



International Association of
Administrative Professionals®
North Dallas Chapter

www.iaap-hq.org



**MISSION
STATEMENT**

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

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North Dallas e-Talk

A monthly publication for the members of the North Dallas Chapter IAAP®

www.iaap-northdallas.org

September 2011

President's Perspective



Finally, summer is coming to an end, kids are back in school, and our new IAAP year is off to a great start. It is wonderful to see our loyal members each month and so many new faces; new members and visitors alike. I would also love to see those of you whose busy schedules have kept you away. You are really missing great programs and networking opportunities.

We have a great new Board and wonderful Committee Chairpersons that are invaluable to our Chapter. We are still searching for a member to Chair the Ways and Means Committee. We would really like to focus on the basics – education, networking, and communications. To do this we need quality programs and funds to run our Chapter. We have a strong Chapter that is doing well, and we need someone to really help us grow as a Chapter. The Ways and Means Committee Chair is an important position for the Chapter. It is the responsibility of this

committee to plan and guide us in fund-raising to fund our programs, purchase meeting supplies, and host chapter meetings and events.

The North Dallas Chapter hosted our quarterly NETAC (North East Texas Area Council) meeting on Saturday, August 20 at Cibus in Northpark Center. We were represented by 3 board members as well as 2 committee members. One of the speakers, Donna McPherson, CPS, President of the North Tarrant Bluebonnet Chapter spoke to us about focusing on the basics. I think this is a great piece of advice for all of us. When planning for the future let's all ask ourselves, "What will this do for me or my Chapter?" and, "Is this going to encourage growth or enhance my education?" Chapter meetings, NETAC, and other division meetings and training sessions are also a great way to network.

I would like to encourage you to go ahead and sign the MOE form and commit to becoming a Member of Excellence this year. You can find all the information you need at our headquarters website under the Members area, Member Resources, Pathways to Excellence. Won't you join me in being the best you can be this year? If you ever have any

questions, concerns, ideas, or information, please feel free to contact me via phone or email at 214-693-4514 or sherry.allen@assurant.com.

I look forward to seeing each of you at the Chapter Meetings. Let's have a REMARKABLE year in IAAP! Thank you for your continued support and participation.

Sherry Allen, CPS/CAP
President
North Dallas Chapter

Join us at our
September 20th
meeting for
Social Media
with Kevin Fish.

Kevin will introduce us to the ever-changing social media landscape, and review ways some of the top brands are using social media to connect with their customers.

You won't want to miss it!!

See page 2 for program details and page 10 for reservation instructions.

Our September 20th meeting presenter brings us knowledge and years of experience in **Social Media from our speaker **Kevin Fish.****

This course will introduce you to the ever-changing social media landscape. Examples of effective ways some of the top brands are using social media to connect with their customers will be reviewed.

- **Identify popular social media channels and how they are used.**
- **Develop an awareness for effective uses of social media by brands.**
- **Identify the risks posed by social media to a brand.**



Alison Gladwin from Pizza Hut shares useful tips on how to plan and conduct productive meetings.

AUGUST MEETING HIGHLIGHTS



Lynda Green, CPS pins new member Barbara Johnson...welcome Barbara!



L-R: New member Barbara Johnson; guests Debbie Light, CPS and Annie Dawson, CPS/CAP from the Plano Chapter.



L-R, standing: Debbie Perrone, Mary's guest; Mary Williams, CPS/CAP; Taylor Crow, Josie's guest; Alison Gladwin, speaker.
L-R, seated: Liza Rodriguez, Josie's guest; Josie Betts, CMP, CPS/CAP.





2011-2012 Board of Directors

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* Member of Excellence

OFFICETEAM®

Specialized Administrative Staffing

A Robert Half Company

WOULD YOU ENDURE A BAD BOSS?

It's often said that the people you work with can make or break a job, but could you tolerate a bad manager? In a survey by OfficeTeam, 46 percent of employees said they've worked for an unreasonable boss. Of those individuals 59 percent said they stayed put and either tried to deal with the issue or suffered through the torment.

What can you do if you have a difficult boss? Following are different types of challenging bosses and how you might handle each one:

- **The micromanager** has trouble delegating tasks. This boss looks over your shoulder to make sure you complete a project *exactly* as told.
Coping strategy: Trust is usually the issue here, so make sure you build it. Meet all deadlines, pay attention to details and keep your supervisor apprised of all the steps you've taken to ensure quality work.
- **The poor communicator** provides little or no direction. Your assignments often have to be completed at the last minute or redone because goals and deadlines weren't clearly explained.
Coping strategy: At the outset of a project, ask for any information your boss has not yet provided. Diplomatically point out that it's critical to have these details up front to ensure you meet his or her expectations. Seek clarification when confused and arrange regular check-ins.
- **The bully** wants to do things his or her way, or no way at all. Bosses like this also tend to be gruff with others and easily frustrated.
Coping strategy: Stand up for yourself. The next time your supervisor shoots down your proposal, for example, calmly explain your rationale. Often, this type of manager will relent when presented with a voice of reason.
- **The saboteur** undermines the efforts of others and rarely recognizes individuals for a job well done. This supervisor takes credit for employees' ideas but places blame on others when projects go awry.
Coping strategy: Your job is to make your manager look good, but not at the expense of your own career advancement. Ensure your contributions are visible to others, including those above your boss in the organization, if possible. Keep track of your past projects and all communication with your supervisor, in case you ever need to defend your work ethic to senior management.
- **The mixed bag** is always a surprise. This manager's moods are unpredictable: He or she may confide in you one day and turn a cold shoulder the next.
Coping strategy: Try not to take this kind of disposition personally. Stay calm and composed. When this supervisor is on edge, try to limit communication to urgent matters.

You're likely to encounter various work styles during your career. By making an effort to understand each other, even people with different work styles can coexist in a productive and peaceful workplace.

OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has more than 315 locations worldwide, and offers online job search services at www.officeteam.com.

Top 10 NEW Office Supplies I Discovered at IAAP EFAM 2011

By Julie Perrine, CPS/CAP, MBTI Certified

Each year at the International Association of Administrative Professionals (IAAP) Education Forum and Annual Meeting (EFAM), they host a two-day Office Expo packed full of many of the major brands you've come to recognize as you shop for office supplies. As you can imagine, they know admins oversee the office supply cabinets, and they make sure we see the latest and greatest they have to offer. If they're really smart, they send us home with samples so we can test them out for ourselves. Here is my top 10 list (with an honorable mention) from this year's IAAP EFAM Office Expo showcase.

1. Expo NEON™ Dry Erase Markers by Sanford Brands

These are my top pick from this year's Office Expo. They write on black and white dry erase surfaces. They look like they are glowing when you use them on black surfaces. As you can see from my experiments around the house, they write nicely on the front of my dark microwave door and they're great for leaving messages on mirrors! Who needs chalk board paint? Not me. And they clean up just like regular dry erase markers! www.expomarkers.com or www.facebook.com/EXPOmarkers

2. AVERY® Protect & Store Mini Binders 5 1/2" x 8 1/2" sizes with Accessories

You know I'm the binder queen. I LOVE binders for organizing and storing almost anything. So you can imagine my delight when I discovered not only do these cute little mini binders now come in some amazing color choices, they also come with accessories designed specifically for them. I think I was as excited about the accessories as I was the binders. Plus all of the accessories are punched such that you can easily insert them into the same sized paper planner system you may be using. I love that, too!

- Mini Durable Protect & Store™ View Binder, White AVE-23011
- Mini 5-tab Index Maker® Clear Label Dividers, AVE-11426 (8-tab also available AVE-11427)
- Mini Business Card Pages, 5-pack AVE-76025
- Mini Binder Pockets, 5-pack AVE-75307

We didn't receive samples of these, but the Diamond Clear Heavyweight Sheet Protectors AVE-77044 are also available for this mini sized binder. SWEET! www.avery.com

3. Pendaflex Divide-It-Up File Folders

Have you ever searched through a file folder multiple times looking for a lost item? Search no longer. Introducing another must have – the Divide-It-Up folder. This folder has 3 sections in 1 folder so you can sub-divide the folder into sections that you can access quickly and easily with side tabs. One large tab lets you identify the folder contents. Three smaller tabs identify each section within that file for more efficient document retrieval. Better yet, it's sealed on two sides so documents won't fall out. Item # ESS 10770 www.pendaflex.com

4. AVERY 5153 Name Badge Labels

If you're looking for some bright, new, cheerful looking name badges for last minute use at an event or meeting, tuck these in your meeting planning folder. They measure 1" X 3 3/4" in size and have five name tags per sheet. What I love the most is each name badge label is trimmed in a different colored border with "Hello My Name Is:" on the left side with room to write in your name on the rest of the label. They don't look or feel quite as clunky as a traditional name badge, and they have "friendly" built into them with the pre-printed greeting on the left. I can't wait to give them a try! www.avery.com

5. AVERY Write, Peel, Stick™ Label Books

Who hasn't used "sticky notes" for labeling things? But they don't always stay where you want them or hold as long as you need them to. In comes Avery to save the day with their compact and easy to transport label books. Each label book has two sizes of labels: 1"x3" and 2"x3". Each label is fully adhesive and fully removable...you know like sticky notes...except they are more likely to stay in place until you decide it's time to remove them. I already have one in my purse and one on my desk! AVE-22071 www.avery.com

6. AVERY Printable Tags with Strings

If you've ever tried to attach labels or cards to products, door prizes, or garage sale items, you'll love these. Give your product an upscale, elegant feel with these easy-to-use and print customized hanging tags. They come 8 tags per sheet that you can run through your printer just like you would business cards. Once they are printed, you can pop them out, attach the strings (which come with the set) and you're ready to roll. AVE-22802 www.avery.com

7. Post-it® Brand Full Adhesive Notes

Not to be outdone by Avery, Post-it® counters with a NEW full adhesive backed note. Their brochure boasts it "holds stronger and longer yet removes cleanly." One nice part about full adhesive means you can remove the last two sheets and stick the pad to the interior of a file folder or a binder and it will hold in place because it has more surface to stick with. They even come in some fun colors, so check them out. F330-4SSAU is the assorted brights 4-pack or F330-4SSY is the yellow 4-pack. www.Post-it.com/fulladhesive

Continued on page 7



THANK YOU PIZZA HUT!

Generous sole
sponsor of our
chapter website!

Quick tip for you
and your friends, so
pass it along...

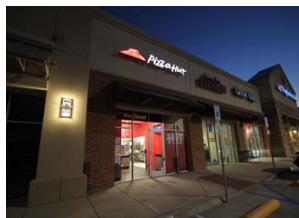
Before ordering
your next pizza
from Pizza Hut, go
to our chapter
website at

[www.iaap-
northdallas.org](http://www.iaap-northdallas.org)

Click on the Pizza
Hut logo, and off
you go!

Next stop...

YUMMY!!!!



Congratulations 2010-2011 Pathways to Excellence Award Winners!

North Dallas Chapter is a
Chapter of Excellence!

Members of Excellence:

Josie Betts, CMP, CPS/CAP
Beth Childers, CPS/CAP
Lynda Green, CPS
Debbie Johnson, CPS
Joan Teeling, CPS

*Thank you for your commitment to IAAP
and the North Dallas Chapter!*

Food for thought...

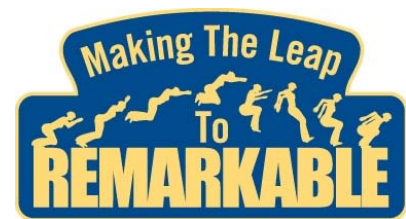
"The best mind-altering drug is the truth."...
Lily Tomlin, Comedian and Actress

"Everything that has existed, lingers in Eternity."...
Agatha Christie

"Character is what we do when no one is watching."...
Author Unknown



2011-2012 International President
Tamra Goodall, CPS/CAP
announces her theme at the
2011 International Education Forum
and Annual Meeting (EFAM)
in Montreal.



8. Sharpie Pen

I have to admit I was a skeptic when I first saw these. But having taken notes over the course of a 3-hour meeting this week with this cool new pen, I'm a fan now! The brochure boasts smooth, consistent writing, precise and durable tip, won't bleed through paper, and smear resistant ink. I have to agree. I figured I'd be switching to my old meeting note taking standby before the bottom of page one, but the more I wrote with this pen, the more I liked it. It's the best of the permanent marker world and the smooth writing pen world wrapped into one super useful new writing device. www.sharpie.com or www.sharpieuncapped.com

9. The Comfort Makers® Rolling Wrist Rest

The brochure says "Independent wheel rotation for smooth rolling in any direction", and it's true. This is a cool invention...and ergonomic, too. You can go from mouse to keyboard without lifting your wrist thanks to the 360 degree wheel rotation on all four corners of this amazing new tool. Item number 99504. www.mastermfgco.com

10. Samsill Speedy Spine Binders

I loved talking to the guys at this booth. They not only made me laugh, they love binders as much as I do. So we had a great conversation about the use, value, and functionality of binder. It was stimulating conversation for sure. ;-) But seriously, for ANY admin – and I know this has happened to you, too – who has ever struggled to get a spine to go into a view binder...Samsill Speedy Spine Binders to the rescue! A few months ago I documented my procedures for stuffing binder spines efficiently when one of my clients had shown me a binder spine she'd taken a scissors to in order to free a stuck spine that didn't stuff so smoothly. It was ugly! But after seeing these ingenious new binders, I am certain admins around the world will breathe a huge sigh of relief the next time they are tasked with assembling the binders for a meeting or an event. If you don't believe me, check out their demo video here: www.speedyspinebinders.com. Plus they have a BindersforLife™ Guarantee, so you can't go wrong. www.bindersforlife.com.

Honorable Mention:

At-A-Glance® Planning Notebook with Circle the Date. Plan. Write. Remember.

This item was actually one of our free attendance/registration gifts that we received upon arrival at EFAM. This cool new notebook concept comes with a plastic pocket in the front of the notebook and planning calendars in the back. The concept is you super cool because you can take notes for any meeting, any day of the year. Down the side margin it lists 1 to 31 and January through December. So you can circle the appropriate month and day that you are taking the notes and write in the year. The pages are nicely perforated for easy removal and filing later. It also comes with an elastic band around the open edge to keep it closed when it's not in use. Brilliant. Reorder # 80-6205

One final note: Some of these items are BRAND NEW and haven't been released for sale just yet. So if you can't find them through your office supply retailer, keep watching because they'll be appearing soon in an office supply catalog near you!

Julie Perrine, CPS/CAP, is a personality strategist, personal brand analyst, and administrative mentor who teaches administrative professionals and entrepreneurs how to increase their professional opportunities and achieve more productive and meaningful relationships by utilizing innovative technology, ideas, and people. Learn more and request your FREE copy of our special report "Creating Your Strategic Administrative Career Plan" at www.AllThingsAdmin.com

EVERY BOX TOPS FOR EDUCATION CHALLENGE

The North Dallas Chapter will again participate in the Avery Box Tops for Education Challenge. More details will be communicated soon, but start saving your box tops now and bring them to any chapter meeting!

The chapter that collects the most box tops can win up to \$2,000 from Avery which will be presented at 2012 EFAM in Grapevine, Texas!



Avery Great Results Chapter Achievement Consolation Donation

In recognition of North Dallas Chapter's participation in the 2011 Avery Great Results Chapter & Division Achievement Awards program, Avery has made donation to the IAAP Research & Educational Foundation in the name of each of the 311 chapters that applied who were not selected as winners. Thank you to all of these outstanding chapters!

Maureen Tarango
Consumer Development Specialist
Avery Dennison

Fall Forward

HOT TOPICS FOR TOMORROW'S WORKPLACE

Catch the wave to IAAP's 2011 Final Fall Conference!

Don't miss this chance to hone your administrative edge at Fall Forward: Hot Topics for Tomorrow's Workplace, Oct. 9-12 in San Diego.

Hotel rooms are filling up fast with very limited space left at the main Marina Tower. Rooms are still available at the hotel's Bay Tower, a short 5-minute walk to the conference.

Add the pre-conference technology workshop with Annette Marquils of Triad Consulting and be automatically entered in a drawing for a Nook color eReader.

For more information, visit
www.iaap-hq.org/events



2011-2012 MEMBER OF EXCELLENCE CRITERIA

Revised to take effect for 2011-2012 IAAP Year:

Beginning July 2011, the wording of criterion 6 has changed, waiving the mandatory requirement for new members who joined in the current fiscal year. The criterion is still mandatory for renewing members.

Revisions and clarifications to the 2010-2011 criteria are identified by bold/underlined text.

IAAP Headquarters Membership Department reserves the right to request original documentation of criteria earned.

Revised Criteria as of July 1, 2011:

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. Hold a current IAAP Certification (i.e., CAP as prescribed by the new curriculum.)
2. Download the Member of Excellence Commitment form; sign and date the form.
3. Actively participate in the IAAP web community forum discussions or write an article (minimum 200 words), and have it published in an IAAP publication (chapter, division, or international level.) Recommending another author's article does not qualify.
4. Attend at least one professional educational workshop, seminar or conference (at least 60 minutes in length) and provide a short paragraph on how the training relates to your job or your role in IAAP. It can be an IAAP or non-IAAP workshop, seminar, or conference; however, it cannot be included in your calculations to meet the requirement of criterion #9.
5. Hold a degree, certificate or equivalent (a minimum of one year in length) from an accredited college or university or hold a Microsoft certification.
6. Pay membership dues on or before anniversary date. This criterion is a mandatory requirement. This mandatory requirement will be waived in the case of new members joining IAAP in the current IAAP fiscal year who want to work towards becoming a Member of Excellence.
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 at least 60 minutes in length. (Note that the presentation does not need to qualify for recertification points.)
9. Attend a minimum of eight (8) IAAP chapter, division or international sponsored meetings, programs or events (any combination.) These meetings, programs, or events cannot include an event used to meet the requirement of criterion #4.
10. Recruit at least one new member.
11. Integrate IAAP membership and involvement into annual performance plan or review.

WHAT'S COMING UP...

NORTH DALLAS CHAPTER

September 20

Social Networking with Kevin Fish.

October 18

PowerPoint Presentation Skills

October 29

Joint North Dallas and Plano Chapter seminar at Pizza Hut
(details will be communicated soon!).

November 15

Professional Protocol with Colleen Rickenbacher.

December 13

Holiday Event

IAAP

October 15

IAAP University hosted by the Las Colinas Chapter. For details, go to www.lascolinasiap.org.



JOIN US FOR OUR NEXT CHAPTER MEETING!

Meetings are held the third Tuesday of each month (except May and December, which is the second Tuesday) at:

Maggiano's Little Italy
6001 W. Park Blvd. in Plano
(Northwest corner of Park Blvd. and the Dallas North Tollway)

Networking	5:30 p.m.
Dinner	6:00 p.m.
Program	7:00 p.m.

\$25 for members and their guests
\$30 for non-members and guests

Program only (no meal) \$5 for members, \$10 for non-members.

Dinner reservations **must be made by the Thursday prior to the meeting** by contacting Joy Yockey at IAAP.Reservations@yahoo.com



September Birthdays and IAAP Anniversaries

<u>Birthdays</u>	
Debbie Johnson, CPS	14
Pam Powell	22

<u>Anniversaries</u>	
Brenda Rogers, CPS/CAP	2004
Amanda Dupuis	2010

e-Talk Contributions

If you have something you would like to include in the next edition, please email it to Debbie Johnson at dsjohnson@comerica.com, or Josie Betts at josie.betts@yum.com by the 25th of the month.