



## IAAP Helps Administrative Professionals Turn Jobs into Careers

Membership in International Association of Administrative Professionals can help office professionals develop their personal and professional skills and build their careers. IAAP is the world's leading association for administrative assistants, secretaries, office managers and other administrative support staff, with 40,000 members and affiliates in 25 countries worldwide.

Members tap into an extensive knowledge base regarding in-demand administrative skills, office trends, standards and best practices through access to IAAP publications, professional development programs, and other association resources. In addition, networking and leadership opportunities are available through involvement in regional divisions and local chapters.

Benefits of IAAP membership include:

### **Seminars and Conferences**

IAAP and its regional divisions and local chapters host a variety of seminars, workshops and conferences featuring internationally recognized speakers. Topics range from workplace trends and technology, to leadership skills and career planning. IAAP's largest training event is the annual International Education Forum and Annual Meeting, held each summer.

### **Personal and Professional Development Resources**

IAAP offers more than 250 books and other educational resources on all facets of office administration. IAAP's *Complete Office Handbook* is considered to be the definitive reference guide for today's electronic office. In addition, online training programs and courses are available on the IAAP Web site.

### ***OfficePro*® Magazine.**

Published eight-times per year, each issue of IAAP's award-winning magazine gives readers a wealth of tips and advice on office administration and career development. We also publish an executive edition targeted at manager and executives.

### ***OfficePro Express***

Twice monthly members open the e-newsletter *OfficePro Express* for a quick summary of news and the latest in web tools that make their job, and your life, a bit easier. Members love *OfficePro Express* because they can get news and information, links and handy web tools in a concise format.

### **Connections Newsletter**

IAAP's monthly newsletter give members an update on association news and also articles from authors and professional speakers writing about current topics that affect admins in the workplace.

### **Networking**

From local chapter meetings to online information sharing with administrative professionals around the world, IAAP members build valuable personal connections and gain knowledge about best practices. IAAP members can be found in most large corporations, small businesses, government agencies, schools and many other types of organizations.

### **IAAP Web Community**

A Web 2.0 resource that is stocked with useful documents, a Wiki, blogs and e-groups centered around topics of interest or needed training on such as Excel, Outlook, meeting planning and a host of other subjects.

**Professional Certification.** IAAP enables administrative professionals to demonstrate their advanced knowledge and proficiency through two certifications, the **Certified Administrative Professional** and the **Certified Professional Secretary** ratings. More than 62,000 office professionals have attained certification from IAAP.

**Research.** IAAP monitors current trends and practices in the administrative profession, and is a clearinghouse for information and the latest research findings. We conduct regular surveys of our members and keep both members and the news media up-to-date on trends and research.

**Administrative Professionals Week.** IAAP is the sole official sponsor of Administrative Professionals Week, conducted annually since 1952. IAAP and its chapters join in this observance recognizing the important contributions of administrative professionals worldwide.

*IAAP was founded in 1942 and the association's headquarters is located in Kansas City, Missouri. For further information on IAAP professional development programs and member services, call (816) 891-6600 or e-mail [service@iaap-hq.org](mailto:service@iaap-hq.org) or visit IAAP's Web site, [www.iaap-hq.org](http://www.iaap-hq.org).*

# ***IAAP—Who We Are and What We Do***

## **History and Mission**

- Founded in 1942 as the National Secretaries Association to provide a professional network and educational resources for secretarial staff. Our name changed to Professional Secretaries International in 1981 and to the International Association of Administrative Professionals in 1998. IAAP established the Certified Professional Secretary program to set standards of excellence in 1951 and introduced the Certified Administrative Professional program in 2001.

## **IAAP Mission**

- The IAAP **mission** is to enhance the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.

## **Association Structure**

- A total of 40,000+ members and affiliates; 600 chapters; 35 regional divisions in six districts.
- International in scope – members and chapters in 25 countries.
- Non-profit organization classified by the IRS as a 501(c) 6 association.
- Governed by a 12-member International Board of Directors, elected annually by member delegates at the IAAP International Education Forum and Annual Meeting.
- IAAP owns and operates its headquarters building located in Kansas City, Missouri.
- IAAP has members in almost all *Fortune 500* companies, thousands in mid- to small-sized businesses, educational institutions, non-profit organizations, and federal, state, and local governments.
- IAAP is not a union organization – we work in partnership with employers to promote excellence and lifelong learning.

## **Core Values**

IAAP's core values, defined as a set of guiding principles or tenets that define what the organization stands for, include:

- **Integrity:** We demonstrate this cornerstone of our profession through honesty, accountability and high ethical standards.
- **Respect:** We create respect within our profession and association through listening, understanding and acknowledging member feedback.
- **Adaptability:** We ensure the success of our association by embracing positive change and by nurturing diversity, creativity and visionary thinking.
- **Communication:** We cultivate and maintain excellence by remaining approachable at all levels, communicating openly and building strong relationships.

- **Commitment:** We are steadfast in our goals to develop learning opportunities for career-minded administrative professionals and to strengthen efficiency and effectiveness.

## IAAP Membership Benefits

### Benefits to the office professional:

- Members have access to a local and international network of colleagues, trainers, experts and managers imparting essential information and insights on office trends and best business practices through conferences and our Web Community.
- The award-winning [OfficePRO magazine](#), published eight-times a year, plus an executive edition, contains a wealth of information on new technologies, career development, productivity tips, office product reviews and other useful news.
- [OfficePro Express](#) comes out twice a month and gives members a quick summary of news and the latest in web tools.
- [Seminars and conferences](#) – Annual events offering a wide array of educational workshops and hands-on training including the International Education Forum and Annual Meeting (summer), Professional Education Conference (spring) and Certification Conference (fall). In addition, IAAP Districts, Divisions, and Chapters hold events and activities at various times of the year.
- Personal and professional development resources – members receive exclusive discounts on more than 250 books and self-study courses, many providing the Continuing Education Unit (CEU). IAAP's *Complete Office Handbook* is considered to be the definitive reference book for today's electronic office. [Online training and degree programs](#) are also available.
- [Professional certification](#) – achieving certification through IAAP is the internationally recognized standard of excellence. IAAP offers the Certified Professional Secretary and the Certified Administrative Professional ratings.
- Service and support from the International Headquarters in Kansas City where staff assists with member services, professional development advice, personalized education and other programs and services.
- Local chapter and division benefits include newsletters, chapter programs and mentoring opportunities. Members also get the opportunity to learn leadership and public speaking.
- Exposure to other professionals outside your company to help expand your interpersonal skills through the [IAAP Web Community](#). A Web 2.0 resource that is stocked with useful documents, a Wiki, blogs and e-groups centered around topics of interest or needed training on such as Excel, Outlook, meeting planning and a host of other subjects.
- Discounts on educational products and resources that have been created, reviewed and/or selected especially for admins including discounts all our conferences and on IAAP's professional certification exams.
- Access to information on the latest trends and research for the profession, such as reviews of new computer software releases, previews of new responsibilities admins may be assuming, benchmarking details from other companies, best practices and more.

## Benefits to employers of office professionals

- IAAP members receive tools and knowledge necessary to become more effective contributors to their employers. By reading IAAP publications and attending IAAP educational events, members stay on top of their profession.
- Save time and money – When seeking ideas and know-how for a specific project, IAAP members don't often have to reinvent the wheel. They can call on the support of their peers through the extensive IAAP Web Community.
- Members receive leadership training and experience that builds their confidence and teamwork skills through their work at the chapter and division level.
- IAAP members are better-prepared, front-line “ambassadors” for their employers. Having knowledgeable professionals on staff reflects well on your business or service.
- Workers experience professionalism first-hand and aspire to greater professional heights.
- Helps in recruiting new admins and retaining current workers.
- Builds a team spirit among admins across departments and facilities.
- Maximum bang for the buck with minimal cost—access to current business research, targeted publications, selected study materials, certification programs and more.
- Opens communication between management and administration, producing better work relationships.
- Raises admins to a professional level that serves all corporate team members well (managers and other professionals perceive admins in new ways which may also help in delegating more work to admins as they are seen as capable professionals).
- New feelings of self-worth and competence empower admins to tackle more (and more difficult) challenges instead of waiting for assignments which helps managers get more done with the confidence it is being done right.

## Professional certifications from IAAP

If you're looking for ways to help you get ahead in the workplace, we at IAAP offer two professional ratings for office professionals. The Certified Professional Secretary and Certified Administrative Professional ratings are the industry recognized standards of proficiency.

You'll improve your professional qualifications, increase your skills and knowledge and raise your self-esteem by taking and passing the exams. You may also obtain college credit and, according to the latest survey from *OfficeTeam*, get up to a seven percent increase in salary.

The CPS and CAP exams are based on the premise that an administrative professional should have basic knowledge of office systems, technology, office administration, and management, and know how to apply the principles of good human relations and communications. Some of the examinations are based on knowledge acquired by the office professional through formal education and informal reading. Employers also expect their admin to be thoroughly familiar with current techniques in office practice and procedures and aware of developments in office systems and technology.

### Certified Professional Secretary

The CPS Examination is a three-part exam, covering the areas of office systems and technology, office administration, and management.

### Certified Administrative Professional

The advanced CAP Examination is a four-part exam, covering the areas of office systems and technology, office administration, and advanced organizational management.