

Cherokee Rose Review

Cherokee Rose Chapter—Tucker, Georgia

Volume 10, Issue 2

August 2010

2010-2011 CHEROKEE ROSE BOARD MEMBERS



Pictured left to right: President Michelle Williams, Treasurer Dorothy Chatt, Vice President Dana Morgan, Director Nina McNeive, Secretary Vivian Irby, CAP, and President-Elect Linda Parrish, CPS.

Inside This Issue

Skills For Admins To Hone In 2011 and Beyond	1
Community Service Project	3
IAAP Bylaws Changes	4
“Illuminated the Way” Recipient	4
Member Focus	5
Chapter News	6
Cherokee Rose to the Occasion	7
Wellness	8
Dressbarn VIP Party	9
Georgia Division News	13
IAAP International News	14

Skills For Admins To Hone In 2011 And Beyond

by Susan Fenner, Ph.D. (IAAP Headquarters Staff)



In the old days, admins could proudly list the following in their job descriptions and resumes: typing, filing, scheduling, making travel arrangements, answering the phone, greeting visitors, taking dictation, transcribing, and proofing. Oh how the times have changed! With all the new technologies available to admins and their execs, the skills coveted by employers today look something more like this.

Rate yourself on how well you are prepared for 2011 and beyond:

* **Virtual meetings** – finding a provider; learning the process; setting up the meeting; troubleshooting technology glitches; preparing webinars; training presenters; developing slides that include live screen shots and digital images produced especially for the meeting.

* **Software applications** – finding the right applications for specific tasks; learning them using online tutorials; creating user “manuals” with directions, shortcuts, and samples; training others to use the software and troubleshooting problems; answering questions on the fly.

* **Information retrieval** – continually finding new ways to store and retrieve information in multi-media formats (conference calls, videotaped meetings/presentations, DVDs, webinars, text messages, reports, web sites, etc.) using new conceptual ways, such as particular topics, financial forecasts, group discussions, geographical locations, and more.

* **Information sharing** – preparing information for the web site and intranets in abbreviated versions and with visual elements, that may include real-time videos and demos; tracking and using Twitter, Facebook, LinkedIn and other social media to promote services/products/the company’s brand and get consumer feedback; preparing e-surveys for client input and holding virtual focus groups; collecting data from various online sources, interpreting, and displaying it for manager reference.

* **Updating corporate documents and procedures on the company intranet** – setting up automatic links for alerts or changes in regulations; updating information in real time; creating and managing knowledge transfer systems so corporate experience and know-how isn’t lost with staff changes; creating and maintaining online resource/reference libraries of links, documents, manuals, articles, experts, and so on.

“If you don’t have these skills now, make it a goal to get them in the near future.”

(continued on page 3)

Mission Statement

To enhance the success of career-minded administrative professionals within our chapter, by providing opportunities for growth through education, leadership development, and community involvement.

Strategic Plan

Cherokee Rose Chapter will...

• Shine with Purpose

CRC will continue to Guide Professionals to the Next Level with energy and stamina to become the most active chapter in Georgia Division.

• Enhance Communication

The board and committee chairs will stay informed and communicate openly with our members about all upcoming events and activities on a regular basis to help our members stay motivated and to be actively involved.

• Promote Education

CRC will continue to provide educational, professional and leadership development programs to support the various goals of its members. We will celebrate each member's contributions and accomplishments!

• Inspire & Flourish

CRC will increase our membership through networking with our members, co-workers, and by communicating better with local businesses within the area and the Members-at-Large in Georgia.

• Be a Light to our Communities

CRC will contribute to charitable organizations within our communities.

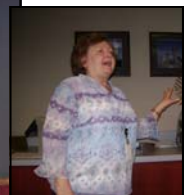
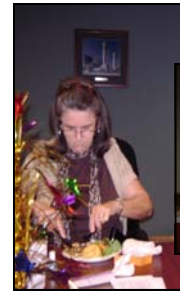
• Prosper & Be Competitive

The CRC board is committed to working closely together to make certain the chapter is a top competitor in the 2010-2011 Georgia Division and International awards competitions.

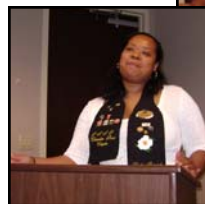
CHAPTER MEETING

The Cherokee Rose Chapter Membership Meeting was called to order at 11:45 a.m. on August 19, 2010, President Michelle Williams presiding. President Williams presented the Chapter's 2010-2011 Strategic Plan and outlined Chapter goals and encouraged member participation for the new chapter year:

- Georgia Division President's Award
- Chapter of Excellence
- BEACON Award: Report all IAAP activities for Georgia Division President's Award
- Community Service and RTF Giveaways
- "Recognize and Build One Another Up" - send fellow members emails or notes of encouragement.



2010-2011 Officer/Committee Presentations sharing new chapter year ideas:





“Illuminated the Way”.

Previously known as “A Shining Example,” the “Illuminated the Way” recognition will be awarded monthly to a CRC member for their outstanding contribution and leadership to the Chapter. Be sure to read about members who have made a difference in each edition of the *Cherokee Rose Review*.



Guiding Professionals to the Next Level

The *Cherokee Rose Review* is a monthly publication of the Cherokee Rose Chapter of IAAP located in Tucker, Georgia. Submittals from Chapter members are welcomed and should be forwarded to Patricia Bailey - pbailey@georgiatolls.com.

Skills For Admins To Hone In 2011 And Beyond (continued from page 1)

- * **Developing a network of resources** – devising an online network of people and resources for joint projects, virtual contract workers, experts in various fields, how-to and help sources, online information resources, research data, and to receive real-time notifications of important events/information/releases, and so on.
- * **Creating tracking systems** – for vast amounts of information and data that can be sorted in many different ways for many different purposes, going far beyond the usual spreadsheet.

These are just some of the new skills admins are being asked to use on the job. These responsibilities require more technological expertise, the ability to look at information, data, and resources in a more interconnected and conceptual way, and the know-how to create innovative and practical solutions specific to company needs. If you don't have these skills now, make it a goal to get them in the near future.

2010-2011 CRC COMMUNITY SERVICE PROJECT

CHOSEN ABILITIES RESOURCE CENTER

“Chosen To Empower”

A Non-Profit Organization Designed with a mission to provide basic school supplies & related items for Dekalb County Homeless & Low-Income Families!!

Chosen Abilities Resource Center, Inc. is a 501 (c) (3) charitable organization. It was founded in May 2005 by Devona Walker as a Non-Profit Outreach Organization. Through the outreach services they provide social services, feeding of the poor, comprehensive training, self-development, computer training and employment services that are exclusively intended to serve a target population of economically disadvantaged families. It is Chosen Abilities Resource Center's desire to respond to the food shortage and gap in the service delivery system for children and their families.



CRC donates 100% of funds raised during the year to our charitable organizations. The Chapter will also be participating in drives for **Lived2Tell Cancer Support Outreach and another organization yet to be announced**. Members are encouraged to participate in our community service projects. Please contact Elizabeth Moses for more information and other activities planned.

IAAP Bylaws Changes

There were eight IAAP proposed bylaws amendments presented at the 2010 EFAM in Boston. The bylaws amendments were all approved by the delegates. Here is a breakdown of the amendments:

- Bylaws amendment 1 deleted full-time employment as a qualification for international office; must only be employed.
- Bylaws amendments 2, 3 and 4 changed the service requirements for candidates for the board of directors.
- Bylaws amendment 5 pertained to International Bylaws and Standing Rules Committee and deleted the committee's recommendations and reasons for recommendations on proposed bylaws amendments. Instead the proposer's reasoning will be included.
- Bylaws amendments 6 and 7 are relevant to the annual meeting. Bylaws amendment 6 deleted the paragraph regarding scheduling the annual meeting six years in advance. Bylaws amendment 7 added the stipulation that delegates and alternates must be members of the unit they are representing.

The revised International Bylaws and Standing Rules can be found in the document library of the [web community](#) by searching for document ID 268.

"Illuminated the Way"

Congratulations to Dana Morgan



President Michelle Williams and Dana Morgan

President Williams presented the "Illuminated the Way" award to Dana Morgan for August. Dana has secured and scheduled all of the program speakers for the year. In addition, she surveyed the members for feedback on CRC's annual One-Day Seminar. Dana has started the new Chapter year off with great enthusiasm and has definitely "Illuminated the Way" through her leadership and dedication.

MEMBER BIRTHDAYS AND ANNIVERSARIES

BIRTHDAYS

Dora Carrasco	August 22
Ta'Sheena Morgan	August 22
Sharon Yearwood, CPS/CAP	August 23
Renée King	August 24
Lenni Thigpen	August 25
Naomi Toole	August 30



IAAP ANNIVERSARIES

Sharmyn Kelliehan	2 Years
Julie Henfield, CPS	3 Years
Robin Hairston, CPS/CAP	5 Years
Janet Wright	8 Years

Stop worrying about the potholes in the road and celebrate the journey!
Barbara Hoffman

A Leader Can Be...

Being an effective leader does not always require moving heaven and earth. A leader's role can vary and be effective in small, yet extremely powerful ways.

- A clarifier listens, summarizes, and makes things clearer.
- A coach encourages others to develop their skills.
- A facilitator helps the group set goals, make decisions, choose directions, and evaluate progress.
- A delegator helps each group member apply her talents and interests to the group's goals.
- An initiator gets things moving.
- A manager helps coordinate the parts of a project and keeps an eye on progress.
- A mediator helps resolve differences.
- A networker connects people with people and people with ideas to move the project forward.
- A problem-solver suggests solutions and ways to get things done.
- A visionary sees creative solutions, new directions, and possibilities.

"Setting the scene with small leadership acts gives you credence and respect when big things happen."

Adapted from LEADER, Fall 2004. © Girl Scouts of the United States of America.

MEMBER FOCUS**Helen Denning, CPS/CAP**

Employer: Georgia System Operations Corporation

Position with Company: Executive Staff Assistant

Type of Business: Electric Utility

IAAP Member Since: November 29, 2001

Current Office: GA Div. Publicity/Marketing Chairperson, CRC Historian, and CRC Scrapbook Chairperson



Anything you want to share about you personally? I strive to always be very positive, optimistic, upbeat and professional. In other words, I'm always on the go.

What person, living or deceased, do you most admire? What significant impact did this person have on your life? Clark Howard, because of his consumer knowledge and his dedication to providing the public valuable information through his radio program. He empowers his listeners by offering access to the resources needed to help you save more and avoid getting ripped off.

Has being a member of IAAP helped you in your career? If so, how? Definitely, because it provides access to networking, leadership, and continuing educational opportunities at a very affordable cost.

Why has being a member of IAAP been important to you? Continuous improvement is a must in our industry and this professional association offers all the resources needed to stay on the cutting edge.

What would you tell nonmembers to encourage them to join? That besides the reasons I've already stated, IAAP offers a certification program that can possibly increase your earning potential.

What do you think are roadblocks for the administrative professional today? Fast-paced lifestyle, constant change, demanding deadlines, hard economical times, and multiple roles as women (personal/career). Not only do the benefits of IAAP help overcome these types of roadblocks, they also aid in managing challenges faced everyday.

What do you still have left to learn? To quote Albert Einstein, "Once you stop learning, you start dying". This applies to both your professional and personal life, so to think you know it all and therefore have nothing to learn, is in my opinion a foolish thought. I always strive to learn more in every situation, every day of my life. So to answer this question, I would have to say "Everything"!

CONGRATULATIONS to President Elect

Linda Parrish on achieving her Certified Administrative Professional (CPS) rating. Earning certification provides members an opportunity to enhance their career and skills. It also gives members a competitive edge when it comes to promotions and hiring. The CPS examination is a three-part exam, covering the areas of office systems and technology, office administration and management. Congratulations again Linda, on your achievement of securing your professional rating of CPS!



The CPS and CAP exams are based on the premise that an administrative professional should have basic knowledge of office systems, technology, office administration, and management, and know how to apply the principles of good human relations and communications. Some of the examinations are based on knowledge acquired by the office professional through formal education and informal reading. Employers also expect their admin to be thoroughly familiar with current techniques in office practice and procedures and aware of developments in office systems and technology.

**RETIREMENT TRUST FOUNDATION (RTF)
FUNDRAISER**



Giveaway tickets are available for a Christmas Basket to benefit the Retirement Trust Foundation

(RTF). The winner will be announced during the November meeting. The cost for 5 tickets is \$2.50. Please see Co-Chairs Robin Hariston, CPS/CAP and Sue Sharp, CPS/CAP for more details.

The mission of the IAAP Retirement Trust Foundation is to assist needy, elderly administrative professionals. For more information, please visit <http://www.iaap-hq.org>.



**2010-2011
CHAPTER MEETINGS**

SEPTEMBER 16, 2010

JB Hilliard, CAP - "Technology Tips for the Top Admin Professional"

OCTOBER 20, 2010

*Boss's Day Event
Jane Herlong - "Don't Throw Tomatoes at my Field of Dreams"*

NOVEMBER 18, 2010

Helen Taffet - "Business Gift Ethics: Sending the Right Business Gift... and What Not to Send"

DECEMBER 16, 2010

CLOSED MEETING: Holiday Celebration

JANUARY 20, 2011

*IMPACT MEETING
Nina Hubbard, CAP, Georgia Division President - "IMPACT Your Life"*

FEBRUARY 17, 2011

Avery - "Go Green with Avery"

MARCH 17, 2011

One-Day Educational Seminar

APRIL 20, 2011

Administrative Professionals Week Celebration Luncheon

MAY 19, 2011

Chapter Elections & Annual Business

JUNE 16, 2011

Installation Ceremony for New Officers

**PASSION &
PURPOSE**

CHEROKEE ROSE CHAPTER

Cherokee Rose to the Occasion of the 16th Annual Children's Restoration Network's Back 2 School Campaign

by Helen Denning, CPS/CAP

Q- WHERE DO HOMELESS KIDS GET NEW BACK-TO-SCHOOL SUPPLIES?



A- FROM SOMEONE LIKE YOU.

On August 6, 2010, CRC members Linda Parrish, CPS, Sharon Yearwood, CPS, and Helen Denning, CPS/CAP contributed their time and efforts at this charitable event by unloading, sorting, and distributing school supplies.

The results of this campaign are as follows:

- This year's campaign was the biggest campaign in their 17-year history, generating over 2,500 new book bags and supplies to fill them. The week of August 8th, they distributed 1,801 new book bags filled with all of the essential supplies a child needs to begin the school year. During the weeks surrounding the Back 2 School Readiness Event, including those distributed to underprivileged families, a total of 2,286 book bags were provided to homeless and needy children.
- In addition to distributing the new book bags, 755 children attended a day of readiness where all were offered medical screenings, hearing and vision tests and dental check-ups. The festivities included games, live entertainment, and a huge BBQ feast.
- This year's campaign also awarded 14 New Hope Scholarships to young men and women who have realized continuing their education beyond high school gives them a GREAT shot at breaking the cycle of homelessness. In some regards these scholarships are the most life altering program we could offer these children.
- In addition, they gained the monetary support, as well as enough book bags and school supplies needed to insure that any child who enters a shelter or group home during the 2010/2011 school year will also be given the opportunity to receive a new book bag bursting with supplies.



Helen Denning, CPS/CAP, Linda Parrish, CPS, Sharon Yearwood, CPS





TEAMWORK

“Be who you are and say what you feel because those who mind don't matter and those who matter don't mind.”

~ Dr. Seuss

“This life is a test; it is only a test. If it were a real life, you would receive instructions on where to go and what to do.”

--- Unknown

“Humor is reason gone mad.” Groucho Marx



“You'll no longer have any excuses for not getting your work done. I've hired someone to take your lunches for you.”

Source: Courtesy of Georgia Statement

WELLNESS

Maintaining a Healthy Brain

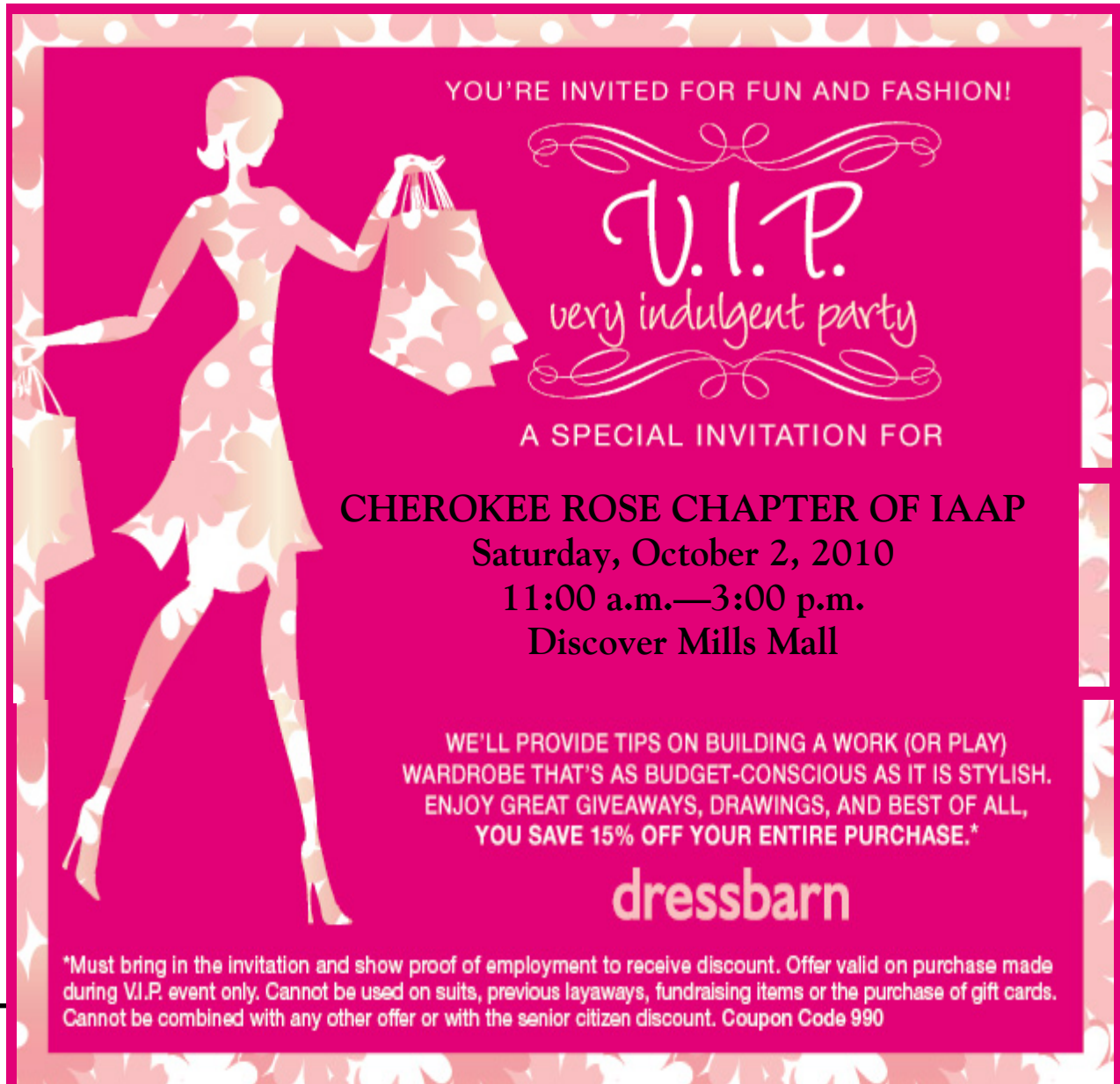


1. **Stay mentally active** – Participate in stimulating activities; try new things; challenge yourself daily to produce new nerve cells.
2. **Remain socially active** – Being socially active is fun and forces you to talk to others, which makes you use your brain cells.
3. **Stay physically active** – Maintains good blood flow to the brain which also encourages new brain cells. It also reduces stress.
4. **Adopt a brain-healthy diet** – Research shows that high cholesterol contributes to strokes and brain cell damage. There is growing evidence that a diet rich in dark vegetables and fruits contain antioxidants that protect brain cells.
5. **Keep your lungs healthy** - Good oxygen flow to the brain makes the cells healthier.
6. **Hypertension and diabetes** – These conditions contribute to loss of brain cells.
7. **Get enough sleep** – Since the invention of the light bulb, we have become sleep deprived, which is harmful to the brain. We should get 7-9 hours of sleep daily.
8. **Reduce stress** – Stress hormones kill brain cells in our memory center and cause serious problems for the entire body. Avoid stress!
9. **Avoid substances that stress the brain** – The chief offenders in this category are caffeine (however, there are varying reports on caffeine), nicotine, drugs and alcohol. These substances decrease blood flow to the brain, therefore damaging brain cells.
10. **Have a positive attitude** – Depression causes cognitive problems and should be treated by a doctor. A daily dose of sunshine helps too!

Source: Georgia Statement/asilverconnection.com

YOU'RE INVITED - A DRESSBARN VIP PARTY

Dressbarn of Lawrenceville would like to invite the members of the Cherokee Rose Chapter of IAAP to a Very Indulgent Shopping Party (VIP) to be held on Saturday, October 2nd, 2010 at the dressbarn located in Discover Mills Mall, from 11a.m. -3p.m. All guests will receive a 15% discount on their purchase at the scheduled event. Please bring the invitation below. For more information, please call the store at 678-847-5840.



YOU'RE INVITED FOR FUN AND FASHION!

V.I.P.
very indulgent party

A SPECIAL INVITATION FOR

CHEROKEE ROSE CHAPTER OF IAAP
Saturday, October 2, 2010
11:00 a.m.—3:00 p.m.
Discover Mills Mall

WE'LL PROVIDE TIPS ON BUILDING A WORK (OR PLAY)
WARDROBE THAT'S AS BUDGET-CONSCIOUS AS IT IS STYLISH.
ENJOY GREAT GIVEAWAYS, DRAWINGS, AND BEST OF ALL,
YOU SAVE 15% OFF YOUR ENTIRE PURCHASE.*

dressbarn

*Must bring in the invitation and show proof of employment to receive discount. Offer valid on purchase made during V.I.P. event only. Cannot be used on suits, previous layaways, fundraising items or the purchase of gift cards. Cannot be combined with any other offer or with the senior citizen discount. Coupon Code 990

Temporary Work: An Overlooked Option?

As companies bounce back from the downturn, they are adding new staff. But many aren't yet able to hire full-time workers, so they are turning to temporary professionals instead. Some job seekers overlook temporary work, largely because of persistent myths about what it does or does not entail. Here are four myths commonly associated with temporary work and the realities behind them. Don't let the following misconceptions stop you from considering a potentially beneficial interim opportunity.

Myth #1: Temporary work doesn't look good on a resume.

Reality: Temporary assignments can — and should — be assets on your resume. List the staffing firm as your employer and then describe the job duties you have performed for various companies. Experience gained through interim assignments can often boost your qualifi-

cations in the eyes of a potential employer.

Myth #2: Temporary work will interfere with my search for a full-time position.

Reality: Many businesses view interim engagements as a way to evaluate individuals for full-time roles and often hire temporary workers they've had an opportunity to observe firsthand. Project work also allows you to enhance your skill set, make new contacts and earn an income while continuing your search for a full-time job.

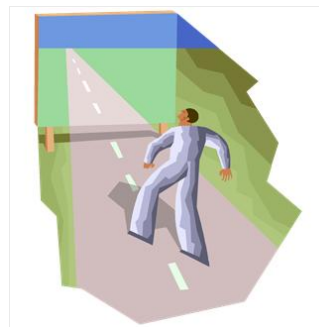
Myth #3: Temporary assignments don't offer competitive compensation.

Reality: Temporary and contract positions typically offer rates on par with salaried ones, and individuals with the most sought-after skills can often command a premium.

Myth #4: Working with a staffing firm will cost me money.

Reality: Respectable staffing firms never charge candidates for their services. All the fees are covered by the company that is hiring.

If you decide to pursue temporary work, register with a staffing firm that specializes in the administrative field. Representatives from these companies have deep networks within the local business community. They can truly understand your professional preferences and goals and can effectively market your qualifications to employers.



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.

IAAP Mission Statement

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



International Association of
Administrative Professionals®

Secretaries and Administrative Assistants

According to the U.S. Bureau of Labor Statistics, secretaries and administrative assistants held about 4.3 million jobs in 2008, ranking it among the largest occupations in the U.S. Economy. Secretaries and administrative assistants are employed in organizations of every type. Around 90 percent are employed in service-providing industries, ranging from education and healthcare to government and retail trade. Most of the rest work for firms engaged in manufacturing or construction.

Source: Bureau of Labor Statistics, U.S. Department of Labor, *Occupational Outlook Handbook, 2010-11 Edition*, Secretaries and Administrative Assistants, on the Internet at <http://www.bls.gov/oco/ocos151.htm> (visited September 15, 2010).

Quote of the Month

"Behold the turtle. He makes progress only when he sticks his neck out."

– James Bryant Conant

James Bryant Conant, the American chemist and educator, is known both for his role in the [Manhattan Project](#) — which developed the first nuclear weapons — and for his innovative tenure as president of [Harvard University](#). Harvard had been a finishing school for the rich; Conant turned it into a world-class research university and created [aptitude tests](#) to choose students by ability. These tests became the basis for the SAT. He was born in Massachusetts in 1893 and died in New Hampshire in 1978.



International Association of
Administrative Professionals®

Defining What Your Administrative Support Really Means

By [Julie Perrine CPS/CAP, MBTI Certified](#)

I've supported numerous supervisors, managers, vice presidents, and CEOs throughout my career (herein referred to as "executives"). I feel very fortunate that the majority of those executives treated me as a respected member of their teams but not all did. At the time, I didn't think consciously about what I was doing that created the environment for partnerships to grow. But now that the tables have turned and I have a team of administrative professionals supporting me, I've become acutely aware of exactly what is involved in defining and building a partnership with your support team and how vitally important it is to develop a strong partnership with the executive(s) and team(s) you support. Let me share from a very personal perspective of someone who has provided executive support and someone who is now being supported by a fantastic team of administrative professionals how to begin the process of forging a strong partnership with your executive.

Let's begin by defining the word SUPPORT. Here are a few definitions of SUPPORT from Webster's Dictionary:

- to endure bravely or quietly: bear
- to promote the interests or cause of
- to uphold or defend as valid or right: advocate
- assist, help
- to act with (a star actor)
- to keep from fainting, yielding, or losing courage: comfort
- to keep (something) going

When you break it down into specific bullet points, supporting your executive is a BIG job. But you'll notice these elements of support aren't all clerical, they're much more significant than that. When you begin to realize the full impact your non-clerical support has on your executive, your role takes on a whole new importance and a stronger partnership begins to develop with your executive.

Clerical support isn't enough

Typing, filing, order supplies, answering phones, and proofing documents are all important things we do to support our executive(s). Your role as an administrative professional goes much deeper, though. How do you keep your executive going? How do you encourage your executive when he or she gets discouraged? How do you celebrate when your executive has achieved a goal? Do you even know what your executive's professional goals are? We tend to expect our executives to pay attention to our professional growth and development, but are we leading by example and showing a true interest in theirs as well? How do you protect or promote their interests? These are all things worth spending some time thinking about. I like the visual analogy of my executive being the star actor and me being one of his all star supporting cast members. Do I measure up in the supporting star role?

Professional, yet meaningful, ways to show your support

Not every personality type is comfortable sharing information or emotions (excitement, joy, sorrow, disappointment, fear, etc.) in the same way. I strongly encourage you to find a way that you are comfortable with and show your support regularly in a professional, yet meaningful, way. I'm not a highly emotional, touchy, feely type, but here are some things I have done to show support for my executives:

- Leave a simple hand written card in their inbox or mail it directly to their home (people love real mail) Send a quick e-mail with the subject line of "Just a quick note..." and share gratitude or excitement about something that just happened (capture the emotion you're experiencing while it's fresh)
- Buy a bag of their favorite candy or sweet treats to stock their office with (hiding it in their office drawer as an unexpected surprise is fun, too)

(Administrative Support continued on page 12)



Use Colons After Complete Sentences

The most important thing to remember about colons is that you only use them after statements that are complete sentences. Never use a colon after a [sentence fragment](#).

For example, it's correct to say, "Grammar Girl has two favorite Thanksgiving dishes: green-bean casserole and stuffing." That's correct because "Grammar Girl has two favorite Thanksgiving dishes" is a complete sentence all by itself.

Notice how the items after the colon expand on or clarify what came before the colon. I referred to my favorite dishes before the colon and then specifically named them after the colon. A quick and dirty way to decide whether a colon is acceptable is to test whether you can replace it with the word *namely*. For example, you could say, "Grammar Girl has two favorite Thanksgiving dishes, *namely*, green-bean casserole, and stuffing." Most of the time, if you can replace a colon with the word *namely*, then the colon is the right choice.

Mignon Fogarty is the host of Grammar Girl and founder of Quick and Dirty Tips. Prior to becoming a grammar guru, Mignon was a magazine and technical writer, and an entrepreneur. Mignon has a B.A. in English from the University of Washington in Seattle and an M.S. in biology from Stanford University.

(Administrative Support continued from page 11)

- During garden season, bring in fresh tomatoes for my tomato-loving executive
- At Thanksgiving time, bake an extra pecan pie for my pecan-loving executive
- Buy a book on a topic I know they're interested in or a topic that I want them to know more about

Bring in a bunch of fresh flowers for my desk and their desk (It's a proven fact that fresh flowers in the workplace boost productivity and stimulate more innovative thinking – it's a WIN – WIN!) I even had one executive who loved bread and butter pickles. One year when I made pickles, I saved a jar especially for him. He LOVED it! So you get the idea. It doesn't have to be uncomfortable or highly emotional to demonstrate your non-clerical support. It just needs to be sincere and thoughtful.

Taking advantage of day to day events to show your support

After your boss finishes presenting at a big meeting or conference, do you check in with them to see how it went? Do you say "congratulations" to your boss? Do you ask how could we have improved it? What changes do we need to make for next time? Use these opportunities to capture valuable information you will need when you help him get ready for the next big meeting. This shows your interest, involvement, and proactive thinking.

On my way back from a conference I was speaking at recently, I received a call in the airport from one of my awesome admins who was calling to check in to see how things had turned out. The thing about this that really made me feel fabulous was she was on vacation herself but she made time to call me anyway. Her show of support meant the world to me.

Encourage your executive

Every executive needs encouragement: title doesn't matter. It's our responsibility as administrative professionals to pay attention and provide that positive encouragement when it's needed. It may be as simple as a handwritten note on a post-it (or in an e-mail) attached to the final draft of a presentation you just finished editing that your boss is about to review: "Just one more review and you'll be ready to knock their socks off!" This is a little thing that can have big impact on someone's entire outlook. Some days just having someone nearby who smiles, remains upbeat, and acknowledges that it's been a tough day is all that's necessary. There were many days that I only exchanged an acknowledging smile with my executives as they were flying by my desk in and out of meetings, but the smile was all that was needed.

Your loyalty matters

In corporate America, there are a lot of people in competition with one another for job titles, for customer accounts, for promotions and more. In the current economic climate, your executive is probably being pulled and stretched in ways she never has been before. Knowing that her admin is standing right there with her helping her meet those new challenges, opportunities, and pressures is very reassuring.

In a personal letter from General George Washington to Joseph Reed, his secretary and personal assistant during the Revolutionary War, Washington wrote:

"It is absolutely necessary...to have persons that can think for me as well as execute orders."

That's a tall order, but administrative professionals who provide complete support for their executives become an extension of their executive. We're all human. No matter where we're at on our career path, we all need the support of others to help us stay on course. When you demonstrate that you're actively engaged and tuned in to what's going on around you above and beyond the clerical tasks that your job involves, the partnership with your executive will strengthen.

© 2010 Julie Perrine International, LLC

Julie Perrine, CPS/CAP, is a personality strategist, personal brand analyst, and administrative mentor who teaches administrative professionals and entrepreneurs how to increase their professional opportunities and achieve more productive and meaningful relationships by utilizing innovative technology, ideas, and people. Learn more and request your **FREE** copy of our special report "Creating Your Strategic Administrative Career Plan" at www.AllThingsAdmin.com



**2010 - 2011
Georgia Division Board**

Left to right: President-Elect Barbara Wiley, CPS/CAP; President Nina Hubbard, CAP; Vice President Jenny Stewart, CPS/CAP. Back row: Secretary Valerie Carter, CPS/CAP, Treasurer LaVonne Goldschmidt, CPS/CAP.

Committee Chairs/Counselors

Administrative Assistants: Dorothy Hart-Manuel, Cathy Fox, CPS/CAP

Publicity/Marketing: Helen Denning, CPS/CAP

Certification: Valery Lancaster, CPS/CAP

Speaker's Bureau: Peggie Carter

Ways and Means: Jody Jones

Membership: Rhonda Bray, CPS/CAP

New Chapter Builder: Vicki Huxford, CPS/CAP

Members-at-Large Chair: Fawn Britt

Webmaster: LaTonya Blount, CPS/CAP

Parliamentary Advisor: Tava Kirk, CPS

Visitation Counselor & Timekeeper: Sabrina Scott

Awards: Rena Morris, CPS/CAP

Scrapbook Counselor: Rena Blackstock, CPS/CAP

Historian: Dot Murphy, CPS/CAP

Bylaws & Standing Rules: Mary Linde, CPS

Newsletter Editor: Lysander Bell

Retirement Trust Foundation: Janet Bivens, CPS

Committee on Nominations: Marci Beegle, CPS

Student Chapter Program: Janice Matthews, CPS/CAP



Upcoming 2010 - 2011 Events

October 22, 2010 - October 23, 2010

Fall Seminar - pending board approval

Hosting: Dogwood Chapter

Details will be posted once finalized

February 2011 - February 2011

Certification & Development Workshop/
Student Conference

Hosting: DeKalb Chapter

Details will be posted once finalized

June 2011 - June 2011

Georgia Division Annual Meeting

Hosting: Albany Area Chapter

Details will be posted once finalized

Members at Large (MAL) - Mixers

Hosted: Georgia Division

Keep a watch out for meet and greets just for you



GEORGIA DIVISION IAAP

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

CORE VALUES: Integrity, Respect, Adaptability, Communication, Commitment

The Word is -- Engagement

by President Mary Ramsay-Drow, CPS/CAP



Some of you may subscribe to a weekly e-mail from Chris Clarke-Epstein called "Thinking for a Change." In her July 23, 2009 e-mail she had just returned from the 2009 National Speakers Association Annual Convention. She says that each year at the convention, she looks for a word that stands out, gets repeated and tickles her fancy.

The word she came away with was "Engagement" – "not as in, will you marry me? But as in, are you encouraging people to participate?" She said, "In times like these, we as a society cannot afford to have anyone sitting on the sidelines just observing. Leaders need to monitor everyone's involvement, coach everyone into participating, and encouraging everyone's best efforts. No matter what your job title, we need you to insist on everyone's best thinking, best planning, and best actions."

As many of you participate in the leadership conferences within your divisions (some have already taken place), I would encourage to you to engage everyone in conversation and have them, in turn, become more engaged in their involvement with IAAP. The more people we have working on every level on the organization to meet the mission of IAAP, the stronger our organization will be.

And, I would encourage everyone to be engaged in the Pathways to Excellence Program this year. At your September meeting, you might want to have all the members who are planning to participate in the program, sign their commitment forms as well as have the Chapter President sign the commitment form for the Chapter to show the next level of engagement.....taking the members and chapters both to the next level of excellence.

I'm off to the Wisconsin Division Leadership Training this weekend. My hope is that all attending will be fully engaged and filled with passion and purpose toward learning, sharing, strategically planning and preparing to be the best they can be during the coming year.

2010-2011 IAAP International Board of Directors



From left to right: Canada District Director Sharron Buttler, CPS/CAP; Vice President Karlana Rannals, CPS/CAP; Northeast District Director Bianca Constance; Treasurer Judith Yannarelli, CPS/CAP; Southwest District Director Dortha Gray, CPS/CAP; Secretary Antoinette Smith, CPS/CAP; Northwest District Director Kristi Rotvold, CPS/CAP; President Mary Ramsay-Drow, CPS/CAP; Affiliate Representative Leanne Fisher, GradCert Bus, JP; Great Lakes District Director Wendy Melby, CPS/CAP; President-Elect Tamra Goodall, CPS/CAP; and Southeast District Director Virginia Boyd, CPS/CAP.

Take Advantage of IAAP's Free Weekly Podcasts For Members:

Here's the [Talk To The Expert](#) line-up. Remember, past podcasts are archived for your convenience.

Meeting and Event Planning For Admins with Beth Bednar

More and more, admins are getting involved in meeting and event planning. Learn what the latest trends are in meetings, get a few insider tips, and find out what you can do to make your event the highlight of the year.

Creating An Electronic Professional Portfolio with Julie Perrine, CPS/CAP

Whether looking for a new position, demonstrating your value to the team, or documenting your career accomplishments, an electronic portfolio can showcase your work and experiences.

Simplify Your Workplace - Simplify Your Life with help from Jeff Davidson

Work-Life Balance Expert® Jeff Davidson provides tips from his new book, *Simpler Living*. He also talks about changing your mindset to change your life.

How To Get Noticed At Work tips from Barbara Mitchell

Most of us do our jobs every day, go home at night, then return the next day to start all over again. Learn how to add some zest to your performance to get noticed and your worth appreciated in your organization.

More Time For You by Alesia Latson

We have information bombarding us today at a rate never seen before. We are accessible through work/home phones and e-mail, cell phones, instant messages, Facebook, blogs, Twitter, LinkedIn, postal mail...with more to surely come. Hear a couple of simple techniques that could change your life and improve your productivity.



International Association
of
Administrative Professionals

UPCOMING CHANGES TO THE IAAP CERTIFICATION PROGRAM Effective November 2011

IAAP's Certification Program will be changing effective **November 2011**. In an attempt to answer as many questions as possible, we've developed this question & answer sheet. We're excited about the upcoming changes, and we hope that you will be too. Our goal, as always, is to maintain a vibrant program that's marketable to the professional community. These changes will help us achieve a much simpler system of expansion with an understandable and easier to explain certification program.

What ratings will now be available from IAAP? IAAP is moving from a two rating system to a one rating system, with areas of specialty. The base rating will be Certified Administrative Professional, the **CAP** rating. We will also offer a specialty in Organizational Management, the **OM**.

When is this change effective? November 2011.

How will this change affect me if I am currently certified? After November 2011, all active CPS ratings will be changed to **CAP**, and all active CAP ratings will be changed to **CAP-OM**.

Will the exam format change? Yes, the new CAP exam will become a **one-part exam**, testing similar material to our current three-part exam. The OM exam will also be a **one-part exam**, testing similar material to the current Part 4 of the CAP exam.

Will additional specialty areas also be offered? Yes, in the future, there could be a specialty in technology and software, or in medical administration, and more. At least one year's advance notice will be given prior to each specialty designation being available.

When will the Certification Review Guide be updated? The preliminary exam outlines are available now; we anticipate new sample questions and an updated bibliography by November 2010.

Will review materials be available to study for the new November 2011 exams? We will provide both Pearson/Prentice Hall and Metcalf Education with the revised examination outlines by November 2010. Once they give us a revision schedule, we will share that information.

Please keep in mind, the IAAP certification exams are not written from the review materials. The exams are written from the college texts listed in the Certification Review Guide. The review materials are intended as an aid to review something you already know, and are not intended to teach everything that is on the exams.

(continued on page 14)

IAAP 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.



UPCOMING CHANGES TO THE IAAP CERTIFICATION PROGRAM (continued from page 13)

Who will be eligible to take the new CAP exam? Applicants with no college degree will need four years of verified administrative experience; applicants with an associate degree will need three years of verified administrative experience; and, applicants with a bachelor's degree will need two years of verified experience. All experience must be within the past fifteen years, and must include twelve months continuous with one employer within the past five years. All experience requirements must be met prior to applying for approval to take the CAP exam. **Will students be able to take the CAP exam or OM specialty exam?** Students will be eligible only if their experience requirements have been met at the time they apply.

If I am a new candidate, how do I attain the CAP rating and the specialty designation? You can first apply to take the one-part CAP exam, and then after attaining the CAP rating, come back and apply to take the one-part Organizational Management specialty exam. **OR** You can apply initially as a candidate for both the rating and specialty and take the one-part CAP exam and the specialty Organizational Management exam at the same time.

Will the exams still be multiple choice? Yes. There is no change in the testing format. **How many questions will be included in the exams?** The one-part CAP exam will be 300-350 questions. The one-part Organizational Management exam will be 150-170 questions.

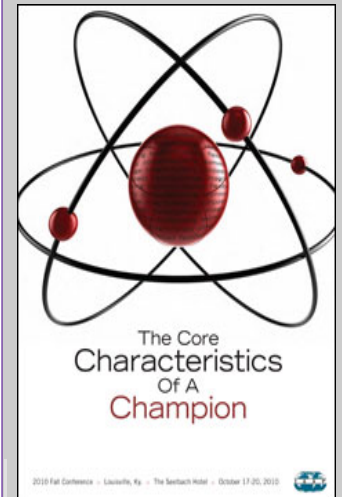
FOR CURRENT CANDIDATES

How will these changes affect current CPS and CAP candidates? Current candidates, and those applying for the November 2010 and May 2011 exams, will have through May 2011 to complete all parts of the existing exams.

After the May 2011 exams, any CPS candidate who has passed only one part will automatically be moved to the new CAP exam. Any CAP candidate who has passed only one part will automatically be moved to the new CAP exam *and* Organizational Management specialty exam. Any candidate who has passed two parts will be given through November 2011 to complete their final parts.

Complete details will be provided individually to all eligible retake candidates before both the May 2011 and November 2011 exams.

Additional information can be found at certification@iaap-hq.org.



**Teamwork
Respect
Flexibility/Change
Integrity/Honesty
Compassion/
Caring**

IAAP FALL CONFERENCE

In today's business world, it takes more than technical proficiency, razor sharp abilities and soft skills to rise to the top. To become a work champion, it takes understanding and practicing the Core Characteristics of a Champion.

Join speakers Cal LeMon, Steven Iwersen and Jeff Lanza as they speak about teamwork, respect, flexibility/change, integrity/honesty and compassion and caring and why these matter in today's workplace. That's not all. This is worth 15 recertification points.

Louisville, Kentucky
Oct. 17-20, 2010
The Seelbach Hotel

President Michelle Williams
 michelle.williams@gatrans.com
 770-270-7701

President-Elect Linda Parrish, CPS
 linda.parrish@gasoc.com
 770-270-7964

Vice President Dana Morgan
 dana.morgan@cox.com
 404-269-9511

Secretary Vivian L. Irby, CAP
 vlrby@yahoo.com
 404.727.8875

Treasurer Dorothy Chatt
 dorothy.chatt@gatrans.com
 770-270-7985

Director Nina McNeive
 nina.mcneive@gatrans.com
 770-270-7959

Cherokee Rose Chapter of IAAP

The Cherokee Rose Chapter was chartered on November 29, 2001 with 21 charter members. Members are administrative professionals from companies in Tucker, Georgia and surrounding cities and communities. The chapter's name is coined after the Georgia state flower. The Cherokee Rose Chapter is one of 24 chapters in the Georgia Division, one of over 150 chapters in the Southeast District and one of over 600 chapters worldwide.

- **CHAPTER MEETINGS:** Third Thursday from 11:30 a.m.—1:00 p.m. (unless otherwise noted).
- **LOCATION:** Oglethorpe Power Corporation, 2100 East Exchange Place, Tucker, Georgia 30084-5336.
- **LUNCH:** \$9.00 (or as specified), or you can bring your own. If you have any dietary restrictions, please inform us beforehand.



We're on the Web!
www.cherokeerose.org



PROMISE YOURSELF

The Optimist Creed

- Promise yourself to be so strong that nothing can disturb your peace of mind.**
- To talk health, happiness, and prosperity to every person you meet.**
- To make all your friends feel like there is something in them.**
- To look at the sunny side of everything and make your optimism come true.**
- To think only of the best, to work only for the best, and expect only the best.**
- To be just as enthusiastic about the success of others as you are about your own.**
- To forget the mistakes of the past and press on the greater achievements of the future.**
- To wear a cheerful countenance at all times and give every living person you meet a smile.**
- To give so much time to the improvement of yourself that you have no time to criticize others.**
- To be too large for worry, too noble for anger, and too strong for fear, and too happy to permit the presence of trouble.**