

Cherokee Rose Review

Cherokee Rose Chapter—Tucker, Georgia

Volume 10, Issue 5

February 2011

2010-2011 CHEROKEE ROSE BOARD MEMBERS



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

Inside This Issue

New Cherokee Rose CPS/CAP Designations	2
February Chapter Meeting	2
“Illuminated the Way”	3
Birthdays/Anniversaries	3
Study Tips for Taking the CPS/CAP Exam	4-5
This-N-That	6
Avoiding E-Mail Overload	7
Use the Active Voice	8
Georgia Division News	9
International News	10
Recipe for a Happy New Year	11

To The Spring by Friedrich von Schiller

Welcome, gentle Stripling,
Nature's darling thou!
With thy basket full of blossoms,
A happy welcome now!
Aha!--and thou returnest,
Heartily we greet thee--
The loving and the fair one,
Merrily we meet thee!
Think'st thou of my maiden
In thy heart of glee?

I love her yet, the maiden--
And the maiden yet loves me!
For the maiden, many a blossom
I begged--and not in vain!
I came again a-begging,
And thou--thou givest again:
Welcome, gentle Stripling,
Nature's darling thou--
With thy basket full of blossoms,
A happy welcome now!





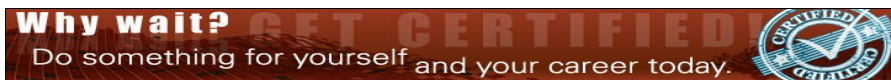
Congratulations to President-Elect Linda Parrish for recently obtaining her CAP rating, and Vice President Dana Morgan for obtaining her CPS rating. Julie Henfield, CPS presented Linda and Dana with awards sponsored by the Cherokee Rose Chapter.



Julie Henfield, CPS pictured with Linda Parrish, CPS/CAP



Julie Henfield, CPS pictured with Dana Morgan, CPS



**2010-2011
CHAPTER MEETINGS**

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

FEBRUARY CHAPTER MEETING - February 17, 2010
Go Green with Avery—Reduce, Reuse, Recycle at Your Workplace

Cherokee Rose Chapter members learned about labels to help reduce waste, PVC-free sheet protectors and document holders, card products and post-consumer content, and formatting tools to save time. Members also discovered tools to better organize their work environment.



Vice President Dana Morgan pictured with Avery representative David Warwick



“Illuminated the Way”

*January
 Congratulations to
 Robin Hairston, CPS/CAP
 and
 Sue Sharp, CPS/CAP*



From left to right: Sue Sharp, CPS/CAP, Robin Hairston, CPS/CAP, and President Michelle Williams

Both Robin and Sue are very determined to fight for the Retirement Trust Fund (RTF) this year. They have been diligent in raising funds for the RTF and informing the membership of any news relating to the RTF. They diligently promoted their Holiday Sleigh Ride raffle and sold tickets, raising a substantial amount of money needed for our Chapter’s donation to the RTF fund. In addition, they are very supportive of the Cherokee Rose Chapter and both always help whenever needed. Sue and Robin have definitely “Illuminated the Way” for our Chapter and the Chapter appreciates their outstanding contribution and leadership.

*February
 Congratulations to
 Sharon Yearwood, CPS/CAP*



President Williams with Sharon Yearwood, CPS/CAP

Sharon is very supportive of the Chapter and is always ready to help do whatever is needed. She worked diligently on the IAAP Award of Excellence this year, which is a huge undertaking with all the paperwork that is required. She also assists with getting our food ordered internally for our meetings. The chapter appreciates her passion, support, and her will-do attitude! She definitely “Illuminates the Way” for the Chapter!



CHEROKEE ROSE BIRTHDAYS

Vivian Irby, CAP	January 8
Patricia Bailey	January 23
Connie Looney	February 12
Elizabeth Moses	February 20
Justina Shivers	February 21

CHEROKEE ROSE ANNIVERSARIES

Sue Sharp, CPS/CAP	1/1995
Jean Wheeler, CPS/CAP	1/2003
Dorothy Chatt	2/2006
Nina McNeive	2/2006
Nancy Hatton	2/2009
Deniece Yarbrough	2/2010
Lenni Thigpen	2/2010



STUDY TIPS FOR TAKING THE CPS/CAP EXAM by Linda Parrish, CPS/CAP

First, it's important to realize that everyone is different. With that being said, my methods should be used as a guide to find the right studying habits for you. I've actually taken several habits from various sources to use as a technique for my studying efforts. Let's get started...

Choosing the Right Study Area

It's important to make sure you're in a comfortable study place with a distraction level that suits you. For instance, I can't sit in front of the TV and expect to really focus on what I'm reading, but I can listen to music and focus on what I'm studying. I prefer classical music. It tends to stimulate my mind.

Also, making sure you have the right lighting is a plus when finding the right space. You don't want to study in a dim area where you strain your eyes to see, and you don't want to study in a brightly lit room where you need sunglasses to see.

And of course, the room temperature has to be right. If it's too warm, I tend to get tired. If it's too cold, I start to get fidgety. Well, you get the point about choosing a suitable study area that's comfortable to you.

Okay, so we found the perfect spot to study. We've set the perfect mood. Now we need to make sure we have all the things we need at our fingertips. For me, it's my laptop, my books, any other studying materials, something to drink and something to snack on (like chocolate).

Getting in the Mood to Study

Prior to studying, I usually like to stretch my body and relax my mind. It's important that you eliminate stress or anything associated with stress from your studying habits. Self-massages always work for me. (Easy Self-Massage Technique: Start off by sitting erect – feet flat on the floor, knees at a 90 degree angle and shoulders pinned back. Close your eyes and take five deep breaths. Using both hands, start massaging – in a circular motion - your temples, moving down to your ears and earlobes, and further down to your neck and shoulders, etc. I like to say “Woo Sau” after a round, but feel free to say whatever comes to mind. Repeat the cycle three times.) You can stretch, scream, stand up and do jumping jacks... whatever gets you in a relaxed, but pumped mood. I know that sounds contradictory, but it's really not.

Clear your mind of “things to do” (Did I wash the dishes?), “negativity” (I don't feel like doing this.), and “other distracting things” (I wonder what is happening on Grey's Anatomy.). I usually close my eyes and massage my scalp; starting from the nape of my neck all the way to the top of my crown and back down. I try to think of nothing but what I see (darkness) and how I feel (relaxed).

What Works for Me

Before actually beginning, I set goals for myself, such as: “I plan to read for one hour before I take a break” or “I plan to read two chapters before putting my book down.” I try to write down at least three goals that I plan to accomplish in my studying. I may not always complete them all, but as long as I attained one, I feel like I've accomplished something.

I usually start my studying off by reviewing definitions and vocabulary words of a chapter. Then I skim the chapter for things that capture my attention or make me feel like I need more of an in-depth review. I'll usually read that section a little slower to ensure I capture the essence of what I'm reading. Upon completing my review of the chapter, I'll review the definitions or vocabulary words again before moving to the next chapter.

If what I'm reading requires formulas or some sort of scientific method to deduct an answer, I'll create a cheat sheet that lists the formulas/scientific method and give an example of when and how to use it.

If I'm reading and the subject confuses me or I can't quite grasp it from the explanation, I try to incorporate the subject into a circumstance that I can relate to and understand. Then I set a trigger word that helps me associate that subject with my circumstance.

STUDYING TIPS FOR TAKING THE CPS/CAP EXAMS (continued from page 6)

Other Techniques to Consider

- Seek your individual studying habits.
- Determine if you are a self-study type or group-learning type.
- Create flash cards or study boards to help you study.
- Research the subject matter to find study guides or other study materials.
- Try memory games like Word Association to test your retention of information.
- Create an outline of a chapter and try to insert one or more words (no more than 10) to headline that section of your outline. When you're done, write a brief description of each headline. (All of this needs to be done from memory or knowledge.) Then compare how well you did.
- Use practice tests to find your weak spots.

Feel free to pick and choose what works best for you. These are techniques I have used in the past that have proven to be successful for me.

Reminder: Starting in November 2011, the IAAP Certification Program will change... (1) CPS will become CAP, and CAP will become CAP-OM; (2) The CAP testing will be "one-part exam (formerly a three-part exam testing in Office Systems & Technology, Office Administration and Management) with approx. 300-350 multiple choice questions. The CAP-OM testing (formerly Advanced Management) will become Organizational Management and will be a one-part exam with approximately 150-170 multiple choice questions; and (3) The Recertification requirements will also change. The last testing before the changes go into effect will be in May 2011. To qualify for seating for the May test, all applications must have been submitted by February 15, 2011. Please visit the Professional Certification page of the IAAP International website (www.iaap-hq.org). Best of luck to you!

THE CAREER ADVANTAGE

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.

Why wait? Do something for yourself and your career today. **Get certified!**

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®

Cherokee Rose Chapter IAAP

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.



START LIVING DEBT FREE IN THE NEW YEAR



Jan. 1 arrives every year with the hope and promise of losing pounds, improving relationships and paying off those bills from the holiday spending season.

Unfortunately, at some point most every American has made a New Year's resolution only to have that new gym membership go unused, the scale ignored and credit card debt continue to pile up. But according to New York Times best-selling author and personal finance coach David Bach, getting out of debt this year can actually be fairly simple.

"Getting out of debt is a pretty straightforward process," says Bach, whose latest book, *Debt Free for Life: The Finish Rich Plan for Financial Freedom*, outlines a plan for getting out of debt. "The issue people have is getting started - the average American family is carrying roughly \$49,000 worth of consumer and mortgage debt and that can be daunting."

To overcome the fear of getting started Bach recommends changing your frame of mind when it comes to paying off debt - don't focus on what you're giving up, but rather think about what debt is holding you back from - family vacations, buying a new home, or even starting your own business. Focusing on what living debt-free will enable to you to do helps keep you focused and motivated.

Bach recommends by starting the process with an honest self-assessment, asking questions like "Why are you in debt?" "How much debt do you have?" and most importantly "Why do you want to be debt-free for life?"

"Being honest about your debt, for a lot of people, means overcoming a major obstacle-getting started," he says. "The sooner you get honest with yourself about your debt, the better positioned you'll be to start taking real action to get out of debt."

After you've answered those questions, the next step is to stop spending on non-essentials.

Bach's "latte factor" is an example of how eliminating a store-bought cup of coffee can quickly add up and be applied to paying off your debt. Beyond cutting spending, Bach suggests taking a methodical approach to eliminating debt by charting your debts and determining your "done on last payment" date, or DOLP, for each account. Factoring in the interest rate and pay off amount you can easily determine which debts to pay off first in order to maximize your savings on interest.

"If you're still overwhelmed by charting out a debt repayment plan then try an automated system," says Bach. "I personally like Debt Wise from credit reporting agency Equifax - they use the information they already have from your credit card companies and other lenders to automatically prioritize your debts into a personalized plan that will help you save money in interest and get out of debt faster. The tool even updates you as you make progress on your plan." For more information about Debt Wise, go to www.debtwise.com. (ARA)

Upcoming IAAP Events/Deadlines

Administrative Professionals Week
Sun, 04/24/2011–Sat, 04/30/2011

May 2011 CPS/CAP Exams
Fri, 05/06/2011–Sat, 05/07/2011

Education Forum & Annual Meeting
Sun, 07/24/2011–Wed, 07/27/2011

Deadline: November Certification Exam Registration
Mon, 08/15/2011

November 2011 CPS/CAP Exams
Fri, 11/04/2011–Sat, 11/05/2011

AVOIDING E-MAIL OVERLOAD

How many e-mails is too many? According to a recent survey commissioned by e-mail provider Intermedia, workers start to feel stressed when their inboxes grow by more than 50 messages a day. Only 6 percent of professionals said they could stand more than that amount.

Whether your daily average is north or south of 50, chances are you occasionally feel overwhelmed by the number of e-mails you receive. Without an effective system in place, just keeping up with the flood can steal valuable hours away from your other work priorities.

Here are some tips for dealing with the deluge:

- **Don't rush to respond.** When bombarded with e-mail, your first reflex is likely to answer the messages right away. After all, what better way to reduce the list of unanswered mail? But interrupting what you're doing to respond to each e-mail as it comes in can prevent you from ever fully focusing on critical tasks.
- The best strategy is to briefly scan the content of e-mails, immediately responding only to those that are urgent. Then, before you leave at night, get back to people about less important issues.
- **Keep it clean.** Periodically delete or archive old information to help you locate files more quickly and to avoid reaching the maximum size limit set by your network administrator.
- **Step away from the keyboard.** E-mail is best suited for quick questions and answers. If a conversation is likely to be extensive or in-depth, save some typing time by calling your contact or stopping by his or her desk instead.
- **Create a second account.** Ask friends and family members to use a separate e-mail address to reach you with personal messages. This will help you stay focused on business correspondence during your workday.
- **Respect others' time.** Before sending someone an e-mail, ask yourself whether it's essential that he or she receive the information. If you don't inundate others' inboxes with non-critical communication, they'll likely have the same respect for you

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.

Valentine to an Administrative Professional

She's first one in and the last to leave,
her mark is everywhere.
But like a watchful angel,
we seldom know she's there.

She guards the gate, protects the boss,
efficient through and through.
Those binders for this afternoon?
All set in Boardroom 2.

Mind-reading is among her skills,
and putting fires out.
She juggles tasks and jumps through hoops,
yet never one to pout.

Three hands, you see, she does possess
and intellect well-bred.
Plus humor, tact, diplomacy
and eyes behind her head.

Computer tech and referee,
yes, party planner too.
Committee head, Excel sheet queen -
there's nothing she can't do.

We've used the female pronoun, true,
throughout this love decree,
but sometimes (though it's rather rare),
that admin pro's a he!

Business humorist Todd Hunt speaks for IAAP and other groups that want to add fun to their events and send members back to work smiling – with tips to improve communication and success. His world's shortest email newsletter (30 seconds twice a month) is available for free at www.ToddHuntSpeaker.com

Quote of the Day

"Never give out while there is hope; but hope not beyond reason, for that shows more desire than judgment."

– William Penn

About William Penn

William Penn is remembered as the founder of Pennsylvania; the democratic government he set up became the model for the United States Constitution. He was born in 1644 in England. After he was arrested several times for preaching Quaker ideals, he decided to found a settlement in America. He drew up the "Great Treaty" with the Delaware Indians to ensure they were paid fairly for their land and toured Europe marketing the new colony. He died in 1718.

"Life is too short to wake up with regrets... Love the people who treat you right and forget about the ones who don't."

- by Anonymous



**International Association of
Administrative Professionals®**

USE THE ACTIVE VOICE by Susan Fenner, Ph.D, IAAP Staff

You may recall learning somewhere back in grammar school the use of "voice" in English class. Passive voice indicates that the subject (of the sentence) is being acted upon. Active voice shows that the subject is performing the action. For example, a use of passive voice would be "The ball was thrown." In active voice it would be, "I threw the ball."

Since few of us are asked to diagram sentences any more or identify parts of speech, why then is it so important to distinguish between the active and passive voice? Because employers value employees who use the active voice in their responses to workplace issues. Would you rather have a worker who brings you problems or brings you solutions? Obviously the latter, especially with the time, money, and staff crunch we're all operating under.

So, how can you change the habit of using passive voice and replace it with assertive, confident, results-oriented action verbs? Here's some suggestions.

1. Your exec doesn't pay you to sit and wait for an assignment. You are now expected to find problems and opportunities and move in on them without being told. That's every admin's new role. Look for what needs to be done, then do it!
2. Your boss is too busy to deal with day-to-day hassles that trouble you. It's a do-it-yourself world. You are in charge of your own work activities and relationships. Don't run to your boss with issues you can deal with on your own.
3. If co-workers see you as a can-do person, you'll get more respect and support for your projects. Wimps quickly get trampled. Don't become a whiney wimp.
4. With business strategies and work goals constantly changing, the most valuable player is the one who can anticipate and remedy problems before they get out of hand. That's what it takes to get recognized and promoted. Look for processes and situations that could develop into trouble spots and fix the wheel before it's broken, to keep projects on track.
5. If you see challenges and step up to meet them, you'll grow in confidence and expand your skills as a powerful and effective admin. Offer to take on new responsibilities. Your IAAP network can be a great source for solutions and support. Believe that you have abilities to get the job done – because you do!

Confucius once said, "I hear and I forget. I do and I understand." By forming the habit of always using the active voice in the workplace and being the one to take positive and preemptive action, you'll not only understand the bigger picture, but will secure your place in it.



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.

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

PASSION & PURPOSE

GEORGIA DIVISION

"The BEACON of Professionalism"

Upcoming Events

June 10-12, 2011

Georgia Division 57th Annual Meeting

Hosting: Albany Area Chapter

Hilton Garden Inn

Details will be posted once finalized

Members at Large (MAL) - Mixers

Host: Georgia Division

Keep a watch out for meet and greets just for you!



Division Golf Tournament Registration Now Open

Come one, come all. It is time for our annual Golf Tournament, May 2, 2011. Get your team(s) together and sign up to compete. And although you may be tempted to keep this information to yourself, please share it with your co-workers and executives. This is Division's newest fundraiser for the year. Let's make it a huge success for the Division. And if you are not much of a golfer but would like to sponsor a hole, then you are in luck. Chapter Members, we are in need of door prizes for this event.

Purpose: The funds raised from this tournament will be used to continue providing superior training and leadership opportunities for administrative professionals throughout the State of Georgia. If you have any questions regarding this event, please contact Jody Jones at 770-822-3120. Registration form can be found on the Division's website at iaap-georgia.org.



Montreal, Quebec, July 24-27,

Montreal Convention Center

Hotel: Hyatt Regency Montreal

Registration: <http://www.iaap-hq.org/events/conferences/efam>

Celebrate all office professionals on Administrative Professionals Day, April 27

Kansas City, MO. Even though the unemployment rate is dropping and leading economic indicators are improving, many American workers are still financially and emotionally struggling with the toll of the recession, which is why this year the International Association of Administrative Professionals and admins worldwide will celebrate all office professionals on Administrative Professionals Day.

While experts report the economy is recovering, only 9 percent of administrative professionals believe they'll see an improvement in their salaries and benefits this year. In a recent IAAP survey admins were asked about cuts their company implemented on its workforce and if the coming year would be better. Of the 3,376 office workers that responded, 44 percent said employees' salaries were frozen with 10 percent noting that salaries were cut. Health benefits also hit the chopping block. Thirty-six percent of employees saw health benefits affected with 14 percent who saw their health benefits eliminated and another 12 percent who had to pitch in more of their paycheck to pay for benefits. Other benefits cut were: retirement plan, 12 percent; bonus pay, 14 percent. Even holiday parties were eliminated with 36 percent missing their December dose of cheer.

What the survey also revealed is that the majority of admins (76 percent) aren't too hopeful that the financial climate in their offices will improve. Respondents believe their benefits and salaries will either remain the same (45 percent) or be cut further (22 percent). Only 9 percent believe pre-recession salaries and benefits will be reinstated. Even though the recovery is picking up speed, workers doubt they'll see a benefit anytime soon.

"We know everyone in the office has pulled together during the recession, not just administrative professionals. With that in mind, we want to applaud the efforts of all office professionals," said IAAP President Mary Ramsay-Drow, CPS/CAP. "That's why in 2011 IAAP and admins around the globe want to include all office professionals for recognition on Administrative Professionals Day."

Join with IAAP on April 27 to celebrate the hard work of all office professionals.

IAAP is the world's leading association for administrative professionals, with nearly 600 chapters and approximately 28,000 members worldwide. IAAP is the sole sponsor of Administrative Professionals Week® April 24-30, 2011 and Administrative Professionals Day® on Wednesday, April 27 (formerly called Professional Secretaries Week® and Professional Secretaries Day®). Further information, including history and a facts sheet on APW, is available from the IAAP website at: www.iaap-hq.org/events/apw

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

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

Vice President Dana Morgan, CPS
 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



RECIPE FOR A HAPPY NEW YEAR

Take twelve whole months.
 Clean them thoroughly of all bitterness, hate, and jealousy.
 Make them just as fresh and clean as possible.
 Now cut each month into twenty-eight, thirty, or thirty-one different parts,
 but don't make up the whole batch at once.
 Prepare it one day at a time out of these ingredients.
 Mix well into each day one part of faith,
 one part of patience, one part of courage, and one part of work.
 Add to each day one part of hope, faithfulness, generosity, and kindness.
 Blend with one part prayer, one part meditation, and one good deed.
 Season the whole with a dash of good spirits,
 a sprinkle of fun, a pinch of play, and a cupful of good humor.
 Pour all of this into a vessel of love.
 Cook thoroughly over radiant joy, garnish with a smile,
 and serve with quietness, unselfishness, and cheerfulness.
 You're bound to have a happy new year.

- Author Unknown

