



International Association of
Administrative Professionals®
Edmonton Chapter



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



President's Message

Welcome to the Edmonton chapter's 26th year! The chapter has an energetic schedule ahead, with many opportunities for members and guests to participate. This year's theme "**Making the Leap to Remarkable**" says it all. There are so many ways to take full advantage of your membership and make this a **Remarkable** year. Some ways to accomplish this is to volunteer on one of chapter's committees, join the Board as a Director-at-Large, or take advantage of the web community. Take a moment to think about how you would like to contribute or volunteer so you can take the steps to expand your professional growth, development, and networking connections.

The year began with a chance to learn new tips and tricks in MS Word 2010 and continues with our Annual Information and Networking Forum, on October 11. We hope that Members will share their expertise and experiences with IAAP with our potential new members, and to our guests, welcome to IAAP!

IAAP has been offering its members opportunities for networking, professional development and certification for over 70 years and continues to help you make the **Leap to Remarkable**. The Road to Success includes an acknowledgment of our achievements, opportunities to increase our knowledge and rewards for excellence. Mutual respect and connections with other administrative professionals are found along the way. Come join us for a year to focus on your career advancement and the journey to excellence in this profession.

Vern McLaren, CPS
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.

Pathways to Excellence

For the past three years, we have achieved the status of *Chapter of Excellence*, and we are well on our way to reaching our goal of achieving this again this year! This shows that the Edmonton chapter is making the leap to remarkable!

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. Once you've signed in, look under the "Member Resources" tab.

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 11 criteria; some as simple as attending 8 out of 10 Chapter meetings, volunteering on the Board or in a Committee, paying membership before its due date, recruit at least one new member, and actively participate in IAAP's web community by posting items, joining in conversations, relaying experiences. All easy steps to complete! The Chapter hopes that 25 to 30 members will actively pursue the Member of Excellence standing this year! Ask Pearl about the duo-tang we have prepared for members to help you obtain this goal!

Membership

As we begin the new season of IAAP, I am delighted to announce that we now have 53 members! I am sure we will all be "Making the Leap to Remarkable" this year! Please find below the cost of a membership with IAAP (renewals -\$15) (price in US funds):

- ☆ Professional Membership - **\$128**
- ☆ Student Membership - **\$75**
- ☆ Associate Membership - **\$231**

So for as little as \$128, you can be a member of IAAP! As Membership Chair, I encourage you to join our Chapter and discover the benefits of furthering your career in the administrative field by increasing your knowledge, skills, and network. We are anticipating a spectacular year for our chapter, so join now! Why wait?

Hilary Allbon, CPS, MOS
Membership Chair



Certification

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. 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.

As of November 2011, IAAP moved 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.

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. The CAP examination will be a ½ 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 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 only pass 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) under Certification and then Recertification.

If you require more information, please contact Hilary Allbon at hallbon@shaw.ca or inquire at today's event!



**Turning Jobs
Into Careers**

Hilary Allbon, CPS, MOS
Certification Chair

Events & Information

Future Edmonton Chapter Meeting Dates

- ☆ November 8, 2011
- ☆ December 13, 2011
- ☆ January 10, 2012
- ☆ February 14, 2012
- ☆ March 13, 2012
- ☆ April 25, 2012 (APD Event)
- ☆ May 8, 2012
- ☆ June 12, 2012

Important Dates - Mark Your Calendars!

- ☆ Spring Conference - March 4 to 7, 2012 in Las Vegas, Nevada.
- ☆ Administrative Professionals Day - April 25, 2012 Check our website in March for more details!
- ☆ May - Microsoft 2010 Boot Camp with Gini Courter and Annette Marquis, TRIAD Consulting. Stayed tuned for more details!
- ☆ Canada Divisions Conference - June 7 to 9, 2012, Kitchener/Waterloo, Ontario.
- ☆ Education Forum and Annual Meeting, July 22 to 25, 2012, Gaylord Texan Hotel and Convention Center in Grapevine, Texas.

Whether it's a foot-in-the-mouth faux pas, wardrobe malfunction, glaring error or dumb mistake, we've all had embarrassing experiences at work. Although such moments can be humbling, it is possible to bounce back, overcome the incident and gracefully move on. Following are some real-life workplace bloopers, recounted by executives interviewed by OfficeTeam, as well as advice for overcoming these types of slipups.

Recovering from a Slip of the Tongue

- ☆ "I answered the phone using the wrong company name."
- ☆ "I called my boss 'my love' by complete accident."

It's not uncommon to trip over your own tongue. When it happens, correct yourself, apologize and laugh it off. Dwelling on the gaffe will only make matters worse. Avoid such blunders in the first place by slowing down, focusing on the subject at hand and taking a few moments to organize your thoughts. If you feel rushed or nervous, a deep breath or two will help you regain your composure.

Getting Past a Clothing Calamity

- ☆ "My trousers tore in front of my team members."
- ☆ "I conducted a training session with my zipper down."

When issues arise with clothing, remain calm and discreetly fix the problem. If others have noticed, a quick joke or light-hearted comment could help diffuse any awkwardness. To prevent wardrobe malfunctions, check your work attire for stains and tears before leaving the house. But also realize that a clothing calamity — such as spilled coffee on your blouse — can sometimes occur despite your best efforts.

Making Amends When a Mistake Involves Others

- ☆ "I spilled coffee all over my boss."
- ☆ "I sent an offer letter to the wrong candidate."

When a mistake upsets or offends a colleague, client or customer, it's essential that you immediately own up to your gaffe. Do not minimize or make light of it; simply apologize and offer to correct the situation, if possible. You may even want to follow up with those involved to explain the steps you'll take to avoid a similar mistake in the future. To prevent such situations in general, don't multitask or rush. People are more prone to mistakes when they're distracted, preoccupied or acting in haste. ~Article supplied by OfficeTeam

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 on our website.

Visit us on the web at:
www.iaapedmonton.com

Website: www.iaapedmonton.com

Our active website now contains a history of the Edmonton Chapter (under the "About Edmonton" tab, a member's spotlight each month that showcases one of our members, different documents and forms such as our Bylaws and Bursary forms, the chapter's meeting schedule and speaker information, including past presentations, newsletters—current and past, job postings, and a link to E-Groups—headquarters chat area, that members can access and join in on (one of the criteria for Member of Excellence! Check out our website soon!

Vern McLaren, CPS, President & Chapter Webmaster

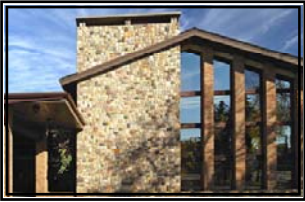


Have you visited our website lately?

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 the Chapter. We learn new skills through the meeting presentations, and we put these skills to the test by volunteering for board positions, committees, and/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 with plenty of free parking. 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

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 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.

Research and Education Foundation

From its earliest days, IAAP has been dedicated to helping admins reach and remain on the professional cutting edge by increasing their skills with the best techniques and technology. This mission is even more important today. During this uncertain economy, jobs have been slashed and companies are spending less to train employees. At the same time, administrative professionals are taking on more work and having to learn an ever evolving array of new office tools and techniques. Professional development is essential if admins are going to stay viable in the workplace. IAAP wants to ensure that every admin has the opportunity to get the professional training they need.

That's why the Research and Educational Foundation has established a new scholarship program to help new or unemployed administrative professionals attend the association's Education Forum and Annual Meeting. If you've never attended EFAM, this is a great chance to jump start your career and take advantage of all that IAAP has to offer over the course of several days during the association's premier annual event.

If you've suffered a job loss, this scholarship will ensure that you stay sharp as an admin and could make a real difference as you search for a new position. Finally, IAAP needs help getting the word out about this new scholarship program. Please take the time to learn more and apply for an EFAM scholarship. It'll pay off in the long run. If you have questions, e-mail the R&E at rande@iaap-hq.org.

The 2011-2012 Board of Directors



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)

EFAM Scholarship Calendar:

- October 1, 2011: Begin taking applications
- January 31, 2012: Application deadline
- March 31, 2012: Scholarship award recipients chosen
- July 22-25, 2012: EFAM, Grapevine, Texas

We still need your help on the Board or on one of the committees! Please volunteer today!