



International Association of  
Administrative Professionals®  
Edmonton Chapter

# Passion & Purpose



I A A P - E D M O N T O N C H A P T E R

## President's Last Message

As I write these words, I realize that my year as your President is quickly coming to an end. That brings mixed emotions, a genuine sadness to my heart as well as a sigh of relief, and a smile in remembering what all has taken place over the last 11 months.

As outgoing President, the first order of business is to congratulate Vern McLaren on his successful election as our new President and wishing him the best for the role. I would like to take this opportunity to express my deepest appreciation and thanks to the Board, directors at large, and committee members for their hard work, support and for sharing the challenge of achieving the common interests of the chapter by sacrificing individual concerns. I would also like to express my sincere appreciation to all our members and friends who had supported our functions and activities throughout the year. Without your ongoing support there would be no Edmonton Chapter. Now that I assume my board duties as Past President, I look forward in being active on committees going forward. It has been such an honor and privilege to serve our association this year; I thank you for your confidence in me and the kindness you have all shown over the last year.

This year our membership numbers decreased and increased, bringing our association to more than 58 members! Thanks to the Board, speakers, sponsors, and members, who continue to see the value in the professional development and networking opportunities provided by our chapter and are committed to supporting our efforts for continued growth. I truly cannot tell you how outstanding I think our association is, we have the greatest bunch of members that are genuinely there for one another in times of need, for support, whether personal or professional.



Remember that the key to continued success for our chapter is the participation of our membership. Get involved in the association and stay engaged. Give us your ideas, time, and expertise! As an association, we will only be as strong as the talents and contributions of its membership.



Ingrid Piecha  
President, IAAP Edmonton Chapter

### BOARD MEMBERS

Ingrid Piecha, *President*  
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### Newsletter Details

The newsletter is published once a month from September to June. The deadline for submissions is the last day of the month. Submissions can be sent to Joyce Aulenback at aulenbak@interbaun.com.

### Important Dates—Mark Your Calendar!!!

August 13—Vision Meeting for the Edmonton Chapter

August 20—Strategic Planning Session in Calgary

Watch your Email for more details about each of these!

### Pathways to Excellence

For the past two years we achieved the status of *Chapter of Excellence*, and we are well on our way to reaching our goal of getting it again! This shows that the Edmonton chapter has a **passion** for excellence and sees the **purpose** needed to achieve the goal!

There is also a category for *Member of Excellence*, which several of our members achieved last year and are close to getting again this year. **Do you qualify?** You might be surprised at how easy it is! Check it out by logging into [www.iaap-hq.org](http://www.iaap-hq.org). Once you've signed in, look under the "Member Resources" tab.

Desire is the key to motivation. But it's the determination and commitment to an unrelenting pursuit of our goal—a commitment to excellence—that will enable us to attain the success we seek.

Mario Andretti

## Membership

### Making the Leap to Remarkable!

As our season draws to a close, the Edmonton Chapter remains at a steady membership count of 58! We have received 11 new members over the past two months, and would like to welcome Betty Lam, Chelsey Hendricks, Lori Gibb, Gail Minty, Lyn Michelin, Lesley Moore, Melina Santoro, Julie Ewashko, Nwanne Kula, and Sharon Craig. Welcome ladies! As the summer is spent relaxing and catching up with lakeside friends, remember to pass on information about IAAP to those you meet in your travels. You never know who might become our friends too! We have now been a chapter for 25 years, and over the last 10 years that I have been a member, I have seen vast changes in our profession and great improvements in technology, so imagine what the next 25 years will bring! To all of you have a safe, wonderful summer, and we will meet again in September!

Hilary Allbon, CPS, MOS, Membership Chair



## Certification Update

Today's administrative professional needs a wide base of knowledge ranging from technical skills to expert communication abilities.

**Professional certification** shows employers, clients and associates that you are serious about your career. The International Association of Administrative Professionals® (IAAP®) offers the Certified Administrative Professional® (CAP®) rating and the Organizational Management (OM) specialty exam.

Certification is a valuable tool for both employers and administrative professionals. For employers, it assures that a prospective or existing employee has the highest standard of professional understanding and technical skill. For administrative professionals, it opens doors to advancement opportunities and is a valuable learning experience.

IAAP is moving from a two rating system to a one rating system, with areas of specialty. The base rating will be Certified Administrative Professional, the CAP rating. The first specialty will be in Organizational Management, the OM. This change was effective November 2011.

The Certified Administrative Professional (CAP) program includes advanced competencies required to perform effectively as an administrative professional. It was offered for the first time in May 2001, and will continue on as IAAP's one professional rating.

Starting November 2011, the CAP examination will be a 1/2 day exam, covering eight areas. The CAP exam is offered twice annually—in May and November.

To apply to take the CAP exam, you must have completed two to four years of work experience as an administrative professional in the past 15 years. Educational background determines the amount of required work experience. The application and Exam Guide are available on the IAAP web site at [www.iaap-hq.org](http://www.iaap-hq.org) under Certification.

*The new CAP examination will cover:*

- ☆ Communication
- ☆ Organization and Planning
- ☆ Information Distribution
- ☆ Records Management

- ☆ Physical and Information Resources
- ☆ Document Production
- ☆ Financial Functions
- ☆ Human Resources

The exam primarily focuses on testing a candidate's knowledge of a single concept in a single question. This is a 4 ½ hour exam, with approximately 350-375 multiple choice questions

*The new Organizational Management specialty exam will cover:*

- ☆ Organizational Planning
- ☆ Advanced Communication
- ☆ Advanced Administration
- ☆ Team Skills

The OM specialty exam is a 3-1/2 hour exam consisting of approximately 175 questions. This is a scenario based multiple-choice exam with one correct answer per question. Critical thinking skills, along with experience and education, are needed to pass this exam.

Applications for the CPS or CAP exam must be received by February 15 for the May test or by August 15 for the November test.

There are some special circumstances that apply to the CAP certification program. Active CAP holders may apply to take the OM specialty exam. Organizational Management is a specialty exam, not a professional rating. To apply to take the OM specialty exam, you must have an active CAP rating; or be applying for the CAP exam at the same time. New CAP candidates also taking the OM specialty exam will not be certified if they pass only the specialty exam.

The Exam Guide should be used to direct any course of study for these exams. The college texts listed in the Exam Guide are the actual references used to write the exams. There are review materials by Metcalf Educational Services, specific to the IAAP exams. Complete details on certification and recertification are found on the IAAP Web site ([www.iaap-hq.org](http://www.iaap-hq.org)) under Certification and then Recertification.

If you require more information, please contact Hilary Allbon at [hallbon@shaw.ca](mailto:hallbon@shaw.ca), or ask her at today's event!

*Hilary Allbon, CPS, MOS, Membership Chair*

## Events & News

### Education Forum and Annual Meeting (EFAM), July 24-27, 2011

Next month will bring us the event we have been waiting for ... the great Canadian EFAM in *Montréal*! Several members from the Edmonton Chapter will be travelling to Montréal, a beautiful city, known for its cosmopolitan lifestyle, hospitality with a distinctly French flavor, and a certain 'je ne sais quoi' flair, to participate in this exciting event.

Attendees will:

- ☆ Choose from more than 50 educational workshops focusing on topics including building administrative/management skills, team collaboration, creating effective presentations, leadership excellence, managing your career, MS Office and products power users, managing relationships, mastering technology, harnessing the social media, and using the web.
- ☆ Experience dozens of top-rated speakers!
- ☆ Check out an amazing Office Expo!
- ☆ See the inner workings of IAAP by attending the business sessions that highlight the association leadership.
- ☆ Participate in numerous networking events that provide social gatherings with peers! The brochure is now available on-line at <http://www.iaap-hq.org/events/conferences/efam>

The Canadian district is very well represented at the event this year—so far there are 140 of us registered!



**2010-2011  
International Board of Directors**

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Oak Creek, WI

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**Executive Director**  
**Donald W. Brethauer, CAE**  
Kansas City, MO

May 24, 2011

**Edmonton/Edmonton, AB – 603120**  
Chapter President  
Ingrid M. Piecha  
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Dear Ingrid:

On behalf of the Board of Directors, warmest congratulations to the members of Edmonton Chapter of the International Association of Administrative Professionals, on the celebration of your 25th anniversary.

Many changes have occurred throughout our association and profession since June 1, 1986, when your chapter was chartered. Reaching this milestone is truly significant and one to be proud of.

In this *Passion & Purpose* year, your enthusiasm, dedication and commitment are essential for the ongoing success of IAAP. My very best wishes to you as you celebrate this special anniversary.

Sincerely,

Mary Ramsay-Drow, CPS/CAP  
International President

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

### A little of this and a little of that ...

**Sponsorship Opportunities:** There are several different levels of sponsorship available for companies that wish to support our chapter. More details are available at [www.iaapedmonton.com](http://www.iaapedmonton.com).

**Dinner Meeting Winners:** On May 10 the winner of the door prize, a **\$25 gift certification** for the **Ruby Dragon Restaurant**, was **Hilary Allbon**. The winner of the draw for a **\$50 gift certificate** for the **Blue Pear Restaurant** was **Gigi Suelo**. CONGRATULATIONS to our winners and thank you to the restaurants for this generosity!

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### Website: [www.iaapedmonton.com](http://www.iaapedmonton.com)

Have you written your certification exams from November 2010 or earlier and ever wonder how you compare to the others that have taken the exam at the same time? Well HQ has a Exam Statistic page that show you how many people had written and how many passed like you! This link will take you to that page and you can see how the total candidates certified has grown in numbers since 1951! <http://www.iaap-hq.org/certification/exam-statistics> . If you wrote in May of this year, those statistics will be posted at a later date to compare your success!

Vern McLaren, CPS, Vice-President & Chapter Webmaster  
[vern.mclaren@aecom.com](mailto:vern.mclaren@aecom.com)



Have you visited our website lately?

## Business Dinner Meetings

Professional development is a priority for IAAP members! Join us at our meetings for timely and relevant presentations. There is time at our meetings for people to network and get to know other like-minded professionals which develops a sense of community. Leadership development is an important part of each chapter. We learn new skills through the meeting presentations and we put our skills to the test by volunteering for board positions, committees, or specific tasks that need to be done. There's nothing like stepping out of your comfort zone to cause growth professionally and personally!

Edmonton Chapter meetings are held on the second Tuesday of the month (except April, July, and August) at the Edmonton Petroleum Club, 11110 - 108 Street - just across from the Kingsway Garden Mall. Our monthly meetings open doors of opportunity that can assist you in career building. They will provide topics that will amuse, entertain, engross and educate you. After the fabulous meal and before the enlightening presentation there is a brief business meeting that covers chapter business.



For more information and to see our upcoming schedule of speakers, visit our website at [www.iaapedmonton.com](http://www.iaapedmonton.com). We warmly invite you to join us!

Time: 5:30 p.m. until 8:30 p.m.

Members - \$30 / Non-members - \$35 / Speaker portion free (after 7:00 p.m.)

June 14 is our last meeting for the season —we'll resume regular meetings on September 13!

*In order to make our event as comfortable as possible for everyone, we are **scent-free**.*

*Thank you for your cooperation!*

**IAAP's Mission ...** is to enhance the success of professionals by providing opportunities for growth through education, community building, and leadership development.

## Introducing Our 2011-2012 Board of Directors

**President, Vern McLaren** would like to take this opportunity to thank all of our members for electing him as your President for the 2011-2012 term. In the next couple of months we will be holding our vision meeting and Vern is hoping to see all of you in attendance and help with the vision for your chapter.

**Vice President, Kathryn Krause** is excited about working with a great group of people on the Board and also looks forward to chatting and getting to know all our members over the next year.

**Treasurer, Alicia Prillip** has 13 years of experience as a Administrative Assistant, She looks forward to serving on the Board as Treasurer this next year!

**Secretary, Joyce Aulenback** has been working as an Administrative Assistant for a really long time and is excited about participating on the Board as Secretary.

**Director at Large, Adrienne Korchinski** has made the decision to move back to Vancouver where she will pursue more education—we wish her all the best as she changes her career path.

**Director at Large, Allison Lougheed Mumo** spent a number of years working in luxury hotels, most recently as a Sous Chef. Upon leaving the industry, she attended MacEwan to retrain as an administrative assistant. She has been working for Associated Engineering for nearly a year.

**Director at Large, Cheryl McKercher** is passionate about processes and paperwork so I've chosen the right profession. The Edmonton Chapter of IAAP is welcoming and dynamic and being part of the Board this year is very exciting.

**Director at Large, Milena Santoro** is excited about serving and collaborating on the Board. She has a wide range of experience and prides herself in being a dedicated professional and role model who encourages others to contribute ideas and share experience.



Vern McLaren, President; Kathryn Krause, Vice President, Alicia Prillip, Treasurer; Joyce Aulenback, Secretary; Cheryl McKercher, Adrienne Korchinski, Allison Lougheed-Mumo, Milena Santoro, Directors at Large (photo by Rhonda Wakal)

### The 10 Commandments for an Enthusiastic Team

1. Help each other be right – not wrong
2. Look for ways to make new ideas work – not for the reasons they won't
3. Help each other win & take pride in each other
4. Speak positively about each other and about your organization at every opportunity
5. Maintain a positive mental attitude (PMA) no matter what the circumstances
6. Act with initiative and courage as if it all depends on you
7. Do everything with enthusiasm – it's contagious
8. Whatever you want – give it away
9. Don't lose faith – never give up
10. Have fun!