



McKenzie Chapter, IAAP

McKenzie Matters

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Advantages, Features and Benefits of IAAP Membership

Phoebe Anderson, CAP
Administrative Specialist, Lane Community College

When I heard about IAAP through my business classes at Lane Community College, I asked myself, "What's In It for Me?" And since then I discovered and experienced how IAAP could help me become a career-minded administrative professional and advance my career.

Since my chapter membership in June, 2004 I've enjoyed many benefits, such as:

- Leadership opportunities by volunteering to serve on several chapter committees, and then the board as Chapter Secretary, Vice President, and President
- Personal and professional growth through cutting edge IAAP chapter, state, district, and national training seminars
- Professional certification by studying for and passing the IAAP CAP exams (and our chapter members shared all their study materials and provided tremendous support!)
- Acknowledgement from my managers and colleagues for the professional assistance I provide them from my IAAP training and experience
- Networking with other local administrative professionals by sharing our project or technical advice and expertise, as well as job openings
- Community, camaraderie and mentoring shared with and by other administrative professionals, as well as industry and community leaders
- Public speaking opportunities that are very comfortable in front of a our supportive chapter members
- Cherished life-long connections, support and friendships with chapter members

Advance your administrative career

For over 60 years, the International Association of Administrative Professionals has been helping office professionals reach their career goals through education, community building and leadership development. Our certification programs are recognized as the industry standard of proficiency. Our educational programs, including OPTIONS Training, help admins advance their careers without putting their life on hold. With three annual conferences a year, members have numerous opportunities to learn and grow, not just at their job but in their life. We produce three different publications that go out to our members, which impart cutting-edge information about today's office.

If you've been searching for a community to help you thrive in today's office culture, you've come to the right place. Come join us as we create a better workplace, one admin at a time.

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Welcome, New Members!
Join by April 30 and receive \$15 discount

ADMINISTRATIVE PROFESSIONALS' DAY SEMINAR AND LUNCHEON

TUESDAY, APRIL 26, 2011

8:30 am to 2:00 pm
Boulevard Grill, Eugene OR

Education!
Networking!
Vendors!
Fun!

For details and to register go to
www.iaap-mckenzie.org

Featured Speakers:
Eilene LePelley
Business Writing & Grammar
Deborah Creager
Leading with Passion
Dr. Bob Huffman
Emotional Freedom Techniques (EFT)

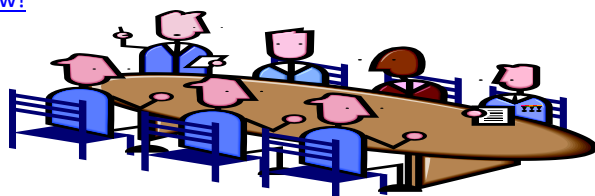
Administrative Professional of the Year Award

Presented by
Christine Lundberg
Mayor of the City of Springfield

PASSION & PURPOSE
MCKENZIE CHAPTER

Benefits of IAAP chapter membership

- Member discount on purchases through IAAP on education and professional development resource materials
- Discounts on registration of any IAAP sponsored international level training workshops, seminars, conferences and conventions.
- Discounts on registration for the Certified Administrative Professional or the Certified Professional Secretary exams
- Subscription to: *OfficePro* magazine, *OfficePro Express*, an e-newsletter full of research, trends and technology information; *IAAP Connections*, the association's monthly e-newsletter
- Full access to the IAAP Web Community, an online social network for IAAP members.
- [Local chapters](#), which hold training and networking events and have opportunities for leadership
- 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 a part of the profession
- [Download a printable membership application](#)
- [Join Online Now!](#)



Leadership Opportunities at IAAP Chapters

Melanie Rose
Executive Assistant, Monaco RV

I joined IAAP at the end of 2006, when I decided I wanted to become certified. At first I was just interested in attending the meetings and listening to the speakers. As I started to get to know people, it became more about networking. Since then I have networked with members in other cities to get recommendations and with people in our chapter to get specific information needed by my company executives.

What I didn't expect to find or have an interest in are the leadership opportunities that come with membership in the local chapter. When I was nominated for a board position I was uncertain about what it would entail and whether I wanted to take on the commitment. I can tell you that I'm glad I did. I'm coming to the end of my second year on the board and in these two years I have developed many new skills that I've applied both at work and in my personal life. Sitting on the board has helped me become more decisive when it's time to choose the direction for the chapter. It's helped me learn when it's time to step back, how to be more team-oriented and more compassionate, and even when to set my personal opinions aside for the good of the entire group.

As you know, at our jobs assistants typically have no authority of our own, but instead wield the authority of those we work for. Being on the McKenzie Chapter board has helped me be more confident in taking on that authority and leadership in my own right. I work hard to understand the complex issues that our company undertakes in order to be more comfortable offering my opinion in meetings where everyone else at the table has an executive position. And I have started a monthly meeting of the executive-level assistants at all the locations of my company where we can work together to address issues that may not be on anyone else's radar at the company, but that can improve everyone's lives at work.

As it becomes time to nominate new board members, I encourage every member to consider serving. Yes, it takes a little time and effort, but you will benefit both personally and at work. You will have fun. And the entire McKenzie Chapter will benefit from having fresh, enthusiastic and smart people on the board and as chairs of our committees.

"I Don't Know How to Tell You This, But..." Breaking Bad News to Your Boss

Most of us don't bother to tell our bosses about the minor glitches that are part of the average workday. But every now and then, something happens that the boss just has to know about, like a major mistake or missed deadline. Even if you and your manager are on good terms, there are some conversations you simply don't want to have.

While you may be tempted to conceal the problem until it blows over or gets resolved, it's better to be direct. Here are some right and wrong ways to deliver upsetting news to your manager:

DO deliver the message yourself. If possible, arrange a face-to-face meeting to explain what has happened. This will allow for a faster, easier exchange of information and show that you take the situation seriously.

DON'T drag your feet. As upsetting or difficult as the news may be, it will be better in the end if you tell your manager right away. The last thing you want is for him or her to hear it through the grapevine or be the last to know.

DO offer solutions. Before you present bad news to your manager, think about potential ways to correct the problem. When you meet with the boss, discuss with him or her steps you have already taken and share your ideas for reaching a successful resolution.

DON'T pass the buck. Address the issue at hand without passing blame or pointing the finger at others. If the situation is due to an oversight or error on your part, admit your role immediately and accept responsibility.

DO be honest. Be upfront about the scope of the situation, especially when the best solution will be costly in terms of time or money. It's never a good idea to downplay the seriousness of a problem or withhold information in the hopes that the boss will be less upset.

OfficeTeam is the world's leading staffing service specializing in the placement of highly skilled administrative and office support professionals. The company has more than 320 locations worldwide, and offers online job search services at www.officeteam.com.