

STAR CITY NEWS

SEPTEMBER 2011



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ROANOKE CHAPTER IAAP
2011—2012

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From the Desk of Glenda Bramlet, CPS/CAP

We have begun our remarkable year, and we are on our way on the Pathways to Excellence. I want to thank Dee Dixon, CES and Cindy Mitchell, CPS for agreeing to be our "Passport Agents." We will soon be distributing our passports for this fun way to track our progress to Members of Excellence. The criteria list is included in this newsletter- please take another look at it. This distinction is another way to confirm to yourself and others you are Making the Leap to Remarkable.

It's been a month since I returned from EFAM in Montreal, and I'm still basking in it as I've been reading Sam Glenn's book- A Kick in the Attitude. I have the opportunity to recount some of his funny stories as I read, and remember when he spoke at EFAM about how attitude makes a difference and how laughter is a key factor in changing our attitude.

Here are some of his tips:

1. If people can have more fun at work, they are more engaged.
2. A better attitude equals a better you so lighten up!
3. Learn to laugh at yourself.
4. When you get better, work gets better. When work gets better, life gets better.
5. There are no benefits to being uptight.
6. Milton Berle quote, "Love to laugh,

laugh to live."

7. People with a good sense of humor live longer, are more attractive, are healthier, and make more money- eventually.

8. Humor is a muscle, if you don't work it out, you won't get it.

9. Humor refreshes attitude.

10. Misery loves company and it likes to recruit.

11. The attitude formula: your uniqueness + the right attitude + action = making a positive impact

12. There are two types of difficult people: #1 the Ego- these are people who believe they are the utmost high authority next to the creator and #2 the Criticizer and Complainer.

Here's a photo of Sam and I after he signed my book. All I could say as he rose to stand next to me was, "Gee, you're tall". He's one foot taller than me.

To hear some of his funny stories, go to: www.samglenn.com/audio. Have a laugh and lighten up!

Glenda Bramlet,
CPS/CAP

Roanoke Chapter
President



SEPTEMBER 2011—MEETING INFORMATION

Date: Tuesday, September 27th - 6:00 pm

Location: Holiday Inn Tanglewood

Speaker: Susan Swan of Susan Swan Consulting LLC

Topic: "The Outstanding Assistant—Managing Conflict in the Workplace"



COMMITTEE UPDATES AND CHAPTER/DIVISION NEWS



ROANOKE CHAPTER WEBSITE AND IAAP WEB CPOMMUNITY

I am maintaining the Roanoke Chapter website for the 2011-2012 chapter year. This is something new for me and I have stepped out of my comfort zone. But isn't that what IAAP is all about, "Making the Leap to Remarkable?" So please bear with me if you have questions and I don't know the answer right away. More than likely there is someone on the web community who has the answer.

Just some of the information posted to the Roanoke Chapter "Events" tab will be the board meeting dates and chapter meeting dates along with any other events in which the Roanoke Chapter participates such as Olde Salem Days.

The August newsletter and reservations form were posted on the "About Us" tab and "Events – Up Coming Events" tab. Newsletters are not just for the convenience of our members, but for potential members who may be interested in our chapter happenings.

When available, information will be posted regarding our chapter's progress in obtaining Chapter of Excellence.

Did you know that one of the criteria to obtaining Member of Excellence is actively participating in the IAAP Web Community? Approximately 50% of the Roanoke Chapter members have complete or partially complete profiles on the IAAP Web Community. This is very good for a chapter of our size.

If you have photos of chapter events that you would like posted to the Roanoke website, Gerri Richards suggests:

"I put all pictures in an album using Picasa by Google. It's a free download and very easy to use. Make sure you make it a public album though or only you will be able to view it."

I have heard that the first step is the most difficult. With that being said, I have included the instructions from the IAAP Web Community for obtaining your log-in. (Please see attachment)

I hope to read your blog or see your name in a discussion forum very soon.

Roanoke Chapter Website and IAAP Web Community

Tina Waldron, CPS/CAP

DEAR ADMIN— ADVISE TO THE ADMINISTRATIVE MINDED

Dear Admin,

Is there an easy way to "toggle" between tabs in Internet Explorer 8?

Signed: *Iwana Goback*

Dear Ms Goback,

Here's how: To go forward—CTRL—TAB, to go backward—SHIFT CTRL—TAB



TO SUBMIT YOUR LETTERS TO "DEAR ADMIN" - Please email by 1st of the month to:

Martha.McMahon@Anthem.com

(Got News? Please email to: *Martha.McMahon@Anthem.com* by the 1st of the month)

COMMUNITY SERVICE COMMITTEE



The Salvation Army dolls are in and ready to dress. Some of you picked yours up at the August meeting but we still have more to distribute. We also have empty stockings that need to be filled. The Salvation Army did not receive any bears this year. If you want to get one or more dolls to dress or stockings to fill, please let Gerri Richards, CPS/CAP know by sending an email to grichards@myvalleybank.com. We would hate to return the dolls unadorned or the stockings unfilled. All dolls and stockings need to be returned at the November meeting. We will judge the dolls then. Thank you in advance for your participation in this worthy project. We hope to make 50 children happy with the dolls and a much nicer Christmas for the 30 children who will receive the filled stockings.

A special thanks to Lesha VanBuren who donated her 50/50 winnings from the last meeting to our school supply drive. Additional supplies were purchased and added to the ones members brought in to the August meeting. They were delivered to Turning Point and were greatly received.

The Roanoke Chapter has a heart!

Community Service Team: Gerri Richards, CPS/CAP, Chair, Lesha VanBuren, CPS, Dee Dixon, CES, and Candace Heffner

PROGRAM COMMITTEE

Wouldn't it be nice to have a conflict-free workplace? Realistically, conflict free is about as unlikely as a calorie free hot fudge sundae! Just like managing calories for physical health, we need to manage conflict for workplace health. In fact, managed conflict is a healthy way to bring important issues to light and strengthen your relationships with co-workers, bosses, customers...even your friends and family.

Our September program will feature this important topic.

Susan Swan of Susan Swan Consulting LLC is an organizational development consultant. She focuses her consultancy on executive and management coaching.

Please join us and invite someone in your office to come to the September 27 meeting at 6 pm for dinner in the Holiday Inn Tanglewood. You will receive one recert point for your attendance.

Our annual Executive Tribute Lunch will be held on Tuesday October 25 at 12 noon at the Tanglewood Holiday Inn.

Please invite your executive to join you for lunch, as part of Bosses Day festivities. The cost is \$18 per person.

Well known and respected attorney, Mary Ellen Goodlatte, will be the speaker, and she will bring a message on how important admins are to her and every company.

Please consider nominating your boss for Executive of the Year. Please turn in the nomination forms to Donna or Linda by September 28.

Linda R. Leedy CAP and Donna Minnix, CPS/CAP

Program Chairs

Why wait? GET CERTIFIED!
Do something for yourself and your career today.



“Communications”
“Office Administration”

“Office Systems and Technology”
“Office Practice and Procedures”

Please join me in congratulating all of the following Roanoke members who passed exams in May 2011

Susan Shively, CAP

Cynthia Mitchell, CPS

Lesha VanBuren, CPS



Ways and Means Committee

Judy Hough CPS/CAP, Co-Chairman

Felisha Taylor, CPS, Co-Chairman



Olde Salem Days!

We will be selling Pepsi products at a stand on Saturday, September 10, from 8 a.m. to 5 p.m. We have 13 people signed up to work. If you are planning to come and shop, please come by the booth located in the parking lot at the Salem Public Library. Also, if you can stay for an hour and help, your assistance would be greatly appreciated! You can also contact Judy by email @ jhough@salemva.gov or by phone @ 491-3246.

Mary Kay Fundraiser

Our third project for the year is a Mary Kay fundraiser. We will have packages available at the September membership meeting for those who would like to participate. Orders must be placed by the October membership meeting, October 25th. Payment by cash or credit card is due with orders. (5% sales tax, \$5.00 shipping) Orders can also be placed on line at www.marykay.com/felishataylor (note that the free shipping offer posted online does not apply to this fundraiser). If you are not able to attend, please contact Felisha by email @ felishataylor@marykay.com or (540) 915-4707. Your assistance is appreciated to help make this project a success!

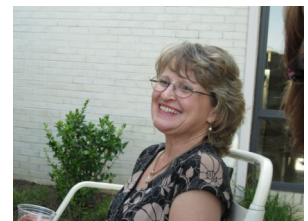
Macy's Shop for a Cause

Thanks to the Chapter members who sold and/or purchased coupons for the Macy's Shop for a Cause event! Judy Hough CPS/CAP, Co-Chair, visited Macy's on Saturday, August 27th, and manned a table for the Chapter. She was able to sell 7 more tickets in two hours! The Chapter sold 26 tickets and made \$130 for the effort!

Looking for a unique gift for Boss's Day? Why not give an International Dining Club!

International Dining Club books (<http://www.idc241dining.com/>) are available for sale for \$37.50. The coupons are good for buy one meal get one meal free. The books also include coupons for Mill Mountain Theatre and Roanoke Ballet Theatre. If you like to eat out, these books will easily pay for themselves. If you are interested in purchasing or you would like to try to sell some at your office, please let us know so we can get those to you. Flyers are available to post in a break room, etc. The books are good through October 2012, and the Chapter makes \$7.50 for each book sold. Contact Judy @ 491-3246 or you can purchase one or more at a Membership or Board meeting.

PICTURE PERFECT



The Past Presidents of the Roanoke Chapter were recognized for their service at the August dinner meeting. There were 19 Past Presidents of the Roanoke Chapter who gathered for catching up and for memories to be shared as we welcomed Helene Ferguson, CPS as the newest "PP". Those who attended the dinner were presented with a carnation and a star which symbolized that they are a shining star of the chapter. Each one was encouraged to be a mentor to someone in the chapter to share their wealth of experience and knowledge.

Those attending were Dottie Denison; Coriene Dooley, CAP; Frances Shelton; Dianne Simmons, CPS/CAP; Dee Dixon, CES; Gerri Richards, CPS/CAP; Anita Woods, CPS; Ann Carroll; Patsy Marshall, CPS/CAP; Helene Ferguson, CPS; Judy Hough, CPS/CAP; Vicki Grant, CPS/CAP; Deborah Charles, CPS/CAP; Cindy Kinney; Doris England, CPS/CAP; Linda Leedy, CPS/CAP; and Donna Minnix, CPS/CAP.

Suggested Reading

“When Words Collide”
by Lauren Kessler



WHEN WORDS COLLIDE is the most versatile grammar and usage handbook for beginning and continuing media writers. The book is praised by readers for its straightforward, clear treatment of grammar, offered in a light-hearted, almost conversational tone. As a handbook, it serves as a reference tool for writers throughout their writing careers. It provides concise and clear explanations and examples, or a quick and accurate answer to a grammar or usage question. The unique 'from writer to writer' perspective engages writers and guides them firsthand through the writing process.

SEPTEMBER
MEMBERSHIP ANNIVERSARIES

Jane Mitchell, CPS —2008



International Association of
Administrative Professionals®

PUZZLE TIME

Submit your answer at the September meeting for a chance to **win a prize!** A PUZZLE TIME Ballot Box will be located at the Registration Table as you enter the Holiday Inn Tanglewood meeting room. (A random drawing will be held from the entries with the correct answer.)

According to Peripheral Visions (www.suppliesguys.com) -

“A typist’s fingers travel _____ miles
during an average workday.”



Shelter Alliance™
Fundraising With Accountability



HAVE A DISCARDED CELLULAR TELEPHONE? WHY NOT DONATE IT!

So you've upgraded your cellular phone contract and don't know what to do with the old phone. Rather than throwing it away, put it to use for Turning Point Shelter of the Salvation Army, a shelter for abused women and their children in the Roanoke Valley.

Our chapter has been working with Shelter Alliance in Miramar, Florida to conduct this community service project for a number of years. Shelter Alliance is a program of GRC Wireless Recycling, the largest cell phone recycling network in North America. All proceeds from the recycled phones are sent to Turning Point Shelter.

Tell your family, friends, and co-workers about this project and ask for their discarded cell phones. Phones may be dropped off at any Valley Bank branch, at the City of Salem Utility Collections Department located in Salem City Hall, at the Salem Public Library, or you may turn phones in to Judy Hough CPS/CAP at a Membership meeting. Discarded phones are a tax-deductible donation to our organization, and a tax donation form is available for those requesting one. If you have any questions, contact Judy Hough at 540-491-3246.

Contact us—We're on the Web! Visit us at: www.iaap-roanoke.org