



International Association of
Administrative Professionals®
Edmonton Chapter

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

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IAAP-EDMONTON!

President's Message

A great big 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 Celebration. It is truly wonderful that you could take the time out of your busy day to join us for this very special event: A day planned just for you!



The International Association of Administrative Professionals (IAAP) congratulates you for taking your professional development seriously. This development is one of the keys to moving forward in our careers. This, along with being involved in an association such as ours, both on committees and on the Board of Directors, will help you to grow in ways you haven't thought of yet. So, if you're here today, then your next step is to get involved in this great Chapter by applying for membership and offering your talents on the Board or committees. Please check out our website for more information at www.iaapedmonton.com.

I would like to thank all those on the events committee and on the Board for their efforts in putting this day together. They have worked tirelessly on every detail, planning as much learning and as many fun filled activities as they could pack into one day. Their **Power of Commitment** is obvious by their dedication to this task. I do hope you enjoy the day, and I would be delighted to see you again at one of our business meetings, held on the second Tuesday of each month at the Edmonton Petroleum Club.



Wishing you a wonderful day and a happy, sunshine filled Spring!

Pearl MacDonald
President
2009-2010

IAAP Mission Statement

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

Canada Divisions' Conference 2010 - May 27-30



Stars Shine Brighter Under Prairie Skies

The IAAP Canada District Conference (CDC) this year is in Regina! Join us at the Delta Regina Hotel & Conference Centre where we will join with other

administrative professionals from across Canada for a day of professional development. It's close enough that several of us from the Edmonton chapter are planning to drive down—if you want to come along talk to Joyce to book your spot!

Information and Registration forms are available at <http://guest.cvent.com/i.aspx?1Q,P1,48B013B0-1A2E-4E73-8C45-1AF48D100A45>.

Chapter News & Notes

Nominations

Are you someone who would like to take a leadership role in our chapter or who is looking for an opportunity to enhance and build a better resume with new and current skills?

Elections for positions on the Edmonton Chapter Board of Directors are coming soon: in May. If you are interested in becoming a participant on the Board, please phone Kristie Leeson at 780-437-8532 or e-mail her: kristie.leeson@shaw.ca. *We are still looking for a member to fill the position of Vice President: would you be interested in sharing this position and having the opportunity to learn with a fellow member? (What a great way to distribute tasks and use each other's strengths!)*



Remember...if you would like some first-hand knowledge about Board happenings, every member is welcome at any of the Board meetings, held every first Wednesday of the month. **You are more than welcome!** (Contact Pearl MacDonald, for time and location.)

Certification Information

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

Monthly Program Review

Every month we, as a group of administrative professionals, gather at the Edmonton Petroleum Club to listen to speakers who can help develop our personal skills and professionalism.

We started the New Year off in January by looking at **Time Management: Time is on Your Side** with Chris Birch from Robert Half International (OfficeTeam).

In February, the topic of **Etiquette@Work** was presented by Office Team. The co-presenters took this presentation past the initial idea of etiquette at work and covered the topics of networking, making introductions, what to do with business cards, tips for meetings, and proper e-mail use. "Etiquette means behaving yourself a little better than is absolutely essential." Will Cuppy

When Laurel Vespi from Stone Circle Coaching spoke to us in March, her topic was called **Ducks in a Row**. Who knew when we walked in the door that we would be having a good look at our own core values! When we know what our core values are and we base our decisions and actions on them, then we are credible – something we all want to strive for.

Looking ahead to the rest of our year, we will be holding

our elections in May and a great finale meeting in June. Check the website at www.iaapedmonton.com to learn more about upcoming topics and speakers!

Win A Gift Certificate!

Attend 8 of 10 meetings this year, and your name will be entered in a draw to win a \$50 gift certificate in June!

Edmonton Chapter Scrapbook

New this year: the IAAP Edmonton Chapter Scrapbook! At each chapter event, various chapter members have been taking pictures of the action. Those pictures are not just sitting idle on a computer somewhere...they are being immortalized in a scrapbook! (And some will also appear on our website...) If you would be interested in creating the layout for one of our upcoming events this year, please contact Pearl MacDonald.

Keeping You Informed

Visit our website at www.iaapedmonton.com to learn more about the Edmonton Chapter of IAAP. There is an archive of past newsletters, photos from our meetings, and upcoming meeting information. Members can log in and use the website as a networking tool and even view job postings.

Anyone who wishes to advertise on our site can contact Vern McLaren through the website for more information.

The Gift of Membership

Do you have a special co-worker or friend who is also an administrative professional? If you'd like to do something special for him/her, we have the perfect idea: the Gift of Membership. It's a great way to introduce your friends and co-workers to IAAP. Maybe it's a way to help that admin that just got laid off, or as a special gift for your son or daughter who is now part of the profession.



It's easy to give the Gift of Membership. You can either mail/fax in the Gift of Membership form or call HQ with the information. The Membership Department will then send out an e-mail informing the recipient of his/ her Gift. It only takes a few minutes, but gives a gift that lasts an entire year.

Access the sign-up forms at www.iaap-hq.org/join/gift.html. Don't let another day go by...give the perfect gift, the Gift of Membership. (excerpts taken from submission by Joy R. Johnston, Senior Manager, Membership and Distribution, IAAP HQ Staff)

Qualities of a True Administrative Professional

The International Association of Administrative Professionals (IAAP) suggests that a true administrative professional should have most or all of the following qualities...

- ▶ *Is skilled in new and emerging technology.* This includes a strong working knowledge of a wide variety of integrated computer software applications, Internet and Intranet communications and research.
- ▶ *Acts autonomously.* This means having less direct interface with bosses and more with clients and internal departments. Is able to make decisions independently, and manages his/her own work and schedule.
- ▶ *Provides broader skills beyond the traditional scope of the secretary.* Brings greater value to the workplace through skills in such areas as accounting, interviewing, hiring and training, and coordinating activities with outside vendors.
- ▶ *Demonstrates strong interpersonal skills.* These can include effective listening, good writing, strong negotiating and oral communication skills.
- ▶ *Uses educational opportunities provided and finds new ones.* Attends relevant educational and training sessions offered by employers or pursues them independently. Never stops learning. Makes like a sponge and learns as much as he/she can on the job.
- ▶ *Is flexible.* Shifts gears effectively and goes with the flow if things get hectic.
- ▶ *Gets results.* Meets deadlines and always sets personal

goals and meets them.

- ▶ *Takes the initiative.* Doesn't wait to be asked to do something. Stays one step ahead of the boss.
- ▶ *Innovates.* Comes up with new, more efficient ways of doing his or her job. Offers assistance, ideas, and recommendations for making things work better in the office.
- ▶ *Can set priorities with little guidance.*
- ▶ *Can juggle several assignments at once.*
- ▶ *Works well with other employees at all levels and from other departments.*
- ▶ *Asks intelligent questions about the business.*
- ▶ *Participates in group discussions, meetings, work teams - not just as a scribe.*
- ▶ *Thrives with a fair amount of chaos!*
- ▶ *Keeps an open mind.* Realizes that what we thought was right yesterday, may not be true today...and vice versa. Is willing to look at new information in a new light to make new decisions to keep fresh and up-to-date.

In short, administrative professionals are those who master technology, have top-notch interpersonal and communication skills, are able to manage projects, track and organize and be creative in solving problems, and most importantly, have the willingness to learn and grow, and accept challenges.

http://www.iaap-hq.org/ResearchTrends/Qualities_of_True_Administrative_Professional.htm

Membership Corner

I would like to welcome the following new members as of March 1: Gail Ivany, Vitorina Santana, Kathryn Krause, Patricia Scott, and Salena Boucher.

We now have 55 members. and I hope to see all of you at our next two monthly meetings. So, far we are averaging 16 members at each one, and I would like to see some of those faces that haven't been to a single meeting this year.

I encourage you to renew your membership and attend all the monthly meetings, so you get the most benefit out of

the organization that has promoted and assisted the administrative field to become a recognized and fulfilling career. Don't forget, we are winding down to the Chapter elections for next year's Executive, and coming soon is our fabulous year-end draw, if you attended 8 out of 10 meetings this year!

Good luck to you all,
Hilary Allbon CPS, MOS
Director at Large, Membership and Certification Chair

From the Newsletter Chair



Did you see what you were looking for? Did you find useful information?

This newsletter intends to provide timely information about activities of the IAAP Edmonton Chapter and to provide uplifting and encouraging articles. If you are an aspiring writer or if you have information to be included please contact the newsletter editor.

IAAP Edmonton! is published at least six times a year. Hard copies are available to meeting attendees in the month of publication, after which it is posted on the chapter website. The deadline is the last day of the month before publication. Contact Joyce at aulenbak@interbaun.com or leave a message at 434-7511. Cheers!



Hot Tip



This month's Hot Tip is about shortcut keys...I love them because they are such a great way to increase productivity, so here are some that work in any version of Outlook.

Ctrl + N - Creates a new item based on the folder you are in. If you're in your Inbox, it will create a new message. In Calendar, it'll create a new appointment.

Ctrl + R - Reply to the current message

Ctrl + Shift + R - Reply to All for the current message

Ctrl + F - Forward the message

Ctrl + Shift + M - Will start a new message regardless of the folder you are in.

Ctrl + Shift + A - Will start a new appointment regardless of the folder you are in.

Ctrl + 1 - Jump to Inbox

Ctrl + 2 - Jump to Calendar

Ctrl + 3 - Jump to Contacts

Ctrl + 4 - Jump to Tasks

Ctrl + 5 - Jump to Notes

Alt + Tab - And don't forget this combination to scroll through all your open documents and programs

Submitted by Joyce Aulenback

<http://news.office-watch.com/t/n.aspx?articleid=1340&zoneid=12>

Upcoming Association Events

EFAM 2010 - Boston, MA

The 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 **POWER Commitment** Edmonton Chapter www.iaap-hq.org/events/convention/benefits.html. Do you need support from your employer in order to be able to afford to go? Find helpful tips on how to prepare a *Return on Investment* document to present to management at www.iaap-hq.org/events/ROI.pdf.

EFAM 2011 - Montreal, QC

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 bunch 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 to bring you the best EFAM ever, of course, with other colleagues from around the country. 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. Hosting our own CDC in Edmonton in 2007 was an experience that brought much growth to this chapter, imagine what can be done on this grander scale!

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