



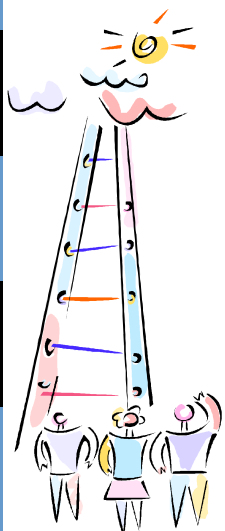
International Association of  
Administrative Professionals®  
*Edmonton Chapter*

INTERNATIONAL ASSOCIATION OF  
ADMINISTRATIVE PROFESSIONALS  
EDMONTON CHAPTER OF THE WESTERN CANADA DIVISION

JUNE 2010 VOLUME 7, ISSUE 6

# IAAP-EDMONTON!

## President's Message



What a GREAT year! I would like to express my sincere appreciation to everyone for supporting me during my term as President. It is now my time to move on from the President's position and let another take over. I have had an exciting and enjoyable term and feel that this Chapter is definitely moving forward with our "Excellence in Action".

During the last two years, the Board has initiated a few new items that seem to be working well. We started the Scrapbook this year to help keep a history of our chapter meetings and events (*a picture is worth a thousand words!*). So far, this initiative is going well, but we can always use volunteers to do a page on one of our monthly meetings.

We have initiated better advertising tools, like the downtown *Edmonton Coffee News* and the *Edmonton Woman Magazine*, the latter including an article, written by me, for our APD event. This, along with your diligence in bringing guests and sharing the information about our chapter with friends and colleagues, has given us a significant increase in membership this year.

We have tried to encourage all members to purchase one of the professional looking nametags with the IAAP logo. This is a great way to show your pride in this association and eliminate work for those who have to produce the paper badges.

### IAAP Mission Statement

*Enhancing the success of career-minded administrative professionals through education, community building and leadership development*

This year, we held (a first in many years) two *New Member Orientations*. This is something we hope will continue on into next year, so if you are new and have not had a chance to attend one of the orientations, please look for the next one during the next IAAP season.

These and so many more items were accomplished this year. I couldn't be prouder of the Board of Directors, as they took on new challenges and developed ideas on how to build a better chapter and how to get members more involved. To me, they have not only become colleagues in an association, but friends and mentors as well.

The International Association of Administrative Professionals (IAAP) is not just an association to belong to: it can be so much more. I have learned more than I ever dreamed possible and have made new friends along the way. I have improved my professional skills and moved out of my comfort zone. Looking forward to seeing you move out of your comfort zone during the 2010-2011 year!

Thanks again.

*Pearl MacDonald, President  
IAAP Edmonton Chapter  
2008 - 2010*

**POWER**  
**of**  
**Commitment**  
Edmonton Chapter

### **Pathways to Excellence**

Last year we achieved the status of *Chapter of Excellence*, and we are well on our way to reaching our goal of getting it again! This is definitely "Power of Commitment" in action!

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.

## Chapter News & Notes

### **Administrative Professionals Day 2010**

We had a fantastic event this year! The committee, co-chaired by Joyce Aulenback and Heidi Bussiere and including Ingrid Piecha, Rhonda Wakal, Ann Reyes, and Patricia Stewart put together an exciting and motivating day.

We had 115 attendees, and of the 64 feedback forms returned, EVERYONE gave our speaker, Rosita Hall, an excellent rating! We had a total of 38 trade tables that were well received, and our Silent Auction was awesome.

At our June meeting we will present representatives from our charity of choice this year, the Youth Emergency Shelter Society with a cheque for \$2,500; this is over half of the proceeds from the Silent Auction, Balloon Pop, and Table Centerpiece fundraisers.

The APD event this year can be considered a great success because according to the surveys, the attendees learned a lot of from the speaker—she was fast-paced and entertaining, and she had valuable messages about the power each one of us have to embrace our inner power and get the most out of life.

Another marker for the success of the day was the fact that we were able to raise just over \$10,000 in profit for our Chapter. Amazing work was done by the Events Committee to keep costs down and to maintain a very reasonable registration price in order to have such a positive outcome.

We promised everyone who completed their feedback forms an opportunity to win an exciting prize! Congratulations to Kim Macmillan from The Headhunters who is the lucky winner of a free IAAP Edmonton Chapter dinner meeting.

### **THANK YOU to the 2009-2010 Edmonton Chapter Board**

For the Edmonton Chapter, 2009-2010 has been a really good year! Many of the board members have stepped out of their comfort zones and all have grown as professionals and volunteers. Please take a moment to thank them for their contribution:

**President:** Pearl MacDonald

**Vice-President:** Ingrid Piecha

**Secretary:** Mimi Fang

**Treasurer:** Christine Genest

**Directors at Large:** Hilary Allbon, Joyce Aulenback, and Rhonda Wakal.

### **CDC 2010 - Regina, SK:**

#### **Stars Shine Brighter Under Prairie Skies**

Another Canada District Conference (CDC) has come to a successful conclusion. This year, the Edmonton Chapter was represented by Pearl MacDonald, Ingrid Piecha, and Tiana Stuber. The newsletter editor has heard that Ingrid and Pearl had a great road trip out to Regina and took in as many activities as the conference offered. They were definitely kept busy, but learned a great deal about the process of elections, and some items for everyday use. The bottom line is that they had a great experience!

Looking forward to the next Canada Divisions' Conference, to be held in Moncton, NB, May 26-29, 2011.

#### **Win A Gift Certificate!**

And the winner is...! If you attended 8 of 10 meetings this past year, your name was entered in a draw to win a \$50 gift certificate! The winner will be drawn and announced at our June dinner meeting.

#### **Keeping You Informed**

When is the last time you stopped in at **www.iaapedmonton.com** for a look-see? The analytics that we receive for visitors show that we have had a very good turn-out for first-time visitors! Our webmaster, Vern McLaren is open to ideas about what can be added, he diligently adds the photos that he is given, and there are even a few job postings there.

Take a few minutes to look for information on meeting topics, EFAM updates, Chapter news, and links to other useful websites. When you find something informative, please pass the link on to your colleagues and co-workers!

Contact Vern McLaren at [www.iaapedmonton.com](http://www.iaapedmonton.com) to offer assistance with the website or to pass on any applicable additions.



*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 & Certification Update

### **Certification Information**

To write the November 5-6, 2010, CPS and CAP exams, you must apply by August 15, 2010.

### **Membership Information**

Well, quite frankly, I am "over the moon." We have had the largest surge in membership since I joined 8 years ago. As of today, we have 58 members!!

Wow! Each member who spread the word about us, or brought in a guest to one of our events, should be very proud of themselves as it has definitely helped the Edmonton Chapter grow.

For the month of June, I would like to welcome the following new members: Maureen Baldwin, Shannon Lidgett, Janelle Sproule, Wendy Rabel, Patricia Scott, and Elke Woite.

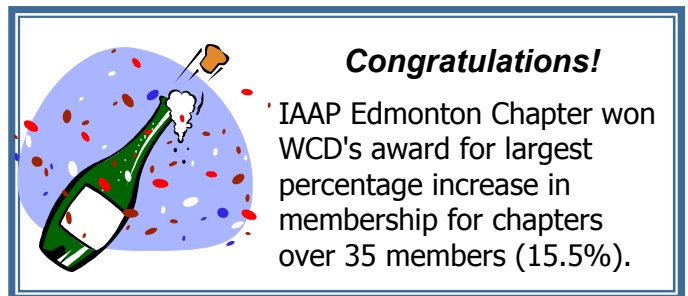
At this time, I would encourage each of you to carry a Chapter brochure with you in case you meet someone while you are out and about, anyone who may be an administrative person or who may be

interested in our chapter. It sure is handy to have information with you.

Hopefully, with having so many members, next year's planning of events and meetings will be a breeze. I hope more of you join the Board or a committee to help.

For now, have a great summer, and we will see all of you on at our first meeting on September 14!

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



### **Congratulations!**

IAAP Edmonton Chapter won WCD's award for largest percentage increase in membership for chapters over 35 members (15.5%).

## The Lost Art of the Thank You Note



### **Give Honest, Sincere Appreciation**

Writing a sincere thank you note is one of the professional skills that can make a lasting favorable impression. People like being appreciated. One of Dale Carnegie's fundamental human relation principles is "Give honest, sincere appreciation." When writing a thank you note, use a plain, small card. However, the card is not as important as the effort, so if paper is all that is available, write the note anyway!

Use the following 6-step formula as a sure-fire method of expressing appreciation in a written note.

- 1. Greet the Giver:** *Dear Mr. and Mrs. Smith, OR Dear Jamie,*. It seems to be an obvious point, yet many people will begin a note with "Hi" or even omit the greeting.
- 2. Express Gratitude:** Thank you so much for the book. The key is to keep it simple and specific. The point of writing the note is to create an expression of a heartfelt sentiment.
- 3. Discuss Use:** I started to read the book immediately and have found many great ideas already. People

like to know that you found their gesture or gift valuable. Sharing how you are using the item or idea makes their effort more meaningful.

- 4. Another Thank You:** Thank them again for the gift. It's not excessive to say thanks again.
- 5. Complimentary Close:** Wrap it up with a close that expresses your final thought: *Regards, All the Best, Sincerely, Gratefully,* etc. Then, sign your name.
- 6. Send It:** Even if your colleagues and acquaintances are not of the note-writing variety, be the one who sets the precedent.

It is the mark of a true professional to become skilled at writing thank you notes in this age of e-mail, voicemail, and text messaging.

Demonstrating business professionalism is not difficult; it just takes effort and focus. Applying simple aspects of business etiquette goes a long way in establishing our professionalism, which builds our confidence and comfort in business settings.

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## Hot Tip: Animoto



Over the summer we take pictures and then what happens to them? If you are a "scrapbooker" the answer is easy, you spend many pleasurable hours putting your memories in a lovely album.

There is another option! You can use the free (or upgrade for a price) on-line "animoto" program. It's

fast, it's easy and best of all it's fun. Check it out at [www.animoto.com](http://www.animoto.com)! In short, you can upload about 12 pictures (or 5 video clips), select some catchy music and voila! Within minutes your very own production will be e-mailed to you!

## Upcoming Association Events

### **EFAM 2010 - Boston, MA**

This year's Education Forum and Annual Meeting will soon be here! (July 18-21) There are many excellent reasons to go to an international conference: read about how attending will enable you to obtain an "administrative edge" at [www.iaap-hq.org/events/convention/benefits.html](http://www.iaap-hq.org/events/convention/benefits.html).

### **EFAM 2011 - Montreal, QC**

**July 24-27, 2011**

EFAM 2011: the big *Canadian* year! So, start saving now for **OUR** Convention (conducting association business, listening to phenomenal speakers, gaining new and enhancing current skill sets, and networking with other professionals from around the world). It would be wonderful to have a group of members from the Edmonton Chapter support such a rare occurrence and grow immensely in this powerful, professional, invigorating atmosphere!

Three chapter members (so far!) are volunteering on the Host Committee. Gina Fowler, Kristie Leeson, and Ingrid Piecha are all working with other colleagues from around the country to bring you the best EFAM ever. If you are interested on learning how an

international convention is run and/or you would like to become a volunteer on a committee yourself, please contact one of those ladies.

**\*New!\*** One of the Host Committee Co-Chairs, DecolyneJo (from our neighbourhood Calgary Chapter), was able to view the *Palais de Congr s* (the Montr al Convention Centre) with the soon-to-be International President. What an amazing venue! Seeing where the action will be is a great incentive to planning an education conference that will wow our neighbours to the south. There are so many exciting opportunities waiting for you to grab!

### **Professional Education Certification Conference Reno, NV, March 8-10, 2011**

This is an amazing educational opportunity specifically aimed toward administrative assistants. It offers world-renowned presenters and hands-on training. See Hilary for more information.



Opportunities multiply as they are seized; they die when neglected. Life is a long line of opportunities.

*John Wicker*

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