

EFAM 2011 Article for September 2011 IAAPulse Newsletter

Hello everyone,

Well, we are back from EFAM and what an exciting time it was. Here is my report.

Annual Meeting coordinator Decolynne Jo Barteski, CPS and her team did a wonderful job of organizing EFAM 2011. The venue was excellent for this type of event.

Attendees from Ottawa Chapter

Adèle Conn, CPS – delegate
Sara Boisvert – alternate
Odette Léveillé
Josée Gagnon
Sharron Buttler, CPS/CAP
Rhonda Scharf
Glenda Murray, CPS/CAP
Kim Picard
Sylvie Paul-Hus, CPS/CAP

Saturday, July 23rd

I signed-up as a volunteer for Saturday, July 23rd at the Registration Desk from 4 to 7 pm. I met some amazing people and had a terrific time. This was my second EFAM, so I was able to guide some of the first time attendees. It was a very nice feeling to “pay it forward”.

Sunday, July 24th

IAAP Parliamentarian Jeff Neurauter met with the delegates and alternates to help us prepare for voting. Jeff not only informed us, but he entertained us. He has an amazing sense of humour that made a daunting task much more interesting and fun.

The opening ceremonies at the opening business session included a parade of flags from around the world where IAAP has members. The Canadian and United States of America flags were piped in by a Canadian Royal Mounted Police bag piper and two Royal Canadian Mounted Police in full uniform. Member, Anne Lupkoski, CAP, CPP sang both the US and the Canadian National Anthem. Anne has an amazing voice and stage presence.

At this point in the count, there were 1,018 registered attendees at EFAM of which 228 were first timers.

The Committee on Nominations Report included introductions of the 2011-2012 candidates for election to the IAAP International Board of Directors and Retirement Trust Foundation Board of Trustees.

In her presentation on the state of the association, International President Ramsay-Drow mentioned the following:

- member numbers are down, but our retention rate is up
- headquarters has kept costs down
- we received great sponsorships

-our current financial state is better than last year
-we currently have a surplus which will help us rebuild our reserves
-we had an increase in webinars, nearly 70 offered this year
-contributions to the Retirement Trust Foundation (RTF) this year were exceptional, therefore we are asked to make contributions to the Research and Education Foundation (R&E Foundation) instead going forward

- R&E Foundation advances the profession through research, supports IAAP certification and assists admins in getting the training they need to grow their careers and provides grants to allows qualified applicants to attend EFAM for the first time or those admins who are currently unemployed and would like to attend
- For more information, contact Richard Brennan at rbrennan@iaap-hq.org or visit www.iaap-hq.org

-annual report will contain Research and Education financials
-reminder that Don Bretthauer, CAE, is leaving the IAAP after 10 years as CEO
-the business session will continue on Tuesday

At the Canada Division District Caucus Meeting, Canada Division President Sharron Buttler was joined by President-Elect Tamra Goodall, CPS/CAP. We also had a visit by International President Mary Ramsay-Drow, CPS/CAP.

Sharron Buttler said a fond farewell as her two year term is up. She thanked Terry, her Husband of Excellence, for his outstanding support during her two-year term.

Eastern Canada Division, Western Canada Division and Ontario Division all earned their Division of Excellence. I was honoured to accept the Ottawa Chapter's 2010-2011 Chapter of Excellence Banner year sticker. Members of Excellence were congratulated as were those who received certification and those who achieved recertification.

On Sunday afternoon, Sara Boisvert and I had an opportunity to meet with the candidates before my turn to vote on Monday morning.

Sunday ended with the Evening of Welcome. The evening had a most definite Canadian flair including line dancing, friendly moose who danced the evening away with the attendees and two Canadian Royal Mounted Police in full uniform who had their photo taken with attendees. A great time was had by all.

Monday, July 25th

Voting took place on Monday morning. Only one vote was required for the International Director, Canada District position.

Monday's luncheon guest speaker - Bob Abrames – Lead, Follow or Get Out of the Canoe

Bob Abrames was one of a team chosen to paddle a birch bark canoe from Montreal to Winnipeg in 100 days using the same methods used in the old days. Here are few of the things he learned along the way:

- find out what is your "Winnipeg" and figure out how you plan to get there
- don't create a committee unless one is truly required or nothing will ever get done
- don't use the words: "if you don't achieve it ..." or you will give yourself permission to fail
- it's hard to teach adults new things
- all team members are needed and need to pull their weight
- speak up - errors cost – not only your company, but you too

- don't let emotions take over
- have faith in people's expertise and let them lead when they should

The business session continued from Monday, with the vote on the amendments to the bylaws and announcements of the vote results.

Bylaws and Standing Rules Amendments:

Proposed amendment #1 – was not passed

- there was an amendment to amendment #1 (from 15 members to 10 professional and from January 2012 to July 1, 2012 – was not passed

- there was an amendment to the amendment to amendment #1 (to add the words “and merited” after “professional” – was not passed

Proposed amendment #2 – passed

Proposed amendment #3 – passed

Proposed amendment #4 – passed

Proposed amendment #5 – passed

Proposed amendment #6 – passed

Proposed amendment #7 – was not passed

- there was an amendment to amendment #7 (from “no more than two” to “only one”) – passed

Proposed amendment #8 – was not passed

- there was an amendment to amendment #8 (from “listing any” to “listing all” and strike “fail to present” and insert “presented”) – was not passed

Proposed amendment #9 – passed

Proposed amendment #10 – passed

Proposed amendment #11 – passed

Proposed amendment #12 was added – passed

The Retirement Trust Foundation amendments:

Proposed amendment #1 – passed

Proposed amendment #2 – passed

Proposed amendment #3 – passed

Proposed amendment #4 – passed

Proposed amendment #5 – passed

The members of our 2011-2012 IAAP International Board of Directors were installed:

Tamra Goodall, CPS/CAP, President

Karlana Rannals, CPS/CAP, President-Elect

Judith A. Yannarelli, CPS/CAP, Vice-President

Antoinette Smith, CPS/CAP, Secretary

Wendy Melby, CPS/CAP, Treasurer

Lina M. Veglia, International Director, Canada District (Grand River Chapter, Ontario Division, Canada District)

Tammy S. Pierce, CPS/CAP, International Director, Great Lakes District

Bianca M. Constance, International Director, Northeast District

Kristi Rotvold, CPS/CAP, International Director, Northwest District

Doris Goode, CPS/CAP, International Director, Southeast District

Dortha W. Gray, CPS/CAP, International Director, Southwest District

Leanne M. Fisher, GradCertBus, JP, Affiliate Representative

The Trustees of the 2011-2012 Retirement Trust Foundation were installed:

Kelly A. Reggio, CPA, Trustee, RTF

Carolyn L. Prather, CPS, Trustee, RTF

Patricia D. Row, CPS/CAP, Trustee, RTF

Jean Bohinski, CAP, Trustee, RTF

CEO Don Bretthauer, CAE addressed the group to say farewell. He noted that IAAP headquarters staff is a great staff and is now 10% smaller than it was four years ago. He left with this: "Dream things that never were and say why not?"

EFAM 2012 will be held in Grapevine, Texas. EFAM 2013 will be held in Anaheim, California and in Milwaukee, Wisconsin in 2014.

The business session ended at 5:15 pm with a video of Grapevine Texas.

Monday evening's Canadian Division Dinner was a hit – 115 people signed-up. We were joined by International President, Mary Ramsay-Drow, CPS/CAP who was made an honorary Canadian and was thanked for her service over the last year. All in all, it was an excellent dinner with great company.

Tuesday, July 26th

Keynote speaker – Clinton Kelly – Making a Great First Impression

Clinton was funny and interesting and gave a lot of great tips. Here are some of his tips:

- what you look like matters – it tells the world what you think of yourself
- fashion is a buffet but style is what you put on your plate
- for work, you need: a great trouser; a great skirt; a great blouse with seams; a cute shoe and great completer pieces
- think about what you want your children to be when they grow up and then be that role model for them
- don't dress for a man, do it so you'll feel good and look great
- the best jean is a dark wash jean; you must try on at least 20 pairs of jeans before you find the perfect pair; straight leg jeans look good on everyone – this means straight from the hip to the ground
- sneakers are meant for working out – not every day wear – try an espadrille for every day wear
- get a professional bra fitting – your breasts should sit mid-way between your shoulder and your elbow
- tucking in tops emphasizes the mid-section
- wear your top mid-way across the butt (divide and conquer - makes it look smaller)
- clean your closet out at least once preferably twice a year
- shoes set the tone for the outfit - comfortable shoes can be fabulous too
- shop for outfits – not just pieces
- jackets are the number one friend to your midsection
- the important things to remember when purchasing outfits are:
 1. fit (does this fit my body or can it be fixed to fit my body)
 2. age appropriate (is this outfit appropriate for my age)
 3. situational appropriate (is this the right outfit for this event)
 4. expense (can you justify the expense)
 5. every piece that fits you needs to have at least two pieces that go with it
 6. every piece should work in two aspects of your life (work, weekend, party, etc.)
 7. don't do a trend from head to toe – only one trend then add classics

8. use colour, texture, pattern and shine
9. as you get older, wear brighter colours
10. try clothes on and/or don't keep them if they don't fit

The educational sessions were diverse, fun and informative. Please feel free to ask the Ottawa Chapter attendees about the sessions they attended.

Keynote speaker – Sam Glenn – A Kick in the Attitude: Recharge Your Work and Life

Sam Glenn started out by creating a chalk painting. This took a while and had me wondering if this was all he was going to do. After about 10 minutes, he was done the chalk painting and began speaking. He was definitely worth waiting for. I left his session feeling extremely energized.

The chalk painting was of a lighthouse and the sea. It was amazing; especially considering the short period of time it took him to make it.

Sam explained that the lighthouse represents our attitude. When it burns out, we need to restore the light and we need to keep it strong.

Here are some of the points that Sam made:

- a better attitude is equal to a better you
- your attitude is your choice and it's a magnet
- surround yourself with positive people and things
- read positive quotes every day
- lighten up – when you lighten up you see the humour all around us - people with a sense of humour are more innovative and see the lighter side of things
- humour is a choice and it refreshes us so collect humour that is pure, positive and good
- attitude is how you process the raw data that life hands you
- you can only control your attitude, no one else's
- do a "check up from the neck up"
- never underestimate your value – tell yourself you are awesome
- remember what is important

Wednesday, July 27th

Wednesday's educational sessions were also diverse, fun and informative. Please feel free to ask the Ottawa Chapter attendees about the sessions they attended.

The final night banquet was a great networking event. The dinner was delicious and there were home made chocolate treats on each table.

The Awards for Excellence were presented. International President Tamra Goodall, CPS/CAP gave her incoming President's address. A special presentation was made to outgoing President Mary Ramsay-Drow, CPS/CAP.

The banquet was a terrific ending to a great event.

Thursday, July 28th

Thursday's post-EFAM education workshops were very informative sessions. I attended the "Building a Remarkable Leadership Culture" by Merelle Rodrigo.

Here are the key points Merelle offered:

- you go in the direction that you focus in so keep your focus no matter what happens
- sweat is equal to success
- people are attracted so a sense of vitality
- I have to be my best me – “If it is to be, it up to me”
- remarkable leaders are people who like people
- “the buck stops with me” is the right attitude for a leader; be accountable; own it and fix it
- recognition keeps people engage so recognize good work and recognize it well – take nothing for granted
- forgive people’s mistakes instantly - there are many opportunities to criticize so don’t go looking for them
- Merelle told the story of the Persian Flaw – in Persia they made these extremely expensive rugs. Since they believe only their God is perfect, they weave a flaw into each rug. The flaw is not visible to others in any way. She explained that we shouldn’t spend our lives looking for the flaw in the Persian rug but that we should live our lives.
- a true leader inspires others and leads the way by example
- the power of IAAP is building people; we need to say: “come with us, we’d love to have you join us”
- don’t fit round pegs into round holes – in other words people already know how to do what they are doing, they joined IAAP to learn something new
- when faced with complaints or different opinions:
 - be aware of your own defensive reaction, diverse opinions and different styles are very helpful
 - watch your body language
 - listen to what people say and give their thoughts attention
 - don’t try to defend your point because that shuts the person down
 - always carry a pen and paper with you and right down what is said; reiterate what was said; say thank you and that you understand
 - look them in the eyes and tell them “I will think on this”
 - you don’t have to agree with them, but you never know when a complaint or a different opinion can give birth to a terrific idea
- be a good listener but be able to discern “pepper from fly droppings”
- manage the conversations that you are around
- The four d’s of conversation:
 - d = denial – denial is the lowest form of conversation – “all is fine”
 - d = debate – two people vying for the talking trophy and hog the limelight
 - d = discussion – more people willing to try to find a solution/no solution more collaborative
 - d = dialogue – let us talk about what is at issue and dialogue about a solution (live here) – always bring people back here or you end up with a complaining session
- build a culture where people are confident and able to communicate with each other
- as a leader, people look to you and your measure is always being taken so look like you are ready for business no matter what
 - look like the leader you are - people notice everything
- your strength, power and passion represent you – people will want to be you
- take a part of yourself and reproduce it
- grow and grow others - develop yourself and develop others
- remind yourself that you are a strong, vibrant and capable person