



Fort Myers Chatter



A MESSAGE FROM OUR PRESIDENT

Excitement is building as the time gets nearer for the Cape Coral chapter to become a reality! On the other hand there is a bit of sadness as the “Siamese Sisters” will become two individual chapters instead of one. I use that term because although we will be two chapters we are both of one mind and focus. It will be difficult at first but soon both chapters will be up and running towards another year of Excellence in Action! Wanda and Genny have done a great deal of work to help make this dream come true so please be sure to let them know how much you appreciate their efforts!

Although some have questioned the need for two chapters in Lee County we all need to keep the focus on the big picture of what IAAP is all about: **Vision:** To inspire and equip all administrative professionals to attain excellence; **Mission:** To be the acknowledged recognized leader of administrative professionals and to enhance their individual and collective value, image, competence, and influence; and **Purpose:** To provide education and training, and set standards of excellence recognized by the business community on a global perspective.

We need to get the message out that IAAP is here and growing. We need to make ourselves accessible to others who would benefit from our organization but don't know about it. These are opportunities for spreading out to more of Lee County as well as Charlotte County and let other admins know that we are there for them with solid core values they can benefit from.

What are IAAP's core values?

Integrity: We demonstrate this cornerstone of our profession through honesty, accountability and high ethical standards.

Respect: We create respect within our profession and association through listening, understanding and acknowledging member feedback.

Adaptability: We ensure the success of our association by embracing positive change and by nurturing diversity, creativity and visionary thinking.

Communication: We cultivate and maintain excellence by remaining approachable at all levels, communicating openly and building strong relationships.

Commitment: We are steadfast in our goals to develop learning opportunities for career-minded administrative professionals and to strengthen efficiency and effectiveness.



Vickie

Vickie Lane CPS/CAP
Fort Myers Chapter President

Member of the Month

Judy West



Many of us living in Florida are from somewhere else. Where are you from?

Cambridge, Ohio

What brought you to Florida, specifically Cape Coral/Fort Myers?

We wanted to gold year around. That tells you we were very young when we moved here.

Briefly describe your work history and how it brought you to this point in your career.

I worked at the AAA Auto Club for 10 years; moved up the ranks to Office Supervisor. After 10 years I got burned out.

I decided to get a real estate license and I worked with Prudential Florida Realty for about 10 years. I worked their offices at Ft. Myers Beach, Sanibel, and Bonita Beach. I burned out once again with rentals.

I then got a Broker's license, and sold for awhile, but needed a change, wasn't sure I like selling. That is what led me to Estero Fire Rescue, as an Administrative Specialist. I work between the Chiefs and the Fire Fighters trying

to keep the records all straight. I love my work there, and plan to retire from there, but I keep my Broker's license active and sell about 3-4 houses a year.

As an administrative professional, what do you perceive to be the biggest misconception about the profession?

The outside world and even who we work for has no idea what all we do, and what all we have to know.

What role does IAAP play in supporting the administrative professional role in the workplace?

I haven't had a chance to take any classes yet, but am looking forward to doing that. I enjoy the meetings and the speakers. I feel I can improve my skills in many ways by being a member.

Have you taken a DISC behavioral profile? If so, are you a D, I, S or C?

Embarrassed to say, I'm not sure what you're talking about. Sorry, I probably didn't read something I was supposed to.



Do you have a hobby? If so, what it is?

My hobby for a few years has been my 3 grandchildren. I'm involved in everything they do. I work with my pictures. My daughter is a



Creative Memories Consultant, so I have no choice in this. For myself, I don't really have any hobbies right now. There's not enough time...I do try to read every now and then.

Do you have a favorite book(s)?

Ashley's Ashes is what I'm reading right now.

Do you have a favorite self-help or career oriented book?

I have your book, Office Assistant, and it's great. I've used it several times already.

What is your favorite way to spend leisure time?

The Beach.

Plans or goals for the future?

I'm getting close to retirement, but no real plans to retire for some time. I just want to keep working at Estero Fire Rescue, and probably work Real Estate when I do retire. My husband is not a well man, so I'm somewhat confined to being home as much as I can.



Dear Abbey Admin:

Due to corporate downsizing, everyone in our office is super busy. There are numerous admins and I am one of two receptionists sharing this one position. We help the admins during crunch times. The problem is one of the admins continually uses me for everyday duties that I don't feel I should be doing, but I'm afraid to rock the boat and possibly lose my job. What should I do?

Signed, No Doormat

Dear No Doormat:

With unemployment as it is right now, you are not alone in your dilemma. However, that doesn't mean you should be taken advantage of. Abbey Admin is going to assume that you wish to further your career so I'm going to suggest that you first try to handle this situation on your own as Administrative Assistants constantly have to use their communication skills to resolve issues. Most important is to be factual in your approach with the admin. You must be clear on what your job entails. If you have any doubt, speak to your supervisor first. If she asks, tell her what's going on but that you'd like to try to resolve it yourself first. This shows initiative, problem solving skills and independence, all valuable traits of successful administrative assistants. Good luck!

Abbey Admin



2008 International Coastal Clean Up By The Numbers

Thanks to all of you who contributed to the ICC in 2008. Here are the statistics:

- 6,800,000 pounds of trash collected
- 11,400,000 items removed, including the top three:
 - 3,200,000 cigarette butts
 - 1,400,000 plastic bags
 - 943,000 food wrappers/containers
- 390,881 volunteers
- 6,485 sites in 104 countries and locations
- 23 consecutive years
- 1 ocean

Please mark September 19, 2009 on your calendar for this year's Coastal Clean Up.



Support Our Rising APOTY Stars!

By Ann Kirby CPS/CAP
On behalf of the 2008-2009 APOTY Committee

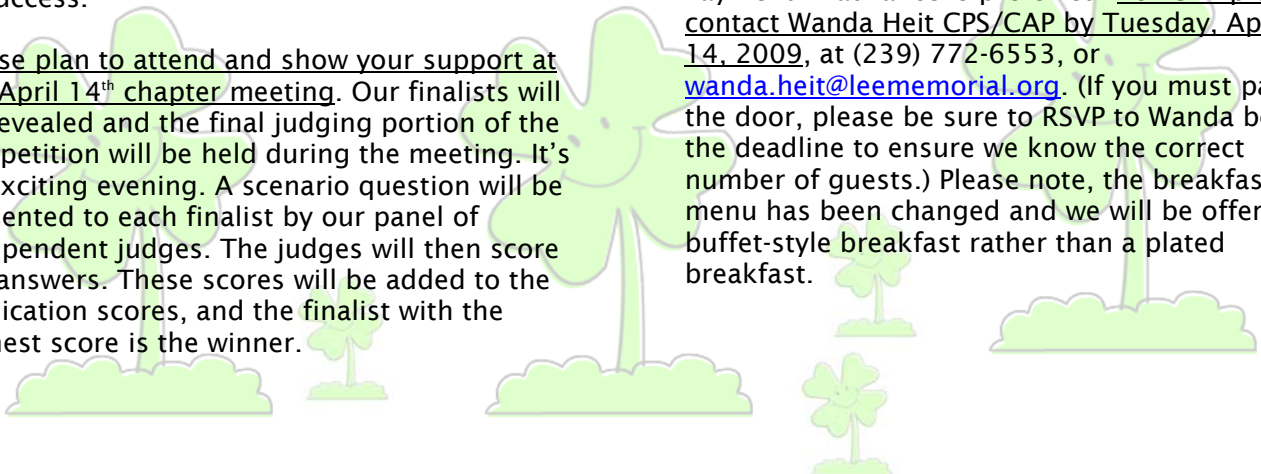
It's almost that feeling of the *Night Before Christmas*... the *Administrative Professional of the Year (APOTY)* applications have all been filled out and are 'hanging by the chimney with care.' As they are being scored, not a creature is stirring...

Congratulations to those who stepped up to the plate and filled out their applications! That, in itself, says volumes about you and your road to success.

Please plan to attend and show your support at our April 14th chapter meeting. Our finalists will be revealed and the final judging portion of the competition will be held during the meeting. It's an exciting evening. A scenario question will be presented to each finalist by our panel of independent judges. The judges will then score the answers. These scores will be added to the application scores, and the finalist with the highest score is the winner.

The winner will be announced at our ***APOTY Awards Breakfast***, Monday, April 20, 2009, 7:30 AM, at Palmetto Pine Country Club in Cape Coral. In addition to celebrating with our APOTY winner, we will also announce our Annual Scholarship Recipients. (Remember how hard we have worked this year to raise money for our scholarship fund?) We invite all members to attend. Also, please invite your coworkers or employers - this is a great opportunity for them to see what IAAP is all about - "*Excellence in Action!*"

Tickets to the APOTY Awards Breakfast are \$12. Payment in advance is preferred. To RSVP please contact Wanda Heit CPS/CAP by Tuesday, April 14, 2009, at (239) 772-6553, or wanda.heit@leememorial.org. (If you must pay at the door, please be sure to RSVP to Wanda before the deadline to ensure we know the correct number of guests.) Please note, the breakfast menu has been changed and we will be offering a buffet-style breakfast rather than a plated breakfast.





Become Your Guest

By Rhonda M. Strong
VP Tennessee Division
rnstrong@eastman.com



What do you do to prepare for guests who visit your home? Have you ever thought about becoming your own guest by treating your visitors with the same kindness and appreciation that you would expect? Let's explore how you would expect to be treated as a guest at your own meeting.

Who will greet you? All IAAP Members - especially leaders will make it a point to welcome you with *genuine* enthusiasm.

What will you find? You will find members demonstrating friendliness and professionalism. You will find members who represent their chapter and association well. You will find members who are growing by stepping out of their comfort zones by greeting you and telling you they are glad you came. You will find members who make you feel valued and important.

When do you feel welcomed? Immediately and throughout the meeting. Several members invite you to sit with them so they can get to know you. After all, how many people are comfortable being alone when they don't know anyone in the room? Lucky for you, everyone (including you) will have a name tag, so you don't have to concentrate too much on remembering everyone's name.

The members will want to know where you work, where you're from, about your family, and about your career goals. They will introduce you to several others in the room and tell you all about their chapter and IAAP. They will share all of the great times they've had attending chapter, division, and international events. They will talk about the networking and the awesome educational programs.

The members are genuine and share a passion for this association. They put you completely at ease; you have a great learning experience; and before you leave, several people invite you to come back to the next meeting and tell you how glad they are that you came.

Where do you feel at home? Everywhere. A few weeks after the meeting when you see one of the members at the grocery store, she speaks to you and reintroduces herself to you. She's very friendly and invites you to come back to the chapter meeting next month. This provides further proof that this organization is friendly and they are authentically interested in you and your development. This organization must be special?

Why should you go back/join? You leave the meeting with a sense of belonging and a good feeling about IAAP and the members. You know professional organization is exactly what you need to enhance your career.

How to prepare? In preparing for guests to arrive, let's compare this to having guests visit your home.

Clean House/Preparation

- Develop your meeting programs at least six months in advance and preferably one year in advance.
- Dynamic speakers are a great way to increase attendance. Advertise these speakers throughout your local business community.
- Having membership information on hand at every meeting gives the impression of preparedness.



The Invitation

- Give the topic, date, and location of each meeting. Advertise your meetings. The section on Publicity and Public Relations in the IAAP Leader's Guide will assist you with this.

Environment and Comfort

- Using name tags at every meeting makes it effortless for members and guests to learn names. Name tags also help your guests (and never members) engage in conversation and provide them with a sense of belonging.



Post Dinner Conversation/Benefits

- Take the opportunity to communicate the benefits of membership to your guests and extend an invitation to join your chapter.

Instill the Desire to Want to Come Back Again

- Offer to get together with them outside of the chapter meeting to discuss membership in your chapter and address any additional questions they may have.
- Obtain contact information for your guests and always follow up with a handwritten note thanking them for visiting your chapter, and invite them back to the next meeting.

Gifts For Your Guests/Door Prizes

- Before leaving, each guest should receive a small Welcome Packet with a letter stating that you are glad they came. Include chapter

meeting information, IAAP benefits, Membership Application, chapter contact information, as well as other relevant information

- Consider having a drawing for FREE membership at one of your IMPACT meetings. The recipient will normally bring in at least one other new member and we all like those freebies!

For additional tips on how to treat guests, please read IAAP's Chapter Success Tips article, "The Care and Feeding of Guests."

One of my favorite quotes is by Mary Kay Ash who said, "Everyone has an invisible sign hanging from their neck saying, 'Make me feel important.' Never forget this message when working with people." When your chapter helps visitors feel important, you are creating a climate of trust and camaraderie. Making others feel important can literally change your life and your relationships with others.

I challenge you to *Become Your Guest*. After all, our guests really deserve to be treated like royalty so they truly feel like the guests of honor they really are.



2008-2009 Fort Myers Board

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Wanda Heit CPS/CAP
President Elect

Karen Distelrath CPS/CAP
Recording Secretary

Genny White CPS/CAP
Corresponding Secretary

Dianne Reed
Treasurer

Maria Fiore
Director

Peggy Poole CPS
Director

APRIL 2009

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
			1. Sent someone a card 15¢ Did not send a card 20¢	2. 5¢ for each year of IAAP membership	3. Went shopping 25¢ Did not go shopping 10¢	4. Did laundry 15¢ Did not do laundry 25¢
5. Attended Church 15¢ Did not attend Church 25¢	6. 10¢ for each grandchild 20¢ no grandchildren	7. Made someone smile 15¢ Did not make someone smile 50¢	8. Sent an email 15¢ Did not send an email 25¢	9. Exercised today 10¢ Did not exercise today 50¢	10. Made a phone call today 15¢ Did not make a phone call 25¢	11. Colored Easter Eggs 25¢ Did not color Easter Eggs 50¢
12. Hid or Hunted Easter Eggs 20¢ Did not Hide or Hunt Easter Eggs 30¢	13. Recruited new member this year 10¢ Did not recruit new member this year 25¢	14. Attended Chapter Meeting 15¢ Did not attend chapter meeting 50¢	15. Wrote a check 15¢ Did not write a check 25¢	16. Saw a video/DVD at home 25¢ Did not see a video/DVD at home 15¢	17. Had dinner out 50¢ Did not have dinner out 25¢	18. Sent a birthday card 10¢ Did not send a birthday card 25¢
19. Had a cup of coffee 15¢ No coffee 10¢	20. Sent a fax today 10¢ Did not send a fax 25¢	21. IAAP anniversary this month 25¢ No IAAP anniversary this month 15¢	22. Brought lunch to work 10¢ Did not bring lunch 25¢	23. Had a family birthday this month 15¢ No family birthday this month 25¢	24. Told Someone you Appreciated them 10¢ Did not 50¢	25. Cleaned house 10¢ Did not clean house 25¢
26. Had lunch with a friend 15¢ Did not have lunch with a friend 25¢	27. Had a wedding anniversary this month 10¢ No wedding anniversary this month 25¢	28. Drove to work 25¢ Did not drive to work 15¢	29. Saw a movie this month 10¢ Did not see a movie this month 25¢	30. Worked Late 30¢ Did not work late 15¢		Please bring the Money you have Collected to the May 12 IAAP Meeting. THANK YOU !!



Up, Up and Away Excellence for a Day!



International Association of
Administrative Professionals®

FORT MYERS CHAPTER IAAP SPRING SEMINAR

NAME: _____

CPS

CAP

CHAPTER: _____

CHAPTER/DIVISION OFFICER

CHAPTER/DIVISION COMMITTEE CHAIR

CHAPTER MEMBER

ADDRESS: _____

PHONE: _____

WORK

HOME

CELL

PAYMENT METHOD: CASH CHECK

MAIL TO: DIANNE REED
8600 HENDERSON GRADE ROAD
NORTH FORT MYERS, FL 33917-4851

