



September 2010
Volume 1, Issue 1

IAAP Ottawa West Words



2010-2011 Executive and Team Leaders

President - Laurie-Jean Smith
President-Elect - Bev Bonner
Vice-President - Doreen McDougall
Secretary - vacant
Treasurer - Shelley Wong

By-laws - Melanie Lambert
Certification - Barb Snyder
Historian - Joan Smith
Membership - Shirley Houston
Nominations - vacant
Newsletter - B.J. Morin
Program - Julie Ann Henry
Registration - Antonella Couse

*Welcome back to another exciting year
for the IAAP Ottawa West Chapter!*



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

The summer is almost gone and we are getting back to our regular routines of work and play. This will be an exciting year for the Ottawa West Chapter as we move into our sixth year since chartering back in 2004. For 2010-2011, I am taking on the new challenge of publishing the newsletter for the chapter and I am looking forward to the experience. This is your newsletter, so please send me any information that you would like to see included. I will do my best to incorporate it into a future edition. You can send submissions to bjmorin@hydroottawa.com or speak to me at our monthly meetings.

Message from the President - Laurie-Jean Smith

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Welcome back to all our returning Members and a special welcome to our new Members who have joined IAAP over the summer. I can't believe its September already! Seems like only a couple of weeks ago we were having our June AGM and selecting our new Board Members & Committee Chairs. I hope you all had wonderful summers and perhaps you'll share some of your stories at our Chapter Meetings during Good of the Order.

The IAAP theme this year is: *Passion & Purpose*. A member's Passion &

Purpose can be shown as simply by volunteering in the Chapter, either by helping a Chair with a task or stepping into a vacant position to serve our Chapter, or something more like enrolling in the Certification Program.

There are many things to do and to learn in our wonderful Association and I hope you participate in as many opportunities possible and that will help you grow personally and professionally.

See you in September,
Laurie-Jean

We're on the Web!

Check us out:

www.iaap-ottawawest.org



**International Association of
Administrative Professionals®**

2010-2011
International Board of Directors

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Donald W. Bretthauer, CAE
Kansas City, MO

September 2010

To the members of Ottawa West Chapter
c/o Laurie-Jean Smith, President

Subject: Congratulations on your 6th anniversary!

I am especially pleased to be able to extend my congratulations to the Ottawa West Chapter as "we" mark the 6th anniversary of the chapter!

I have watched this chapter grow and evolve over the past six years and it is great to see how it is picking up steam. Leaders past and present have worked hard to make membership in the chapter a valuable tool in the education portfolio of admins in west Ottawa and "up the Valley." Your work with the students at Algonquin College is exceptional and an example for other chapters to follow.

I am proud to say that Ottawa West Chapter is one of my "home" chapters here in Ottawa. I am enjoying the experience enormously!

Keep up the great work.

Sincerely,

Sharron Buttler, CPS/CAP
International Director, Canada District

copy: Gini Henderson, CPS/CAP – President, Ontario Division

Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.

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Message from the International Director

Happy New Year, Ottawa West Chapter members! I hope everyone had a good summer and found a way to enjoy the hot, muggy, sweltering days. Personally, I am prefer the fall but this summer saw me out-and-about a lot!

My summer IAAP travels started with a trip to Moncton New Brunswick to check out the venue for next spring's Canada Divisions' Conference. The members of the Moncton Chapter have been hard at work, designing a conference that will educate, motivate and recreate as well as initiate first timers into the great experience of gathering with like-minded administrative professionals! I hope that everyone is giving serious thought to attending CDC in New Brunswick. It is an easy drive from Ottawa - one day to Rivière du Loup and then one day to Moncton! You also have the option of flying or taking the train! However you travel, the conference will be memorable! From Moncton, the Husband of Excellence and I headed to Boston for the International Education Forum and Annual Meeting (EFAM). Thank goodness for our GPS - Miss Direction took us into Boston and to the hotel lickety-split. I would not have wanted to try that with just a road map!! EFAM, of course, was great. With keynote speakers like Vernice Armour - the first female African American combat pilot in the Marine Corps (her presentation was outstanding) and Erin Brokovich (she doesn't look anything like Julia Roberts), education sessions and educational business sessions, attendees left the event recharged and ready for anything! As a member of the International Board, EFAM offered me different things this year. I attended board meetings before and after the education days (and during, in a couple

of cases). I hosted the "Canada Caucus" which is the opportunity for all members of the District to gather and our special guest at the Caucus meeting was Karlana Rannals, CPS/CAP, 2009-2010 International Treasurer and 2010-2011 International Vice President. I also had the opportunity to host almost 70 members at the Canada Dinner one night. Because there were so many attendees, I arranged for the dinner to be held in a room at the convention centre rather than trying to find a hotel to fit everyone. The result was a relaxing evening with friends.

And so a new year is beginning - a year of **Passion & Purpose**. Under the leadership of Mary Ramsay-Drow CPS/CAP, this year promises to be one of continued growth and redefinition. EFAM next summer is being held in Montreal and I sincerely hope that Canadian members will make a special effort to attend the event and show our support for the Canadian volunteers who are working hard to make this an exceptional event. For the first time that I know of, the event is being run by members from across the district rather than members of a division or a chapter. This brings so many different parts of the country together that the result will no doubt to amazing.

Make this your year to roll up your sleeves and get involved at the chapter level. Many hands make light work. Your ideas, your suggestions and your efforts will be appreciated. I look forward to renewing friendships at the chapter meetings this year - see you there!!

Sharron Buttler CPS/CAP
International Director, Canada District

Note from Editor - the Ottawa West Chapter is pleased and proud to be able to acknowledge Sharron Buttler CPS/CAP as our International Director, Canada District



2010-2011 OTTAWA WEST CHAPTER EDUCATION PROGRAMS

September 15th 2010 Janet McCredie - Relationship Resolution Centre Inc.
(www.myrelationshipresolution.com)
Workplace Bullying

October 20th 2010 Eugene Marotta - Fire Prevention Canada
(www.fipreca.ca)
Fire Prevention and Safety



November 17th 2010 Ann Max - Productive to the Max
(www.productivetothemax.com)
Deck the Halls with Matzoh Balls

December 8th 2010 Jess Wells - Green Buildings & Workplaces
(www.ecologyottawa.ca/greenbuildings)
(changed to week earlier) "Greening" Your Office

January 19th 2011 Steve xxx - Word Task
(www.wordtask.com)
Business Writing Etiquette



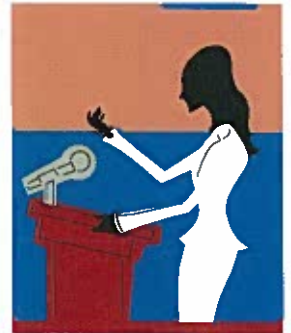
February 16th 2011 Gus Takkale
(www.gustakkale.com)
Change Management

March 16th 2011 Jacques Waisvisz DTM PDG TMI
(www.abcspeakers.com)
Public Speaking

April 20th 2011 Jacqueline Richards - Connect the Dots
(www.jacquelinrichards.com)
Yoga for Your Finances

May 18th 2011 Open

June 15th 2011 Chapter's Annual General Meeting



Speakers and/or topics subject to change without advance notice

Members; if you have any suggestions for topics please let your executive know.

Monthly meetings run from September to June of each year and currently are held on the third Wednesday of each month. The meetings commence at 5:30 p.m. with a networking session, dinner and interesting guest speakers and normally are done by 9:00 p.m. They are held at the **Holiday Inn & Suites, 101 Kanata Ave.** in Kanata, ON (Centrum plaza) - close to the 417 or public transit. Cost is \$30.00 for dinner and meeting or \$5.00 for meeting portion only.

Remember if you register and fail to show you will be invoiced.



Upcoming IAAP Events



Oct. 17-20, 2010	Fall Conference	Louisville, Ky.
Nov. 5-6, 2010	CPS and CAP Exams	
Nov 5-6, 2010	Ontario District Education Forum	Markham, ON
March 7-9, 2011	Spring Conference	Tampa, Fla.
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 6-7, 2011	CPS and CAP Exams	
July 24-27, 2011	International Education Forum and Annual Meeting	Montreal, PQ, CA



One benefit of IAAP Certification

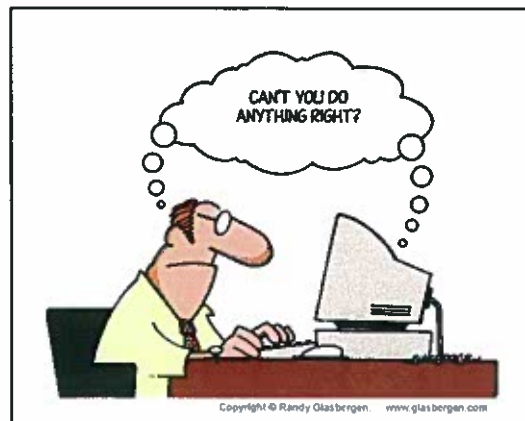
"Certification has given me the confidence of knowing that I possess the professional knowledge to contribute to the success of any organization where I work. This is not only knowledge I possess, but written verifiable proof—my certificate!"

-Lynda, IAAP Member



Changes are coming to the IAAP Certification program effective November 2011

If you are interested in certification contact our certification team lead Barb Snyder CPS/CAP or check out the IAAP HQ website www.iaap-hq.org



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Recognition & Awards

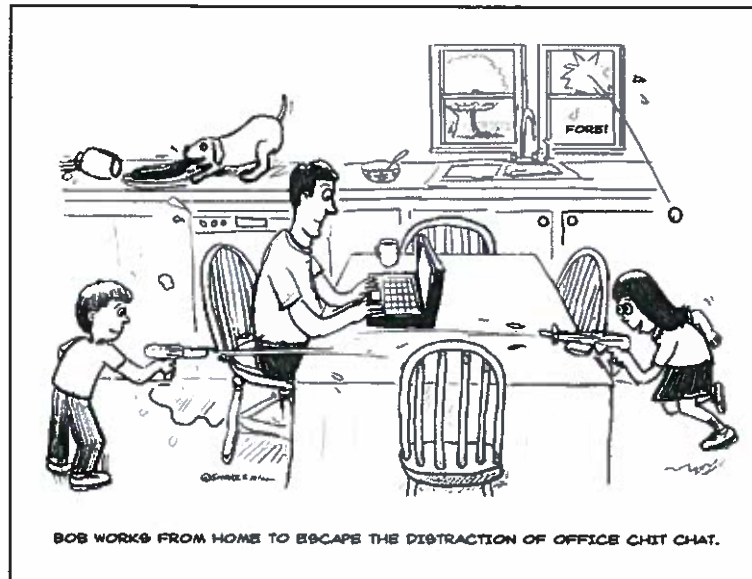


2010-2011 STAR Program

Check out how you can accumulate points

- Attend a monthly meeting 25 points
- Volunteer for a committee 25 points
- Attend a committee meeting 25 points
- Send in a useful tip (not duplicated) 15 points
- Sit for CPS and/or CAP exam (regardless of how many parts) 50 points
- Receive CPS or CAP designation on 1st attempt 100 bonus points
- Submit an article to the Monthly Newsletter 25 points
- Donate a door prize to a meeting 50 points
- Sponsor a new member 75 points
- Suggest a topic for a guest speaker 30 points
- Attend other IAAP events (local) 50 points
- Attend other IAAP events (out of town) 60 points
- Introduce or thank guest speaker (outside of program chair) 20 points
- Provide profile for newsletter 25 points
- Bring guest to a meeting 50 points
- Buddy up with a new member at a meeting 15 points
- Volunteer for Program Chair 50 points
 - (awarded once per year and non voting Board member)
- Secure a corporate sponsor 40 points
- Assist in monthly 50/50 ticket sales 15 points
- Assist a Board member or Program Chair 15 points
- Mentoring a student (once per year) 25 points
- Completion of Member of Excellence Commitment 30 points

See how easy it is to accumulate points over the course of the year. Let your Membership chair (Shirley Houston) know if you have achieved any of the above milestones.





“Violence and harassment have no place in the workplace”

Bill 168 an act to amend the Occupational Health and Safety Act

Bill 168, *an Act to amend the Occupational Health & Safety Act with respect to violence and harassment in the workplace and other matters*, came into effect June 15th 2010. Workplaces in Ontario are now required to have the necessary policies, programs, measures and procedures in place. The legislation will require employers to develop;

- Violence and harassment

- policies and programs
- Employee reporting and incident investigation procedures
- Emergency response procedure (violence only)
- Process to deal with incidents, complaints and threats of violence.

Check out website for further information.

<http://www.labour.gov.on.ca/english/hs/topics/workplaceviolence.php>



Ottawa Chapter 2010-2011 Meetings:



September 9, 2010	Your Destiny Switch with New York Times Best Selling Author, Peggy McColl
October 14, 2010	Awaken to Your Life Purpose, Jennifer Clark
November 11, 2010	What’s new with AVERY (products for improved productivity, going green), Guylaine Lamoureux
December 2, 2010	Savoir-Faire Etiquette, protocol, image – including tips on do’s and don’ts for holiday gatherings, Cecilia Pita
January 13, 2011	Workplace Violence: Using Critical Thinking Skills to Diffuse a Situation, Ottawa Police Services
February 10, 2011	Surviving in the Multi-tasking Circus – Managing Conflict in A Busy World!™, Ruth Sirman
March 10, 2011	Succession Planning, IAAP member presentation
April 14, 2011	Facing the Chicken Within, Marion Grobb Finkelstein
May 12, 2011	Stress Strategies and Solutions, Rhonda Scharf
June 9, 2011	Annual General Meeting (no educational program)

Meetings are held at the Chimo Inn, 1199 Joseph Cyr Street, Ottawa. For specific details on each program, be sure to visit the Ottawa Chapter website at www.iaap-ottawa.org



Celebrating 10 Years



**International Association of
Administrative Professionals®**

BurlOak Bay Chapter

**WE INVITE YOU TO JOIN US
on Thursday, September 16, 2010**

“MEETING MAYHEM TO MEETING MAGIC”

presented by Jane Woolsey, CPO®

Certified Professional Organizer

and Spokesperson, Avery Dennison Canada

Meeting Mayhem to Meeting Magic is a condensed version of
NADUM's *Managing Effective Meeting* one-day course.

In this condensed version, you will learn tips and techniques to help you know when and why meetings are valid, how to prepare accordingly, to make sure that each meeting achieves what was intended and to demonstrate confidence and competence in leading various types of meetings.

(This program qualifies for 1 CPS/CAP recertification point.)

Quality Inn Hotel & Suites, 754 Bronte Road, Oakville, Ontario
(exit QEW at Bronte Road – south, hotel is on west side)

- | | |
|-------------------|--|
| 5:30 p.m. | – Registration/Networking |
| 6:00 p.m. | – Dinner |
| 6:30 p.m. | – brief chapter business |
| 7:00 to 8:15 p.m. | – Keynote Presentation |
| 8:20 p.m. | – Raffle Draw <i>(raffle tickets will be available for sale)</i> |
| 8:30 p.m. | – Adjournment |

Dinner and Program: Members \$27.00 / Guests \$32.00
(Program Only: \$10.00)

Register using this link by September 13
<http://tinyurl.com/25mwsmn>

*Please note that cancellations must be received by Sept. 13;
otherwise, it will be necessary for the chapter to invoice for the cost.*



What can a member do?

- Did you know that you can renew your membership quick and easy on-line at:
www.iaap-hq.org
- If you have moved, changed employers, changed e-mail contacts, etc., let our membership chair know to change the roster. Contact shirleyx_houston@yahoo.com
- Volunteer to help out a team lead, suggest a guest speaker, supply door prize items etc. Speak to any of the Board members or team leaders.



"We make a living by what we get. We make a life by what we give"Winston Churchill

Don't Quit

*When things go wrong as they sometimes will;
When the road you're trudging seems all uphill
When the funds are low, and the debts are high
And you want to smile, but have to sigh;
When care is pressing you down a bit-
Rest if you must, but do not quit.*

*Success is failure turned inside out;
The silver tint of the clouds of doubt;
And you can never tell how close you are
It may be near when it seems so far;
So stick to the fight when you're hardest hit-
It's when things go wrong that you must not quit.
~Author Unknown*



Tips and Tricks

Excel Tip- Custom Lists - Try this. In a blank cell, type in January. Then, using the auto fill handle (that little black square at the bottom right of any selected cell or cells), drag that cell either down or across. Surprised to see all of the months listed? Try that with a day of the

Pretty cool, eh? Wouldn't it even be cooler if you could create your own list to do this with? Perhaps a list of names, or regions which you frequently type into Excel. Well, you can, using Excel's Custom Lists function. While it works the same way in various Excel versions, let's start by telling you where to find this function.

Excel 2007-2010 - Go to the Excel button (top left of screen), and select

Excel Options. On the first screen, you will see the Custom List button. Click it.

Excel 2003 & Earlier - Go to Tools - Options - Custom Lists tab.

Once in Custom Lists, you will see a preview box (List Entries) into which you can add your list. Separate your list with commas, and when completed, hit the ADD button. Your list will now be part of the Custom List on the left.

All you now have to do to enter all of the names in the list (in any workbook...this is not just a function of the currently workbook or worksheet) is to type one of the names, and then use the Auto Fill handle.

Source: James Spellos
jspellos@meeting-u.com



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

bjmorin@hydroottawa.com



Ontario Division Update

Welcome everyone to a new IAAP year! The Ontario Division board members met on Saturday August 28th for a strategic planning session. Lots of ideas were shared and networking done. The Division is well on its way to achieving the Division of Excellence (DoE) again this year and Penny Moreau CPS/CAP Past Ontario Division President was appointed as this year's Pathways to Excellence Advisor. Feel free to contact her at

pmoreau@clhmidland.on.ca if you have any Chapter or Member of Excellence questions.

The Division board is well on their way to making the final preparations on the Education Forum that will take place in Markham Ontario on 5-6 November 2010. Stay tuned for a flyer coming soon to your email box! It will be an excellent event, with lots of networking, information and motivating

sessions. So mark your calendars! Two upcoming major events for this IAAP year are the Canada Division's Conference (CDC) in May 2011 taking place in Moncton New Brunswick and the Educational Forum and Annual Meeting (EFAM) in July 2011 in Montreal Quebec. EFAM is IAAP's international conference and will take place in Canada for the first time since 2001! I highly recommend all members take this opportunity to attend.

Melanie Lambert
Ontario Division Secretary
North Bay/Ottawa/Ottawa
West/Sudbury Chapter's Liaison

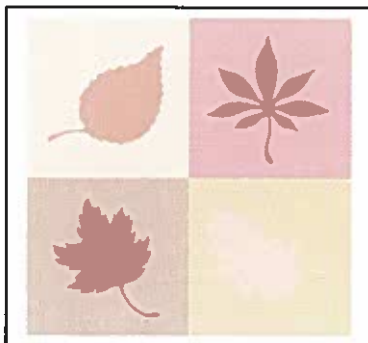
Note from Editor: Melanie Lambert is a chartered member of the Ottawa West Chapter and after getting experience as the Chapter President and holding other Board and Team Lead positions has become an active member of Ontario Division

Ontario Division web site:

www.iaap-ontariodivision.org

Today is the tomorrow we
worried about yesterday.

Anonymous



About Our Organization...

What is IAAP?

International Association of Administrative Professionals (IAAP) is a not-for-profit professional association with 40,000 members and affiliates and 600 chapters world wide. Founded in 1942 as the National Secretaries Association, the IAAP (formerly known as *Professional Secretaries International*) is headquartered in Kansas City, MO. International Headquarters carries out the duties assigned by the elected International Board of Directors. Canada District is one of the districts in North America and is divided into three divisions: Eastern, Western and Ontario. Ottawa West Chapter is part of Ontario Division.

The association works in partnership with employers to **promote excellence**. Its members include administrative assistants, executive secretaries, office coordinators, information specialists, and related administrative professionals. Many corporations, educational institutions, students and international affiliate organizations also belong to IAAP.

Why do administrative professionals need an association?

Joining a professional association demonstrates your **commitment to your career**. IAAP is the place where you build relationships, tap your peers' expertise, swap ideas and discuss mutual concerns. IAAP works to build a professional image of administrative professionals in the workplace and creates standards for administrative professionals for the next five to ten years. As a member of IAAP, you will **help create the future** of the administrative profession.

Ottawa West Chapter:

The Ottawa West Chapter was chartered on September 16, 2004. The members of the Board of Directors are elected volunteers. Monthly meetings, featuring educational programs, are held on the third Wednesday of each month; September until June. In addition, educational seminars, workshops and social events are also planned.