



International Association of
Administrative Professionals®

Professionally Speaking...

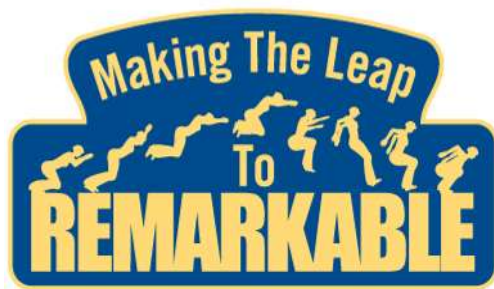
*The newsletter of Ontario Division
International Association of Administrative Professionals (IAAP)*

December 2011

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IAAP 2011-2012

Remarkable...



Commitment to Purpose...Measure #2 – Alignment of Products and Services with Mission

With this measure, the book states, “To be remarkable, our mission must be linked with the development of strategic direction, operations, products and services.” And it stresses that while great associations “align their offerings with their missions to do the right things well, even if they fall short on their outcome measures, they consider themselves successful only if they serve members needs and make progress toward their vision while hitting the numbers” they have forecast. “

POSSIBLE QUESTIONS TO CONSIDER...

How do products and services that explicitly reflect your mission provide a major benefit to members?

- Chapter and Division programs are arranged with a view of providing the services and opportunities outlined in the missions.

Do you regularly include specific elements of your “mission” in your media announcements?

- Most Chapter and Division promotional brochures include our mission statements and, as outlined below, many of our Chapter websites also include mission details as a means of promotion to potential members.

Also see “Implementing a Mission Statement” on page 6 of this issue.

Barrie & District Chapter

The Barrie & District Chapter of the IAAP exists to assist administrative professionals achieve personal and professional growth through friendships, networking and training in a comfortable, enjoyable and professional manner.

BurlOak Bay’s Chapter

To provide administrative professionals with the opportunity to enhance their personal and professional image through continuing education, skills sharing and networking in a friendly, supportive and professional environment.

Grand River Chapter

To provide administrative professionals with the opportunity to enhance their personal and professional image through continuing education, skills sharing and networking in a friendly, supportive, and professional environment.

Horseshoe Falls Chapter

To be the acknowledged, recognized leader of administrative professionals and to enhance their individual and collective value, image, competence, and influence.

Peel-Halton Chapter

Our mission is to provide members with opportunities to develop themselves through fellowship, education and networking, to meet or exceed their expectations both personally and professionally.

QuintusChapter

Through active participation in the Brantford Quintus Chapter, members grow in self-confidence, have opportunities to use their creative abilities, make decisions and meet with other professionals.

Sudbury Nickel Chapter

Enhancing the success of career-minded administrative professional by providing opportunities for growth through education, community building and leadership development.

Toronto Chapter

Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building, and leadership development.

I wasn’t able to spot mission statements on the websites of our other seven chapters. If I overlooked any, I apologize.

IAAP Mission Statement (from International Website)

Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.

December 2011

**Message from the
Ontario Division
Board**

Happy December!

Whether you celebrate Christmas, Hanukkah, Kwanza, Yule or any of the other religious holidays during this festive season, we hope you spend them with family and friends.

Enjoy this time of year and remember those you love and cherish.

Nancy, Melanie, Bonnie, and Suzanne would like to wish all of you and your families the best for the holiday season and the coming year.

May 2012 bring us all peace and joy.



Avery Box Top Challenge



Many thanks to Millie Anderson, CAP, from Quintus Chapter, for prompting this question, and to Pauline Hall, CAP-OM, from Horseshoe Falls Chapter, for the "sharing with our neighbouring chapters" concept, as well as to Lina Veglia, Canada District Director, and Aaron Ensminger, from IAAP Headquarters, for confirming the detail regarding Avery's Box Tops for Education Challenge.

Since this Avery program is not currently available in Canada, here's Aaron's reply, forwarded to us by Lina on December 15:

"Canadian chapters can absolutely participate by "adopting" a US school."

Or, as Pauline suggested, Canadian Chapters can collect the Avery Box Tops and give them to a U.S. chapter who's participating in the Avery Challenge.

If they're not already doing so, please encourage your members to start collecting the box tops.



From home to home, and heart to heart, from one place to another, the warmth and joy of Christmas brings us closer to each other.

... Emily Matthews



Membership Stats

As of the end of November 2011, Ontario Division had 624 members (down from the 650 we began the current year with on July 1, 2011).

This number is comprised of:

533 Professional Members

29 Associate Members

24 Merited Members, and

38 Student Members

Congratulations to the following Ontario Division Chapters which have grown in membership since July 1:

Ottawa West...

up 5 members to a total of 34

Ottawa...

up 5 members to a total of 61

Sudbury Nickel...

up 1 member to a total of 19

and

York Region...

up 6 members to a total of 36

Well done!

Calling all Ontario Division Chapter Leaders and Members



Send us your input by December 1 regarding what actions you and/or your chapter are taking on the "Making the Leap to Remarkable" front in the area of Commitment to Analysis and Feedback – Measure #3...Data Driven Strategies. We'd be delighted to hear about your personal efforts, as well as those within your chapter, in working towards attaining these goals.

If you'd like to review the concepts of this measure in the quest for becoming remarkable, including the background and possible questions, check out Ontario Division's September 2011 edition of *Professionally Speaking...*

I look forward to receiving your submissions at pattayloriaap@hotmail.com



Have you submitted your special memories of IAAP activities during the past 70 years? Check out the request for 70th Anniversary submissions at www.iaap-hq.org.

Bylaws and Standing Rules

Have you seen Sharron Buttler's Bylaws Comparison Chart? If not, you may want to look for it on the Ontario Division egroups section of the website at www.iaap-hq.org.

Thanks for sharing this document, Sharron.

For your Chapter's advance planning, here's our issue outline for *Professionally Speaking...* for the balance of year.



January 2012 issue (input due by January 1)...
Commitment to Analysis and Feedback –
3. Data-Driven Strategies.

February 2012 issue (input due by February 1)...
Commitment to Analysis and Feedback –
4. Dialogue and Engagement.

March 2012 issue (input due by March 1)...
Commitment to Analysis and Feedback –
5. CEO as a Broker of Ideas.

April 2012 issue (input due by April 1)...
Commitment to Action –
6. Organizational Adaptability.

May 2012 issue (input due by May 1)...
Commitment to Action –
7. Alliance Building.

June 2012 issue (input due by June 1)...
Summary and "Remarkable" Celebration.



One Rating

IAAP has moved from a two rating system to a one rating system, with areas of specialty. The one rating is our Certified Administrative Professional, or CAP. We are also offering specialties, starting with Organizational Management, which will be followed by others in the future.

Effective this week, all active CPS ratings will be changed to CAP, and all active CAP ratings will be changed to CAP with the Organizational Management specialty, CAP-OM. You don't need to do anything to your IAAP record; we will be making the changes automatically.

Examples of the only proper usage of the CAP rating and Organizational Management specialty are:

- Pat Masters, CAP
- Susan Jones, CAP-OM

Read all the detail of the changes that came into effect in November 2011 on the International website at www.iaap-hq.org.

Implementing a Mission Statement

After a mission is established, the challenge of implementing it remains.

The mission statement is one thing that should be known by *every person* in the organization. You should be able to go up to any individual in the organization and he or she should be able to recite the mission to you.

Talk about it. Refer to it with potential and new members.

Hopefully everyone has been involved in creating the mission statement and, therefore, "has a vested interest in it." Then you need to put it everywhere--on banners, letterhead, newsletters, websites, media releases, brochures, meeting notices—simply everything!

Message from Canada District Director

Greetings my IAAP friends!



As you prepare for this very busy and joyous holiday season, take some time to reflect on the cherished and important things in life. When I think about those things that have created meaning in my life, those things that have enriched my life, those things

that are the hardest to live without; they would have to be my family and close friends.

It's easy to forget the important things as we rush through our busy schedules and chaotic lives. However, when we have the opportunity to be close with family and friends, we are reminded of the important gifts given to each of us.

Please remember these gifts during this busy holiday season. The gift of family and the gift of friendship enrich each of our lives in incredibly significant and almost indescribable ways.

I wish you all a wonderful Christmas holiday and I hope that multiple blessings will come your way in 2012. Enjoy your holidays with family and friends, and let's all be hopeful that 2012 will be "our year".

Best wishes for a remarkable Christmas!

Lina M. Veglia, International Director, Canada District

For items of interest to Canada District Members, be sure to visit the Canada District egroups section of the IAAP International website at www.iaap-hq.org.

Retirement Trust Foundation



Happy Holidays! Here we are at the hustle bustle time of year when we celebrate with family and friends, sharing gifts from the heart to those who mean so much to us.

Many of us also remember those who struggle for resources this time of year with gifts of financial support. If your giving includes remembering your favourite charities, consider adding the Retirement Trust Foundation to your list.

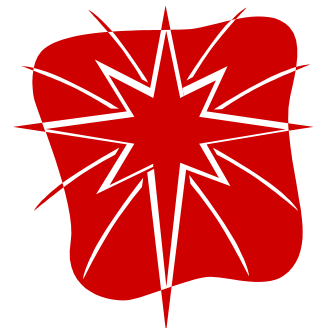
If you are planning your end-of-year giving, please consider a tax deductible donation to the RTF. Go to www.iaap-rtf.org for more information or to complete an online donation.

Your contribution will not only help to provide housing assistance for administrative professionals, age 55 and older, who are in need, but will also be used for the maintenance and upkeep of Vista Grande, the world's first – and only – retirement community for administrative professionals!



The joy of brightening other lives, bearing each others' burdens, easing other's loads and supplanting empty hearts and lives with generous gifts becomes for us the magic of Christmas.

... W. C. Jones



What's "The 7 Measures of Success" Chapter Topic for our January Newsletter?

January Newsletter Chapter Topic:

Commitment to Analysis and Feedback – 4. Dialogue and Engagement

BACKGROUND INFORMATION...

The book indicates that remarkable associations not only gather information they also “nurture a culture in which the information is analyzed and shared throughout the organization. It also stresses that every individual within a remarkable organization “is expected to use the shared data to figure out what actions that data are demanding of the organization.”

The dialogue and engagement measure “is characterized by a close-knit, consistent culture where all employees not only receive the same script, in the form of the same information, but also see the potential to contribute to a blockbuster production.” It does not matter what title anyone has, “all share equally in the responsibility to contribute and add value to the association.” Constant communication is the key. There is no competition among the people of remarkable organizations. “The desire is to always put the organization first, before individual or departmental gain.”

“Remarkable associations effectively maintain a class-less structure. Rather than focusing on distinctions between executive and staff or profit centres and service areas, these organizations reflect a neighbourhood culture characterized by shared values and a unified purpose.”

POSSIBLE QUESTIONS TO CONSIDER...

The book states that “an internal conversation continually occurs among, staff and volunteers about the organization’s direction and priorities.”

Two potential measurement methods outlined include:

- Conducting an employee survey to gather information about the state of communication within the association. Of course, in order to obtain complete and useful information, it is recommended that such a survey be conducted by an independent expert or service. An outside service with experience in this area will know they type of questions to include in the survey and how questions can best be worded in order to allow the responses to be most informative and of value in working towards the association becoming remarkable. Using an external service also ensures confidentiality of those responding to the survey.
- Consideration of using “360° assessments.” In this process, randomly selected employees, volunteers, staff, members, and suppliers respond to a series of survey questions to reveal the state of communication within the association.

If you have any input or comments to provide in this area, please submit detail to pattayloriap@hotmail.com no later than January 1.

Your involvement is sincerely appreciated!