



**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



Welcome to members, friends, and special guests! On behalf of the IAAP Edmonton Chapter I would like to welcome you to our Administrative Professionals' Day Conference. We are honoured that you could take time out of your busy day to join us for this very special event.

This event was originally organized in 1952 as 'National Secretaries Week' and we are pleased to carry on the tradition. Thank you to our organizing committee led by Vern McLaren and Alicia Prilipp for all your hard work and dedication in making this a special day for all of us. We hope that you enjoy the time with your fellow co-workers, meeting new people, and learning about the International Association of Administrative Professionals Edmonton Chapter. Our chapter meets on the second Tuesday of each month and we provide networking opportunities, and personal and professional growth through being involved on the Board or on committees. Visit our website at [www.iaapedmonton.com](http://www.iaapedmonton.com) for more information on our chapter and highlights.

Enjoy the day! Check out the trade show, silent auction, door prizes, and of course, our emcee, Josh Classen from CTV. Laurel Vespi from Stone Circle Coaching will be inspiring us with her topics today. We will enjoy a hot buffet lunch and don't forget to try the wheel of fortune for a toonie a spin. We are pleased to highlight our "charity of choice" this year, Little Warriors. Be sure to stop by their table and learn more about the valuable service they are providing.

"Always be nice to secretaries. They are the real gatekeepers in the world."

"As soon as you sit down to a cup of hot coffee, your boss will ask you to do something which will last until the coffee is cold."



*Ingrid Piecha*  
President, IAAP Edmonton Chapter

## Professional Development

This year we've already had some terrific speakers and very informative topics. I'm sure that the final months of our chapter year will be no exception! See page 4 for details on meeting dates, times, and location.

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

**Debra Kasowski**, the "Millionaire Woman" was a dynamic and passionate speaker! We were treated to a fast-paced presentation. We talked about how confidence evolves, what some confidence killers are and how to improve confidence. The "paper doll exercise" was a very good way to learn what other people see in each of us!

### April — Administrative Professionals Day

A special event where we can meet, learn, and celebrate each other in our careers.

### May — Health and Exercise at the Workstation in the Workplace

Jordan Galloway and Daryn Kemp will demonstrate the physical causes of stress at our work stations and they will also show us what work stations should look like.

Our chapter will also hold our annual elections at the May meeting.

**BOARD MEMBERS**

**Ingrid Piecha, President**  
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**Vern McLaren, Vice-President**  
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**Rhonda Wakal, Treasurer**  
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**Joyce Aulenback, Secretary**  
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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 Information



### Advance Your Administrative Career

For over 60 years, the International Association of Administrative Professionals has been helping office professionals reach career goals through education, community building and leadership development. Our certification programs are recognized as the industry standard of proficiency. Our educational programs, including Options Training, help admins advance their careers without putting their life on hold. With three annual conferences a year, there are numerous opportunities to learn and grow, not just at their job but in their life.

If you've been searching for a community to help you thrive in today's office culture, you've come to the right place. Come join us as we create a better workplace, one admin at a time.

### Benefits of IAAP Membership

- ☆ Member discount on purchases through IAAP on education and professional development resource materials
- ☆ Discounts on registration of any IAAP sponsored international level training workshops, seminars, conferences and conventions.
- ☆ Discounts on registration for the Certified Administrative Professional or the Certified Professional Secretary exams
- ☆ Subscription to: *OfficePro* magazine, *OfficePro Express*, an e-newsletter full of research, trends and technology information; *IAAP Connections*, the association's monthly e-newsletter
- ☆ Full access to the IAAP Web Community, an online social network for IAAP members.
- ☆ Local chapters—IAAP Edmonton Chapter—which hold training and networking events and have opportunities for leadership.

The cost of a professional membership is **\$128** US funds, renewal each year for **\$83** US funds. The cost of a student membership (must be enrolled in a business program) is **\$75** US funds, and the cost of an associate membership (which allows up to 5 staff can enjoy the Edmonton Chapter events {however, this deal does not apply to the Association's events}) is **\$195** US funds.

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

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



## Emails That Work

Office Dynamics sends out emails called "Monday Motivators" this is an excerpt from the March 21/11 issue.

### When receiving e-mail:

- ◆ **Sort incoming messages** according to importance and the need to act on them. Some people create folders within their email programs. Others print off messages and track them that way. **Hint:** If your e-mail program permits you to "manage" messages - sending them to folders without showing up in your in-box, for instance - you may want to explore that option. Talk to your office's IT person.
- ◆ **Respond only when necessary.** If no action is required, save everyone's time and avoid replying with something generic like "OK."
- ◆ **Act within 24 hours**, if possible. If you must reply, try to do so within one day. This isn't always feasible, of course - but it's a best practice we can all strive to achieve.
- ◆ **Check email several times a day**, rather than constantly, to prevent interruptions that decrease productivity.

### When sending e-mail:

- ◆ **Decide if e-mail is the best way to communicate.** Time-sensitive information, as well as potential conflicts, should be handled either face-to-face or on the phone. Remember: E-mail may be "instant" but not for everyone. And e-mails don't always deliver your tone of voice properly, which can result in miscommunication at critical, sensitive times. In those cases, verbal communication is preferable.
- ◆ **Consider your recipients' learning styles.** How would they prefer to receive the information you're sending? If they're "to the point" people, rely on short sentences and bullets. For detail-oriented readers be specific - but consider placing a "nut paragraph" at the top of the e-mail that boils down the essence to one short statement. That way, they'll know if they need to read or act upon the message ASAP.
- ◆ **Insert recipient names in the "To" field only when you're finished** writing your message. This is the best way to prevent sending e-mails too soon with a mistaken click of the "send" button.
- ◆ **Reread for tone.** We've already addressed how e-mails are prone to "tone problems." So, before sending any message, read it from the recipient's point of view. If you find anything that could be misunderstood or taken the wrong way, carefully reword that sentence for greater clarity.

## Events & News

### 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 a fantastic 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 delicious food all come together 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 three 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 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. See dozens of top-rated speakers! Check out an amazing Office Expo! 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! The brochure is now available on-line at <http://www.iaap-hq.org/events/conferences/efam>

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>.

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

Check out an article in the **Edmonton Women's Magazine** by our President, Ingrid Piecha. She invites readers to “join us at one of our events, as we create a better workplace, one administrative professional at a time.” You can even read the magazine on-line at [www.edmontonwoman.com](http://www.edmontonwoman.com).

We have a new **retractable sign!** Check it out at our monthly meetings and future public events.

### 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).

### Bronze Sponsor:

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### Suit Yourself

Suit Yourself is an Edmonton-based charitable organization which collects and distributes quality clothing and accessories, free of charge, to low-income women who are seeking employment or making a transition in the workforce.

Enjoy an afternoon with your friends and swing by our Style Power Clothing Swap and Silent Auction, Quality Inn West Harvest (17803 Stony Plain Road) Saturday, May 28, 2011, 11:00 am - 4:00 pm.

To donate business attire or silent auction items, or volunteer for the above go to [www.suityourselfclothes.org](http://www.suityourselfclothes.org).

### Our Election Night is May 10

Members are encouraged to attend this meeting and to vote on our Board for 2011-2012.

President: Vern McLaren

Vice-President: ***Still open, nominations can be received from the floor***

Treasurer: Alicia Prilipp

Secretary: Joyce Aulenback

Director at Large: Adrienne Korchinski, Kathryn Krause, Cheryl McKercher, Allison Lougheed Mumo, Milena Santoro

### IAAP's Mission ...

Is to enhance the success of professionals by providing opportunities for growth through education, community building, and leadership development.

*Have you visited our website lately?*

## Business Dinner Meetings

Education for our members is provided through regular meetings with timely topics. There is time at our meetings for people to network and get to know other like-minded professionals which develops a sense of community. There are also on-line forums for members to network with administrative professionals from around the world. 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.)

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

## "I Don't Know How to Tell You This, But ..." Breaking Bad News to Your Boss

Most of us don't bother to tell our bosses about the minor glitches that are part of the average workday. But every now and then, something happens that the boss just has to know about, like a major mistake or missed deadline. Even if you and your manager are on good terms, there are some conversations you simply don't want to have.

While you may be tempted to conceal the problem until it blows over or gets resolved, it's better to be direct. Here are some right and wrong ways to deliver upsetting news to your manager:

**DO deliver the message yourself.** If possible, arrange a face-to-face meeting to explain what has happened. This will allow for a faster, easier exchange of information and show that you take the situation seriously.

**DON'T drag your feet.** As upsetting or difficult as the news may be, it will be better in the end if you tell your manager right away. The last thing you want is for him or her to hear it through the grapevine or be the last to know.

**DO offer solutions.** Before you present bad news to your boss, think about potential ways to correct the problem. When you meet with the boss, discuss with him or her steps you have already taken and share your ideas for reaching a successful resolution.

**DON'T pass the buck.** Address the issue at hand without passing blame or pointing the finger at others. If the situation is due to an oversight or error on your part, admit your role immediately and accept responsibility.

**DO be honest.** Be upfront about the scope of the situation, especially when the best solution will be costly in terms of time or money. It's never a good idea to downplay the seriousness of a problem or withhold information in the hopes that the boss will be less upset.

*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.*

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

As many of you are aware, our website is constantly improving due to your valuable input.

Many have asked for a FAQ page and I would like to know what you are having difficulties finding on ours or HQ website.. Submit your "where do I find?????" to me so we can start creating this valuable webpage on our site. If you are having difficulties navigating and find what you are looking for; then we would have to assume that the other approximately 7000/month visitors are also!!!

We are always looking for ideas to improve the Edmonton Chapter website, so why not send yours!!!

Vern McLaren, CPS  
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