

IAAP Edmonton Chapter

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International Association of
Administrative Professionals®

Edmonton Chapter



President Message

I would like to take this opportunity to welcome everyone to 2012!! 2011 was a great year and look forward to what 2012 has in store for us! Now that all the hustle and bustle of the festive season is behind us and spending our time with family and friends, now is the time to start thinking about YOU! Remember to spoil yourself once in awhile (visit a spa or go treat yourself to something nice) but most importantly, get involved in your chapter.

APD is not that far in the future (4 months is going to go FAST) and we could always use help in the organizing of this great event. There are some smaller tasks for those who don't have a lot of time to commit or there are larger roles that still could be filled by you. If you think you can lend a hand, please feel free to contact me and I will help in getting you involved.

Vern McLaren, CAP
President, IAAP Edmonton Chapter

MARK YOUR CALENDARS

May 2012 Certification Exam

Registration Deadline:

February 15, 2012

2012 Spring Conference:

March 4-7, 2012

Administrative Professionals Day

Wednesday, April 25, 2012

May 2012 (CAP) Exam:

May 5, 2012

2012 Education Forum & Annual

Meeting (EFAM)

July 22-26, 2012

SAVE THE DATE

Administrative Professionals Day

April 25, 2012

Chateau Louis

From 8am-4pm

Tickets: \$149.00 member \$169.00 non member.

More information to come - stay tuned!!!

Why Email Management is Important

By Karen Porter

The Administrative Professional

Email is a basic COMMUNICATION tool. It's not just something to make your job easier (or harder, depending on how you view it). Microsoft Outlook, Eudora or whatever email client management application you use is not something the IT department stuck on your computer as a perk. I'll repeat, email is a **COMMUNICATION** tool, and **communication is the core of your relationships (and often any problems you have) at work.**

And with the exception perhaps of general word processing tasks, email usage and management is probably the main SKILL you perform on the computer as an administrative professional. In fact, reading, writing and managing your email and those of your boss probably consumes a LOT of your daily time (especially if you're doing it carelessly or wrong and don't know it).

Email usage seems so simple on the surface. You open email, read it, write something in it, and hit send, right? WRONG!

Let me explain a few more reasons about why perfecting email skills is important to administrative professionals.

1. Time Saved (or better managed) - You'll spend less time writing, reading, checking, sorting and filing email messages when you develop better email practices and put in place email management systems right for you.

2. Company Money Saved - Anything that improves your work performance and saves you time while at work saves the company money (or at least helps them to spend it efficiently). Why? Because your time on the job is company time. You're paid for your time. That's company money.

3. No Lost Opportunities - Too much incoming email leads to email overload. This usually results in you not reading some email messages or scanning others really fast. That leads to lost opportunities.

4. Deadlines Met - You wait all day for Sally to return your call with the information you told her you needed by 5 p.m. You left your phone number on her voice mail and spoke with her once about this. She doesn't call. And she's not answering her phone now.

Are You a Successful Administrative Professional?

Success as an administrative professional could mean many more things to you. Only you can define what success as an administrative professional means to you. It's not the same definition for every administrative professional.

- Success may mean job advancement in your administrative role or it simply may mean performing in your current admin job at your best.
- Success may mean feeling satisfied on the job more often than not.
- Success could mean having an internal sense and knowledge that you're truly adding value to your company.
- Success could mean you're helping to make your manager or executive more effective in meeting his or her work goals.
- Success might mean you feel secure in your job and less stressed this year - even with all the economic job turmoil and job insecurity.



QUICK TIPS

Microsoft Word

<Ctrl Enter> Hard Page Break (force a page to break where ever you want it to!)

<Shift Enter> New Line (very handy in a bulleted or numbered list if you want a new line but not one with a bullet or number!)

<Ctrl Shift Enter> Column Break (if you are in column and you want to end it and jump up to the top of the next column, use this command, beats hitting the enter key a gazillion times!)

<Ctrl Shift Space> Hard Space (use this instead of hitting the regular space bar when you type dates, names or postal codes that you want to keep on one line and when you don't want them to split and wrap to the next line)

<Ctrl Shift Hyphen> Hard Hyphen (use instead of a regular hyphen - perfect for keeping hyphenated phrases such as names or phone numbers on the same line.

Check out some of our free videos at <http://www.screencast.com/users/KnowitSooner>! We are currently working on creating more at which time there will be a cost to view them, so take advantage now.

Watch for more videos showing how to use Excel for Fundraising! We are excited to offer this new video training service! Email us if you have any feedback or want to be added to our email list! info@knowitsooner.com

These tips have been brought to you by Know it Sooner Computer Training. Contact us today for one on one or group training at your site or ours!

www.knowitsooner.com

780-940-6772

info@knowitsooner.com



Website

Well you started a new job which is very exciting but there is so much to learn! People are using acronyms that you have never heard of before? Did you know, there is a tool on HQ website that might have the answer and the explanation of what those crazy letters stand for. Go to this link (<http://community.iaap-hq.org/glossary/alphabeticaltab/>) and see if it is there! Or if you have one that is not in there, add to the list so others may benefit from that information.

www.iaapedmonton.com

*Vern McLaren, CAP, President & Chapter Webmaster
vern.mclaren@cima.ca*

Professional Accomplishments

October 19, 2009 marks the day I won the workplace of choice lottery – working as the executive assistant to Steve Rees and his team at Alberta Health Services in Edmonton.

Shortly after I began working with Steve, I asked why he selected me over the other, many qualified candidates that applied for the position I now hold. One reason that swung his vote to select me was the fact I was working toward my Certified Professional Secretary® rating through the IAAP (I wrote the exam November 2009 and achieved my CPS in January 2010). My involvement in the IAAP paid off immensely!

While our team has undergone significant changes, one thing remains constant – Steve's support and encouragement of my involvement in the IAAP Edmonton Chapter. I am respected for the position I hold, for my involvement in a professional organization, and for the years of experience I bring to the table. I recently received a thank you card from Steve, expressing his appreciation for the continual help I provide the team, for keeping him organized and helping to make his job more enjoyable.

My thanks to the International Association of Administrative Professionals for helping me get more out of my job and bringing added value to the team.

Michelle Hawgood, CAP

Pearl MacDonald joined Toastmasters and won and the annual Sparkle Award at the Fifth Avenue Jewellery for helping people.

BOARD OF DIRECTORS

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vern.mclaren@cima.ca

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michelle.hawgood@albertahealthservices.ca

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milenasantoroinc@gmail.com

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Janelle.sproule@oemremam.com

MEMBERSHIP DRIVE CONTEST

The following chapters have met the requirements and been selected as winners of the 2011-2012 Growth Programs October Membership Drive contest:

- **Ames Chapter** — Ames, Iowa
- **Springfield Metro Chapter** — Springfield, Mo.
- **Edmonton Chapter** — Edmonton, Alberta, Canada

Each winning chapter has received a \$150 IAAP gift certificate.

Congratulations to these chapters, and thanks to all chapters who participated in the contest!

NEWSLETTER

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 Janelle Sproule at
Janelle.Sproule@oemreman.com



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. 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.)

January 10, 2012 will be our first meeting in the New Year.

*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.

Chapter of Excellence and Member of Excellence programs are different this year.

Pearl introduced the duo-tangs with information in them for developing criteria. At each meeting we will bring this board where you check off what you've completed.

This will help track how each member does in managing the program. Benefits include a certificate that you can include in your career evaluations.

We have to have Members of Excellence in order to achieve Chapter of Excellence.

Members – 11 criteria and you only need 8. Your name will be on part of the EFAM slide show.

Chapter – narrowed down to 8 criteria and you have to get all of them.

If you wish to submit a short story, testimonial, blog, experience etc. (200 word minimum) you've had and share it with the community and it would benefit others etc. new, existing or past members are welcome please send it to email:

Janelle.Sproule@oemreman.com

