



**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 Message

The goal of the Board of Directors is to further increase the value of your membership. We want to continue to expand on bringing people and ideas together. Members facilitate this exchange during interesting, innovative, and challenging monthly dinner meetings.

For me, it is pleasing and often moving to see the positives that can come out of the exchanges with other people working in the same field, those who face similar challenges, but often they come up with very different, yet helpful ideas to deal with challenges.

Certainly, the Board does face challenges – getting our processes organized better takes time and effort, and your patience is appreciated very much. The website has been improved, to inform you about new developments along with the newsletter. I hope you will share the workload by submitting material and ideas to Vern McLaren – Website Coordinator, [vern.mclaren@aecom.com](mailto:vern.mclaren@aecom.com), and Joyce Aulenback – Newsletter, [aulenbak@interbaun.com](mailto:aulenbak@interbaun.com)

Our chapter will also be hosting Administrative Professionals Day on April 20, 2011, at the Ramada Hotel & Conference Centre. This is a full day of educational topics (presented by Laurel Vespi from Stone Circle Coaching), a mini trade show, a silent auction and a luncheon; once again, it is great that Josh Classen from CTV will be our Emcee. Please do not forget to give your silent auction items to Kathryn Krause or send her an e-mail at [drgnlde@telus.net](mailto:drgnlde@telus.net).



*Ingrid Piecha*  
President, IAAP Edmonton Chapter

## Dinner Meetings

This year we've already had some terrific speakers and very informative topics. I'm sure that the next few months will be no exception!

### **March — Confidence Building: Building the Unstoppable You**

Our speaker for the evening is **Debra Kasowski**. The "Millionaire Woman" is a passionate success driven inspirational author, motivational speaker, and energetic leader who helps highly motivated individuals and organizations to achieve the success they desire. Debra believes that richness begins from the inside out. She enjoys celebrating the passions of others and feels that everyone can be rich from the inside out.

Do you find yourself admiring confident charismatic individuals and wonder what makes them so different than you? Are you struggling with developing your self-confidence? Would you like to develop unstoppable self-confidence?

In this presentation, you will:

- ◆ Learn the keys to developing balanced self-confidence
- ◆ Identify your strengths and confidence level
- ◆ Uncover the top 5 reasons why people struggle with their self-confidence
- ◆ Discover 10 strategies to boost your self-confidence today

### BOARD MEMBERS

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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](mailto:aulenbak@interbaun.com).

## Membership/Certification Updates

### Membership Information

Our membership stands strong at 59 members! But I suspect a few will not renew this year. Unfortunately, that's the way the ball bounces. However, we are looking forward to a wonderful APD event, which I hope will stir up new members! Remember, the Association is what you make of it and what you engage in and what you take home or to work. Its best advertisements are you the members! So, Let's Advertise!

Volunteer today...

### Certification

Changes to the certification program are effective with the November 2011 exams. Changes to the recertification program were effective July 2010. Review material for the new exams is now being written by Metcalfe Educational Services and members will be able to purchase the material once it is completed and ready. Please check headquarters site for any additional information on the program. The Application Deadline for the May exams was **February 15, 2011**. If you plan to write the exam the Board would love to hear from you. Good Luck!



Hilary Allbon, CPS, MOS  
Membership/Certification Chair  
Director at Large



## Retirement Trust Foundation (RTF)

One of the most impactful New Year's resolutions you can make is to support the RTF. Our mission is to provide housing assistance for administrative professionals, age 55 and older, who are in need. Your generosity provides financial assistance toward housing costs for any retired admin living in a retirement community and meeting the housing assistance criteria. This program is accessible by all members within the six districts of IAAP.

In order to help you to support this work I have managed to acquire a 2-night stay for two people at ANY Delta Hotel or Resorts across Canada, valued at \$300.00. The draw will take place on April 27th (APW Day). I have a suggestion for those attending the 2011 Canada Divisions Conference in Moncton - this voucher can be used for your accommodations at the Delta Beausejour. Tickets are only \$5.00 each or 3 for \$10.00.

And again this year, I was able to acquire a Blackberry from our friends at Research in Motion. This year, they have donated a Blackberry Torch 9800. For a \$10.00 donation, IAAP members will have a chance to win a BlackBerry® Torch 9800. A \$20.00 donation will give you three chances to win. This draw will be made at the 2011 CDC Conference in Moncton N.B.

All proceeds will go to the Retirement Trust Foundation. Be sure to talk to Pearl MacDonald and buy your tickets before they're all gone!

Lina Vegliial, RTFC, Canada District  
[vegliial@cambridge.ca](mailto:vegliial@cambridge.ca) 

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

Our contest is now officially closed and with 8 entries received, the board had a difficult time deciding on which one was going to be the winner. All the entries were just amazing showcasing our great city and what we have to offer here. We would like to congratulate Iréne Sneddon for her winning photo that is now on our website banner. Iréne will receive a certificate that she will be able to use at one of our dinner meetings for the month of her choice (February, March, May or June). I would like to thank all the contestants for their submissions.

We currently have 5 new job postings listed on our job board for member and guests to view. Remember, we do not have a limit of jobs that can be placed on our job board. So if you know of any positions that require filling, please send them to me and I will get posted as fast as I can. With the average of 4000 visits per month to our website, we are sure the word will get out.

Vern McLaren, CPS  
Vice-President & Chapter Webmaster



## Chapter Events

### Administrative Professionals Day (APD), April 20, 2011

The Events Committee has been hard at work and everything is coming together very nicely for our annual APD.. We have an exciting day lined up with topics that you won't want to miss! This is the IAAP Edmonton Chapter's primary fundraising event for the year. There are many ways to support the chapter in this endeavor, including soliciting Silent Auction items, inviting your friends and colleagues and letting everyone know about the event, as well as registering early and attending the day.

Our speaker is **Laurel Vespi**, certified life coach and the creative energy behind stone circle coaching. With more than 30 years experience as an educator, consultant and group facilitator, Laurel ignites individuals to new levels of change. She particularly loves working with people to help them clarify their life purpose, and find more balance, fun and satisfaction in their lives. Laurel is also the author of the award winning book *Spontaneous Combustion: Setting Your Life on Fire*. [www.stonecirclecoaching.com](http://www.stonecirclecoaching.com)

#### Morning session: *I Can't Get No Satisfaction*

Deadlines, demands and drama can sometimes drain the passion from your job. Since you can spend at least one third of your time at work, it's time to re-energize yourself. In this session we will explore the role of passion and purpose in the workplace and give you some practical strategies to restore meaning to your work.

#### Afternoon session: *Passion & Purpose & Possibilities - Oh My!*

Thinking about passion and purpose in your life can be a little overwhelming. That's why people often ignore this conversation with themselves. In this session we will explore why it's important to tap into your bliss, learn ways to get your possibility juices flowing and help you begin to connect with your BIG WHY.

This year our Charity of Choice is **Little Warriors** and we will be donating 50% of our proceeds to this charity. To learn more about them visit their website at: <http://www.littlewarriors.ca/>

On January 13 Hilary Allbon sent out an email with a **Silent Auction Request Letter**. Please add your name to the bottom of this and either give them to your contacts by email or in person—give them the opportunity to support our chapter and the Little Warriors. When you receive a donation please contact Kathryn Krause at [drgnlde@telus.net](mailto:drgnlde@telus.net) and she will keep track of the details.

### Canada District Conference (CDC), May 12-14, 2011



The topic for CDC this year is "**Empowerment Through Knowledge**". Mark this spectacular event on your calendar and plan to attend this 3-day conference in Moncton, NB.

This is an opportunity to meet with administrative professionals from all across Canada to learn new skills, make business/service contacts and of course, have a little fun. Great entertainment, trips and tours, and fantastic food for a good ol' Maritime celebration. More information can be found at <http://www.iaap-moncton.org/IAAPHQ/Moncton/Home/>.

Topics include *When the Going Gets Tough.....Strategies for Dealing with Conflict and Handling Difficult Conversations, Overcoming Procrastination, and Live Life from the Heart*. The Moncton Chapter has scheduled some entertaining and delightful events for those who are able to attend!

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

It's now 2011 and only five months until the great Canadian **EFAM** happens in *Montréal*, one of the most beautiful cities in the world, known for its cosmopolitan lifestyle, hospitality with a distinctly French flavor, and a certain 'je ne sais quoi' flair.



This event offers more than 50 education workshops focusing on topics from management skills to leadership development. Attendees will have the opportunity to see the inner workings of the association by attending the business sessions that highlight the association leadership. And don't forget the numerous networking events that provide social gatherings with peers! More information will be available soon at <http://www.iaap-hq.org/events/conferences/efam>

If you haven't started saving up for this event it's not too late! Pick up your **EFAM Piggy Bank for \$6** at the March dinner meeting and start filling it with your change. Just imagine, *you* can be sitting at a sidewalk café in Old Montréal, sipping your café au lait after an invigorating day of skills upgrading and networking.

If you are going to approach your employer to request funding to attend EFAM there is a very useful document at <http://www.iaap-hq.org/sites/default/files/pdf/events/efam/ROI.pdf>.

## Business Dinner Meetings

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.)

*In order to make our event as comfortable for everyone as possible, we are **scant-free**. Thank you for your cooperation!*

## Avoiding E-mail Overload

How many e-mails is too many? According to a recent survey commissioned by e-mail provider Intermedia, workers start to feel stressed when their inboxes grow by more than 50 messages a day. Only 6 per cent of professionals said they could stand more than that amount.

Whether your daily average is north or south of 50, chances are you occasionally feel overwhelmed by the number of e-mails you receive. Without an effective system in place, just keeping up with the flood can steal valuable hours away from your other work priorities.

Here are some tips for dealing with the deluge:

**Don't rush to respond.** When bombarded with e-mail, your first reflex is likely to answer the messages right away. After all, what better way to reduce the list of unanswered mail? But interrupting what you're doing to respond to each e-mail as it comes in can prevent you from ever fully focusing on critical tasks.

The best strategy is to briefly scan the content of e-mails, immediately responding only to those that are urgent. Then, before you leave at night, get back to people about less important issues.

**Keep it clean.** Periodically delete or archive old information to help you locate files more quickly and to avoid reaching the maximum size limit set by your network administrator.

**Step away from the keyboard.** E-mail is best suited for quick questions and answers. If a conversation is likely to be extensive or in-depth, save some typing time by calling your contact or stopping by his or her desk instead.

**Create a second account.** Ask friends and family members to use a separate e-mail address to reach you with personal messages. This will help you stay focused on business correspondence during your workday.

**Respect others' time.** Before sending someone an e-mail, ask yourself whether it's essential that he or she receive the information. If you don't inundate others' inboxes with non-critical communication, they'll likely have the same respect for you.

*Contributed by: OfficeTeam, the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has more than 320 locations worldwide, and offers online job search services at [www.officeteam.com](http://www.officeteam.com). For more information, contact Nadia Santoli at 416-350-2330.*

### Microsoft Outlook:

Do you manage more than one e-mail account? Organizing your email is a never-ending job that can be overwhelming when all emails for end up in your Inbox. This is a cool way to get organized and you'll see there are many options to check out from here!

You can create **Rules** so that emails go into different folders. In Outlook go to **Tools** and select **Rules and Alerts**, then **New Rule**. Select **Check Messages When they Arrive**. Now you'll find a detailed check list ... keep it simple at first by clicking **through specified account**. You'll notice one word is highlighted—you're going to have to select this to pick the account from a drop-down list. Then **Next** and select **move it to the specified folder** which you'll select. You'll be asked if there are any exceptions—if there are, pick them. Follow the prompts to turn the rule on and **Finish!**

*Have you thought about a role you can play in our chapter?*