- After you title your blog and write it, you will have the option to “associate it” with a specific community, such as A-O Division. If you check the box to associate it accordingly, your blog will also show up on the home page of our division site (but not the comments made about it).
- Another way to meet Member of Excellence Criterion #3 is to blog in the web community. Did you know that a running list of the blogs authored by you shows up on your web community profile page? Pretty neat! Keep a copy of your blog for documentation if audited.

About creating resource libraries:

- To file a document or other information that will be available to everybody in the association, create a library at the international level. A new library entry will show up on the home page of the international site.
- To file a document or other information available to only the members of a specific community, create the library at the division or chapter level. We have recently updated the A-O Division site to include a list of new libraries on the home page. That list, however, will NOT show new documents added to libraries already existing.
- However, nobody may find your library wherever you create it if you don’t also “announce” its availability by some other communication method (email, e-group posting, etc.) in which you can provide a URL link to the library.
- Divisions and chapters can use the resource library capability of the web community to post meeting minutes, financial reports, bylaws, business plans, timelines, guidelines, procedures, etc. It is safe and secure. Only the members of that “community” (the division or chapter) can access its libraries. You can stop emailing multiple attachments to large groups of recipients. Instead, just let them know when and where you have posted the information for their viewing and how to

- access it. There will be a learning curve to make this work, but it's worth trying.
- Creating resource libraries does NOT meet Member of Excellence Criterion #3 in any way.

All are inter-related:

Although these are three distinctly different processes in the web community, they are inter-related and work in conjunction with each other. When you post to an e-group and want to provide an attachment, you will be directed to create the attachment in a document library. When you post to an e-group, you can provide a link within your post to direct the reader to either a blog or a document library. Likewise, when you blog, you can provide a link within your message to direct the reader to a certain document library. Just use the permalink (URL) provided at your blog or library. It all works together quite nicely.

I continue to be an avid proponent of the IAAP web community. I look forward to reading your e-group posts and blogs and seeing our divisions and chapters utilizing the resource library capabilities. Thank you.

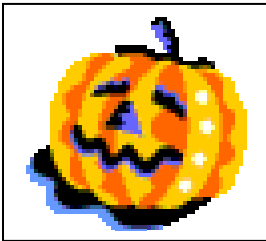
Autumn Color

Jack Frost paints a portrait of beauty
With colors so vivid and bright;
It's framed with a purple misty haze
And draped in a frosty night.

Big, fat, bright orange pumpkins
Nestle snugly among shocks of corn;
Leaves flutter silently earthward;
Ice sparkles like glass in the dawn.

The nuts drop softly upon the ground,
Leaves fall and hide them there;
Squirrels work away industriously,
Their winter store to prepare.

A pale harvest moon sails serenely
Across a star-studded sky,
And smiles on a world full of color
Since Jack Frost has just passed by.
~unknown~



HAPPY HALLOWEEN

