

The Empire State of Mind

The New York State Division, IAAP, Inc.®

Special points of interest:

- And Away We Go!
- Upcoming Events
- R&E Foundation
- Recertification Info

And Away We Go!

I noticed many years ago that the customer service I was trained to give and was used to getting is in short supply. Once in a great while I am treated as I expect to be treated and it impresses me rather than it being normal.

It's sad to say that customer service is a thing of the past when we have become a service society. Now when I go to McDonald's or the Post Office, I'm not greeted with a, "Hello, how are you?" They just look at me expectantly waiting for me to tell them what I want. One store I frequent, Aldi, has positioned the register screen facing the cashier, who is seated in a chair looking towards the customer. I would have to look over her shoulder from behind her in order to see how much my purchases ring up for. They do not bag your purchases. Bags are available for 6 cents each and there is a counter built in to the front of the store so you can pack your own bags.

One of my biggest pet peeves is how cashiers handle my change. First, they ask if I have the 28 cents and are upset when I tell them I don't. (It's a matter of principle

now with me. If they are lazy enough to ask, then I'm lazy enough to not look.) Then they hand you the bills with the coins on top so they slide around or fall on the floor.



IAAP 2011-2012

One time I had walked to the grocery store with my baby in the stroller, a toddler by the hand, and my purse on my shoulder along with a diaper bag, and my grocery bags. When the cashier handed me my change all the coins skidded around and fell all over the floor. I had to put everything down in the aisle and pick up my money holding up the line. The cashier laughed thinking it was very funny. Trust me, it wasn't funny.

My local chain grocery store will bag my groceries for me, but won't put them in my cart unless I ask. They don't know that my shoulders are bad and the movement of picking the bag up and rotating it to the

cart, then bending to place it on an extended arm really hurts. This same store expected a friend of mine, an 85 year old woman, to load her own cart.

I understand that only 10% of the population has natural customer service instincts. So the customer service we all are receiving has been taught. Most of the people I encounter need to attend a refresher course.

I have seen a change in how senior citizens or people with obvious infirmities are treated. But shouldn't everyone be treated with respect and dignity? Remember that customer service is not only what you provide to people outside your company but to your coworkers and fellow IAAP members as well. Shouldn't we treat whoever we come in contact with professionally and graciously? A smile is contagious; you may be the only person who gave one to that grocery clerk, toll booth operator, or bank teller that day. Why not leave a good impression in your wake?

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IAAP Mission Statement

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

The Empire State of Mind

The first American chess tournament was held in NY in 1843.

The NY Thruway, named after Gov. Thomas E. Dewey, is the longest toll road in the USA.

Vassar College in Poughkeepsie, was founded in 1861 by Matthew Vassar, a brewer. Their students were the first from a private college granted permission to study in China in 1979.

The "New York Post" was

established in 1803 by Alexander Hamilton and is the oldest running newspaper in the US.

Oneida is home of the world's smallest church building measuring 3.5' x 6' and NY's largest lake measuring 79.8 square miles.

NY was the first state to require license plates on cars.

NY's highest waterfall is the Taughannock in Ithaca at 215'.

Gennaro Lombardi opened the first US pizzeria in 1985 in NYC.

Rochester is known as both the Flower City and the Flour City. It is home to the first abolitionist group, bloomers, marshmallows, Jell-O, French's Mustard, baby shoes, gold teeth, and the mail chute.

The Genessee River is one of the few in the world that flows south to north.

The first 3D films before a paying audience was in Manhattan's Astor Theater in June 1915.



The New York State flag

2011 - 2012 Board of Directors

"...and go about the business of IAAP."

As we head into autumn, we are conscious of children returning to school, college semesters starting, and the seasons changing the landscape to a glorious blanket of reds and oranges across the state. This also is the start of our program year. Chapter leaders are excited to implement their plans made over the summer, practice their skills from knowledge garnered at EFAM, and go about the business of IAAP.

As you saw in the August issue of this publication, there are many

changes to the Pathways to Excellence program. Keep on the lookout for updates from Angela A. Grabowski, CPS/CAP, our Division Vice President, as we move through the year. She will be responsible for submitting all criteria for the Chapters as they come due. The deadlines were added to the calendar provided in the Division Roster. The Roster is also available on the Division website.

You may be aware of changes to the certification program as well.

This fall marks the giving of the last CPS exam. Starting next spring, only the CAP exam and the OEM exams will be given. All CPS holders will be converted to CAP this fall.

Plans for the 2012 Annual Meeting in Queens have begun in earnest. The Board will make its site visit with the committee chairmen sometime in October/November.

There's a lot going on in the Division, you won't want to miss any of it!

Upcoming IAAP Events

Registration is still open for the final Fall Conference, October 9-12, in San Diego. The theme of this year's conference is "Fall Forward: Hot Topics for Tomorrow's Workplace."

Participants will get the skills they need to negotiate a rapidly changing workplace. The conference will include sessions of increasing efficiency with web-based Microsoft Office, attention grabbing design, social media as a

tool for business communication, deal making, responding to and reducing workplace violence and harassment, and improving emotional intelligence.

In addition to informative sessions and great networking opportunities, this year's fall conference participants will get to enjoy the beautiful San Diego Bay at the Sheraton San Diego Hotel and Marina.

The 2012 Spring Conference will be held March 4-7 in Las Vegas.

Take care of your first step to register for the 2012 Spring Conference and book your hotel room now for only \$129 per night, plus tax. Stay at Harrah's at the heart of the Strip and discover the most exciting resort in Las Vegas. They have 86,664 square feet of casino space, seven outstanding restaurants, a sparkling outdoor swimming pool, a

luxurious spa, state-of-the-art health club, full-service beauty salon, a unique variety of retail options, and entertainment. Harrah's Las Vegas is located within minutes of McCarran International Airport.

Plus, back by popular demand, on March 4, our optional Tech Session will be offered.

Look for details as they become available.

Committee Chairs



Committee work on the Division level is very rewarding and skill building.

- Annual Meeting 2012 Lisa Grant-Lynch, CPS, *Greater Bronx Chapter* and Jeanine Scaccio, *New York City Chapter*
- Bylaws & Standing Rules Stacey E. Thomas, CPS, *Capital District Chapter*
- Certification Services Lorraine R. Engenito, CAP, *Queens County Chapter*
- Committee on Nominations Open
- Membership &
 - New Chapter Development Kathy Whitlock, CPS/CAP, *Division Member-at-Large*
- Newsletters Audra Stempel, *Division Member-at-Large*
- Parliamentary Advisor Susan L. Cordier, *Elmira-Corning Chapter*
- Programs & Education Rose E. Morgan, CPS/CAP, *Brooklyn Chapter*
- Retirement Trust Foundation Sheila S. Venner, CPS, *Division Member-at-Large*
- Scholarship Beatrice T. Williams, *Brooklyn Chapter*
- Student Chapters Susan C. Bauer, CPS, *Queens County Chapter*
- Webmaster Susan Case, CPS, *Flower City Chapter*

Member of Excellence Criteria

IAAP has joined forces with a number of training providers to bring high-caliber training to you, either through online training or through seminars coming to your area. If you're looking for training but don't know where to go, see if our workshop partners will meet your needs.

IAAP is partnering with KRM Information Services, Inc. and McMurry to bring virtual learning events directly to your PC. Let IAAP help you hone your professional skills with audio seminars and audio- and web-based workshops. Use the live

sessions for independent learning or gather a group and make it a team venture. It's all the same price. You'll also receive recertification points.

IAAP Podcasts are available for additional training opportunities. These audio files are ready on demand, so if you find yourself unable to sleep at 3 am or the cable goes out, here's a great chance to expand your knowledgebase and skill sets. There is no charge for listening to these Podcasts. You may recognize some of the presenters from this year's EFAM.

Examples of programs offered are:

- Time & Workload Management
- Ethics and the Workplace
- Admins and Workplace Violence
- Talent Management
- Authenticity: The Art of Being Yourself
- Admins Play "Let's Make a Deal"

- Resumes that Get Results
- Mobile Devices and the Office
- Writing for the Web

Find out more information on the program schedule, pricing (if applicable), and registration information by visiting the IAAP-HQ website under Education & Events, Admin Training, Webinars and Seminars.

Research & Education Foundation

The IAAP Research and Educational (R&E) Foundation was established by a Declaration of Trust in 1966 as a 501(c)(3) organization that accepts tax deductible contributions within the parameters of Section 170 of the IRS code.

Through the years, the Foundation has assisted the profession through the support of constituent research and benchmarking studies to help insure that the Association is focused on best practices in office administration. In addition, the Foundation has played a pivotal role in advancing the profession by making sure that the Association's certification programs keep pace with the needs of the profession and

requisite skills necessary to optimize office productivity.

In the spring of 2009, the R&E Board of Trustees appointed a subcommittee to review the Foundation's mission and vision within the context of the rapidly changing needs of the profession. On July 24, 2009, the Board of Trustees approved the following mission and strategic goals to insure that the Foundation was best meeting constituent needs in the years ahead:

Mission Statement: The IAAP Research and Educational Foundation is committed to advancing the careers of administrative

professionals through research, education and publication initiatives that enhance their professional development.

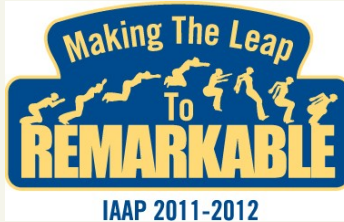
Strategic Goals:

- Conduct, sponsor, or promote targeted educational programs that meet the needs of the profession, align with the strategic priorities, and communicate the core values.
- Support scholarships for IAAP educational conferences and IAAP certification programs.



- Conduct content validity studies for the CPS and CAP exams.
- Participate in co-branded research studies germane to the profession.
- Publish and promote educational and research materials.

You can support the R&E Foundation by conducting a chapter fundraising event, securing a corporate gift to support the mission, and/or making a personal contribution to the Foundation. All contributions to the Foundation are tax deductible.



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R e c e r t i f i c a t i o n I n f o r m a t i o n

This month, I would like to explain the recertification process and include some tips on how to make it as painless as possible.

Step I: Download the latest information on what qualifies for recertification. Go to the IAAP website, clicked on "Resources," then "Search Library." In the "Search" field, type "recertification." Then a variety of information will display. Pick out what information would be useful to you. Print it out and put it in your new "Recertification" loose-leaf notebook. You should also save the file(s) to your computer.

Step II: Besides saving what qualifies for recertification, downloaded the "Updated Recertification Spreadsheet." This is a great tool to input your recertification data as you go. Let me give you an example.

Let's say that you just received a recertification certificate for attending a one-hour chapter meeting program called, "Become an Outstanding Team Member," on June 10. Under the

Continuing Education" section, you would write what's in Exhibit A.

Save the worksheet and you're finished for the time being. One last thing, make a copy of the certificate and keep two separate folders, originals and copies. When you get your 60 points and want to recertify, always send the copies of your certificates to IAAP, not your originals.

You need a minimum of 30 points under "Continuing Education," with a maximum of 60. It's written at the top of the spreadsheet.

Step III: If you have leadership experience, be sure to get documentation after your year is up. That is so much easier to get a letter from the chapter president (or the person in charge at whatever level you are participating) now rather than wait until five years is up. You may also keep a copy of the

Annual Meeting agenda, which provides the names of officers and committee chairmen. So if you were an officer (president, vice president, treasurer, secretary) or a committee chairman, you get five points for each year of service. The maximum number of points in this category is 20. Remember, that the same holds for leadership positions in the Division or on the International levels.

Step IV: When you have your 60 points (which includes at least 30 in continuing education), download the recertification application from the website. Print out your spreadsheet and attach copies of your recertification certificates. Write a check for \$75 to IAAP and send them in. For peace of mind, send it by Priority Mail or Express Mail with a delivery confirmation. When the information is received by IAAP, you will receive a confirmation email. Then it will take 4-6 weeks for the paperwork to be processed. The time will go quickly and before you know it, you will be recertified.

That's it! IAAP makes it as painless as possible for you by offering resources right on their website.

Lorraine R. Engenito, CAP

Exhibit A				
Date	Title & Description	Presented by	Hour/Credit/CEU	Points
6-10-11	Becoming an Outstanding Team Member	Joan Kelly	1	1