



STAR CITY NEWS



FEBRUARY 2012



VOLUME 5, ISSUE 7

ROANOKE CHAPTER IAAP
2011—2012

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From the Desk of Glenda Bramlet, CAP-OM

The weather may be cold & dreary, and we may want to be like a groundhog and just hibernate, but we are moving on. We've been doing great things and moving towards Chapter of Excellence.

We have many things to plan, and now is a great time to get involved and take advantage of the learning opportunities:

Many of us will be in Chesapeake for the Leaders Actively Networking -LAN workshop on February 4th. If you missed signing up for this one, be sure to talk to me about the next one. Don't miss out on the opportunity to get to know others within our VA-WV Division.

February 7, 5:30 pm at Valley Bank will be our first planning meeting for our Administrative Professionals Week seminar. Hone your planning and organizational skills and help us make this a "remarkable" event. Our APW seminar is scheduled for April 24, 9:00-3:00. Our theme this year will be: "60 years strong- side by side."

February 20-24 is our Lunch & Learn Membership Drive week. We have a lunch & learn planned for Roanoke Memorial Hospital on Feb. 21; and one for the City of Roanoke on Feb. 23. We have the rest of the week open-let me know if you'd like to host one, or pool resources and maybe plan one with someone else. Send me an email if you know other admins who need to hear about IAAP and the Roanoke Chapter.

February 28 we have our monthly membership meeting. Our speaker will be Daniel Bliley, VP Marketing, Member One Federal Credit Union, speaking on Marketing.

Looking forward to seeing you soon.

Glenda Bramlet, CAP-OM

Roanoke Chapter President



FEBRUARY 2012—MEETING INFORMATION

Date: Tuesday, February 28th - 6:00 pm

Location: Holiday Inn Tanglewood

Speaker: Daniel Bliley, VP Marketing, Member One Federal Credit Union

Topic: Can I have your attention?!? Make Your Marketing Stand Out in a Crowded Space.

RESERVATIONS DUE BY February 23—See attached form



COMMITTEE UPDATES AND CHAPTER/DIVISION NEWS

Program Co-Chairs
Donna Minnix CAP-OM, and
Linda Leedy CAP-OM



Wow what a program we have for February!

Do you want to be the one who brings great ideas to your company for their next marketing campaign? Do you need help for your own private enterprises? OR for IAAP?

Plan to come to the February Dinner Meeting to find out how.

Daniel Bliley, Marketing VP for Member One Federal Credit Union will be speaking on:

Can I Have your Attention?!?
Make your marketing stand out in a crowded space.

You will learn how to get your message to the right person, be where your customers are, use multiple platforms to create top of the mind awareness.
Brand, Brand, Brand!

Mark your calendars for Tuesday, February 28, 2012 and invite others to come too. One Re-cert point is awarded.

ADVISE TO THE ADMINISTRATIVE MINDED

How to Create an Archive Folder in Outlook 2007

- Start Microsoft Outlook. From the main Outlook window, go to the “Tools” menu and click on “Options.” The “Options” dialog will open.
- Go to the “Mail Setup” tab of the dialog. Click “Data Files.” The “Outlook Data Files” window will open.
- Click the “Add” button. On the “New Outlook Data File” window, select “Office Outlook Personal Folders File” and click “OK”.
- Select a location in which to save archived files in the “Save In” drop-down list. Enter a name for this file and click “OK” to save it.
- Enter the name entered for this file in the “Name” field of the “Create Microsoft Personal Folders” dialog box. Click “OK” to finish creating the archive folder.



A Word from our Chapter Treasurer

Lesha VanBuren, CAP



I joined the Roanoke Chapter of the International Association of Administrative Professionals (IAAP®) in 2008. My membership and participation in the IAAP has greatly enhanced my career as an administrative professional and contributed to my overall professional career.

I graduated from high school in 1980, an era of no computers, and I do not have a college degree. I did attend one year at a local community college.

The Roanoke Chapter IAAP has not only enhanced my professional career but also my personal growth. The networking with other administrative professionals has given me a wealth of knowledge, and I have established new life-long friendships. I have attended several Professional Development Seminars and Annual Division meetings. I consider myself an “extrovert” to some degree but making friends is difficult for me, and I am definitely not a public speaker. I am the standoffish one, waiting for someone to approach me. I am willing to help wherever, whenever, but never took the initiative to be in charge of anything. My participation in IAAP has given me the opportunity to “step out of my comfort zone.” My first year, I jumped in and volunteered to be the Chair for FY2009-10 Community Outreach Service.

My second year, I was Chair for Community Outreach Service, and I was chosen to be the Chapter Secretary for FY2010-11. Stepping out even further, I was chosen for Chapter Treasurer for FY2011-13. Public speaking for me entails butterflies in the tummy, sweaty palms, and a wreck of nerves. Through various opportunities within my chair and officer duties, I have had the opportunity to speak before my chapter members. It is baby steps, but I am gaining more and more confidence in myself. The seminars and workshops have provided me with valuable information.

IAAP has helped build my confidence professionally and personally to take on assignments, speak at meetings, etc. I have included the training/workshops on my Annual Performance Evaluations to show my Director that I am vested in learning all I can, to better myself as an administrative professional, team member, and co-worker.

I first learned of IAAP and its many benefits through a Lunch & Learn that I attended with a co-worker. While very interested, I felt it was more than I cared to get involved in with all the other responsibilities that I had personally. The speaker at the Lunch & Learn was Doris England, CAP-OM. She has been the Roanoke Chapter President, Virginia-West Virginia Division President and is currently Parliamentary Advisor for the Roanoke Chapter. Doris was persistent in her efforts to have my co-worker and I join the Roanoke Chapter. Her persistence paid off! In 2008, we both joined.

Having no college degree, I was very interested in learning more about the certifications for CPS® and CAP® (now CAP® and CAP-OM®). I thought, "Having these would give me some recognition," not just with self-pride but show my determination and dedication to enhancing my professional career as well as personal achievement. Recently, there was a discussion on eGroups suggesting that “almost achieving” should be recognized when striving to obtain Chapter of Excellence or Member of Excellence. I remember one comment, “We don’t almost get our certifications.” It was my turn to learn persistence and perseverance! I took the CPS exam in May 2009 and passed Part II (Office Administration) and Part III (Management) the first time. Unfortunately, I failed Part I (Technology); I graduated in 1980 so computers were not part of my Clerical/Business major. At the office, we have a technology department that handles any technical issues. The majority of my computer learning has been trial and error, classes through work, or related to just my work duties. I “almost” passed Part I on *four* attempts (coming within 16 points of passing on one attempt). Each time I mentioned I was not going to complete the CPS exam, the more my chapter members and co-workers cheered me on and offered their support. My fellow chapter members offered their assistance in helping me study, gave me additional materials, and my boss allowed me time at the end of the day to study at my desk. I was determined for my personal satisfaction, professional career, and as to not let my chapter, members or co-workers down, I persevered! In May 2011, I made my *fifth* attempt to take Part I. I passed – not almost again but actually passed!! The entire office could hear me rejoicing! My chapter members were so happy (and relieved as I) that I had passed! I hung in there and I did it; not “almost” but finally passed! Trust me it was worth the victory!

I took the CAP-OM in November 2011 and I did not pass. I had a score of 482; 500 is passing! *Perseverance - continued effort to do or achieve something despite difficulties, failure, or opposition.* In May 2012, I will re-take the CAP-OM!

On December 13, 2011, the Roanoke, VA Chapter celebrated its 60th Birthday! I am grateful, honored and proud to be a member of the IAAP. Striving to survive and thriving for 60 years also speaks on determination and perseverance of many devoted members over the years. Our chapter consists of the most encouraging and nurturing members. Each member makes our chapter a safe environment to grow, and even make an occasional mistake - and learn from it.

Ways and Means Committee
Judy Hough, CAP-OM, Co-Chairman
Felisha Taylor, CAP, Co-Chairman



What's so easy about raising money!!?? It just makes "cents"...

The Ways & Means committee is Changing Things In 2012! Please start saving your loose change and bring to our monthly meetings. Let's fill up the jar and surprise ourselves at how quickly it really adds up!



Dining Club Update:

For Sale! We currently have International Dining Clubs for sale with an expiration date of February 28, 2013. Packages are \$37.50.



Try your luck! We are also running a Dining Club raffle for one International Dining Club. Tickets can be purchased for \$2 each or 3/\$5. We will have those available at the February Membership meeting. The drawing for the membership will be at the February or March meeting depending on ticket sales.



In the works...

We are currently working on a couple other ideas for fundraisers:

- Chick-Fil-A Spirit Night
- "Night on the Town"
- Silent Auction
- Zazzle account (<http://www.zazzle.com/sell>) and
- Raffle for donated product(s)...



If there are any other suggestions, please contact Judy Hough (jhough@saalemva.gov) or Felisha Taylor (felisha.taylor@cox.com) with your ideas. Remember, our Ways and Means projects go to support the Chapter's educational programs since our Chapter Dues are only \$14. We appreciate your support!



MEMBER OF EXCELLENCE

Why strive to be a Member of Excellence?_What's in it for me?_Why should I take the time?

<http://pathways.iaap-hq.org/>

Do it for Your Career!

Become a Member of Excellence to show your employer that you strive for professional excellence

Continuing education / improving your skills / becoming a more valuable employee

Display certificate during performance evaluation

Request letter from VA-WV Division be sent to your employer for additional recognition

Do it for Your Future Employment!

Use "Member of Excellence" achievement on your resume and portfolio

To be recognized for the pursuit of education and excellence in your profession

Do it for Your Association!

Your Chapter needs 7% of its members to be MOE's to achieve the Chapter of Excellence

Your Division needs 7% of its members to be MOE's to achieve the Division of Excellence



Criteria (meet 8 out of 11):

1. Hold a current IAAP Certification (i.e. CAP as prescribed by the new curriculum.)
2. Download the Member of Excellence Commitment form; sign and date the form (**send copy to your chapter president**).
3. Actively participate in the IAAP web community forum discussions or write an article (minimum 200 words), and have it published in an IAAP publication (chapter, division, or international level.) Recommending another author's article does not qualify.
4. Attend at least one professional educational workshop, seminar or conference (at least 60 minutes in length) and provide a short paragraph on how the training relates to your job or your role in IAAP. It can be an IAAP or non-IAAP workshop, seminar, or conference; however, it **cannot** be included in your calculations to meet the requirement of criterion #9.
5. Hold a degree, certificate or equivalent (a minimum of one year in length) from an accredited college or university or hold a Microsoft certification
6. Pay membership dues on or before anniversary date. This criterion is a mandatory requirement. This **mandatory** requirement will be waived in the case of new members joining IAAP in the current IAAP fiscal year who want to work towards becoming a Member of Excellence.
7. Serve as a chapter, division, or international officer, committee chair, or committee member; or serve as an RTF Trustee; or serve on a student chapter advisory board or the school's advisory board for the office administration program.
8. Conduct a public presentation, program or training at least 60 minutes in length. (Note that the presentation does not need to qualify for recertification points).
9. Attend a minimum of eight (8) IAAP chapter, division or international sponsored meetings, programs or events (any combination.) These meetings, programs, or events cannot include an event used to meet the requirement of criterion #4.
10. Recruit at least one new member.
11. Integrate IAAP membership and involvement into annual performance plan or review.

Are your communication skills helping or hindering your career?

By Julie Perrine, CAP-OM, MBTI Certified

Have you ever found yourself tongue tied? Maybe it happened in an interview? Or during a one on one meeting with your executive? Or worse yet, it was in front of a room full of people and there you stood with all eyes on you and you couldn't coherently articulate what you wanted to say? It has probably happened to everyone at some point in their career. But there are a lot of proactive things you can do to become a better communicator – both in private conversations and in more public situations. Whether you ever intend to speak in front of an audience or not, you must develop your communication skills to advance yourself down the career path you are on. Every interaction you have throughout the course of your work-day is a communication opportunity – by phone, by email, in person. Are your communication skills helping or hindering your career? Let me share a real example with you.

I received an email recently asking for advice on this very topic. The writer had interviewed numerous times with the same company and kept coming up short of a job offer. She felt the main reason she was unable to move beyond the interview phase was because she wasn't able to articulate well during a regular conversation. She also believed this might be hurting her chances of internal advancement in her current position. She felt as though she didn't know all of the business words people use in the corporate world like leveraging and skill sets. So she asked what she could do to improve her communication skills and be able to hold a conversation without being nervous and rambling on and how she could do a better job of promoting herself and her skills. This person was confident that she had the skills she needed in most cases because her executives always give her rave reviews and make the most positive comments about the support she provides. So what should she do to jump this communication confidence hurdle?

As I evaluated my own experiences, I identified several key factors that have all contributed to improving my communication skills both in personal interactions and public situations. Each one of these built on the foundation laid by the previous one and have resulted in a continual improvement in my communication skills and overall confidence in myself over the years. I continue to work on it today. The one thing you must understand about becoming a great communicator is you must work on it continually. It's a journey, not a destination. Let me highlight some of the key components from my own experience. I'm certain these strategies can help you improve your communication skills, too.

- **Speech and Writing Classes**—Now it may be too late to take speech and writing courses in high school, but you can ALWAYS take a speech course or writing course at your local community college – no matter what your age is! And I strongly encourage you to start there. Being able to articulate yourself on paper is JUST AS IMPORTANT as being able to articulate yourself in words. In fact, one helps you with the other. So check out what options are available for courses offered in your local area and enroll in one to get yourself started.
- **Completing a two year public speaking certificate**—Toastmasters International is a world leader in communication and leadership development. The two year public speaking certificate I completed during college was similar to the Toastmasters model. This was foundational in my development. It doesn't matter if you NEVER plan to become a public speaker, you can learn to become a more effective communicator by going through a speaking program like Toastmasters. www.toastmasters.org
- **Becoming a tour guide for my company's corporate headquarters** and giving tours to campus visitors and dignitaries. This was one of my first jobs. I had to not only memorize countless facts and statistics about our organization and the historic buildings on our campus, I had to be able to recite the information the instant someone showed up at my desk requesting a tour. I used cue cards at first, but the more you do this type of thing, the better you get and the more confidence you develop. So look for opportunities within your own company to be the unofficial "tour guide" for new employees or visiting executives. It will help you increase your exposure throughout the company as well.

- **Selling Tupperware for 13 years.** I never would have imagined that signing up to sell Tupperware simply to get the consultant discount would be one of the most life changing decisions of my professional career. I NEVER had any intentions of doing an in home party (public speaking terrified me); I simply wanted a discount on my own Tupperware orders. Looking back now, I can tell you this was one of the single most important things I have done to develop my leadership skills, communication skills, and confidence in speaking to audiences of almost any size. I went from praying no one would call me and ask me to do an in home party to leading a team of 60+ consultants, conducting my own team meetings, and conducting training sessions at distributor-wide sales meetings. Oh yeah, and I began to LOVE doing in home parties, too! Don't let "selling" something scare you off. Find a product you LOVE, learn it inside and out, then share it with others. You don't have to do it to "make a living", do it to develop your speaking and communications skills. You just might have a blast doing it at the same time.
- **Joining professional associations and getting involved** on their committees and their boards of directors. I've been a member of the [International Association of Administrative Professionals](#) (IAAP) for 11 years now. If you want to develop your communication and leadership skills in a non-threatening, supportive environment, I recommend checking out your local IAAP chapter. Join a committee and get involved. Becoming a very active member in my local chapter catapulted my career in ways I'd have never imagined. I started working in committees. I eventually joined the board of directors and became the chapter president. These roles elevated my speaking skills, gave me additional visibility in my professional networks and at the office, and led to one of the best corporate job opportunities of my career. Whether it's IAAP or another professional or community-based organization, start exploring where you might be a good fit and get involved.
- **Volunteering to lead charity drives** or large events at the office. How many of you work for a company that does an annual United Way campaign? What about other charity fundraising events throughout the year? Volunteer to help. I became the project manager for a charity cookbook initiative in one of my corporate positions that gave me the opportunity to prepare agendas for meetings, lead the meetings, and manage the team of volunteers responsible for producing this book. It was valuable in developing my verbal and written communication skills, and I had a lot of FUN doing it at the same time.
- Attending as many professional development **conferences, webinars, teleseminars, and training sessions** on the topic as I could get my hands on. If you've been following me for a while, you know I'm a HUGE believer in professional development. There is something available at ANY price point, so stop making excuses and start signing up for some communication training. Reading **Crucial Conversations**, **TypeTalk at Work**, **StrengthsFinder 2.0**, and many other books. What these books have done for me is help me to understand how I communicate in relation to how others communicate and give me the words and phrases I should use to articulate the true essence of who I am to others. This is critical to your career advancement. If you don't understand your own strengths, personality type, and passions in life, how do you ever expect to be able to tell someone else when they ask you in an interview?

Pick one or two strategies and give them a try. I'm certain you'll discover new ways to become a more effective communicator no matter what situation you find yourself in! Your career depends on it.

Julie Perrine, CAP-OM, is a personality strategist, personal brand analyst, and administrative mentor who teaches administrative professionals and entrepreneurs how to increase their professional opportunities and achieve more productive and meaningful relationships by utilizing innovative technology, ideas, and people. Learn more and request your **FREE copy of our special report "Creating Your Strategic Administrative Career Plan"** at www.AllThingsAdmin.com

Download my **FREE** report today:
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