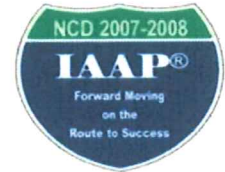


TAR HEEL NEWS



**2007-2008
NCD Board of Directors**

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President

Dianne Hughes CPS/CAP
President-Elect

Gail Belanger
Vice President

Angela H. Simmons CPS
Secretary

Shirley S. Kiziah CPS/CAP
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Bylaws & Standing Rules Director

Davandra Reed CPS/CAP
Membership Director

Sarah A. Joyner CPS/CAP
Education/Certification Director

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Jo A. Peay
2008 Annual Meeting Director

Jane K. Rogers CPS/CAP, Chair
Audit Committee

Janie Annas CPS/CAP,
Archivist

Tina H. Parker CPS/CAP, Chair
New Chapter Builder Committee

David Cannon, Chair
Committee on Nominations

Jo Gillin CPS
Parliamentary Advisor

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ON THE ROAD WITH MELISSA. . .

Members of the North Carolina Division were revving their engines when the green light was given and they took off fast and furious! All over the state there has been a bustle of activity.

In July, a delegation of administrative professionals from the North Carolina Division descended upon Tampa, Florida, to attend the International Convention and Education Forum where the Association's business was transacted. In addition, attendees took advantage of educational seminars and the opportunity to talk with numerous vendors at the Office Expo. Over forty of our members and their significant others came together for dinner at Jackson's Bistro on Tampa Bay. What a wonderful time of networking we enjoyed!



We were all proud of the NCD members who received recognition at Convention. Mary Baker (Greenville Chapter), Glenda Cornell (Winston-Salem Chapter), Ellen Joseph-Stewart (Raleigh Chapter), and Teresa Worthy CPS/CAP (Gastonia Chapter) were all in Tampa to walk across the stage and receive their Distinguished Chapter President watches from International President Sandy Chandler CPS. Davandra Reed CPS/CAP (Metrolina Chapter) and Larkin Kassuba (Caldwell Chapter) were not able to attend Convention, but also achieved Distinguished status. I was honored to stand in for Chapter President Jane Rogers CPS/CAP on behalf of the Uwharrie Chapter and accept the Colonel Roane Waring Award (for the chapter with fewer than 100 members with the largest per member contribution to the Retirement Trust Foundation). The Uwharrie Chapter earned this award for the Southeast District and for the Association overall. Congratulations to all these Chapter Presidents and their Chapters for a job well done during the 2006-'07 IAAP year! Who will join their ranks at the end of this year? I look forward to hearing a long list of names from the North Carolina Division when awards are passed out in New Orleans!

On September 22, twenty-four of our members drove in for maintenance at our first High Performance Meeting. The Charlotte, JOL, Greenville, Raleigh, Wilson, and Winston-Salem Chapters were represented as well as our Division Members-at-Large. I don't want to give away

surprises before the next High Performance Meeting that will be held in Hickory on October 27, but I will tell you that these chapters got a tune-up to help improve their mileage over the next year. If you missed the first meeting, plan now to attend the meeting in October for maintenance that will help you have a smoother ride as we travel on together.

At the end of July, the NCD was running in first place in membership for the Southeast District and the Association. At the end of August we were still running in first place for the SED, but had slipped to third in the Association. That's okay, we'll just change gears and pick up the pace!

I was pleased to hear from Chapter Presidents and to report to SED Director Tamra Goodall CPS/CAP that our chapters are already planning IMPACT meetings, Executive/Bosses Day events, Administrative Professionals Week/Day events, etc. At least two chapters are planning study sessions for those planning to sit for the Certified Professional Secretary (CPS) and Certified Administrative Professional (CAP) exams.

On September 25 I was privileged to be able to speak at the Greenville Chapter's IMPACT meeting. There were 29 members and guests in attendance. So far, the Greenville Chapter has recruited three professional members and one associate member as a direct result of that meeting. Good job, Greenville Chapter! (cont-Page 4)-

AWARDS PUT "FUN" IN OUR FUNDRAISING!

By Gail Belanger—NCD Vice President

I'm so delighted to announce the first two fundraisers for this IAAP year! The drawings for these two raffles will be held at the Leadership and Education Forum in High Point on Friday, February 29, 2008, at the Evening of Entertainment. Mark your calendars and be sure you are there to purchase your tickets so you'll have a chance to win.

The first fundraiser is called "Delectable Chocolates," which includes a great mixture of dark, milk and white chocolates. Yummy! All proceeds will benefit the Retirement Trust Foundation.

The "Treasure Chest of Teas and Coffees" is the other raffle. Chapters can participate in this and receive 25% of all their ticket sales. We've gathered and will be bringing to the Leadership and Education Forum your treasure chest filled with special teas and coffees. There will be old favorites as well as new and exciting things to try. The estimated retail value of this prize is approximately \$200.

There will be a new raffle beginning in January 2008. The winner will be named at the North Carolina Division Annual Meeting on June 6-8, 2008, in Winston-Salem. Keep a lookout! There's more exciting news coming!!!

The North Carolina Division Board of Directors has made some revisions on the awards being offered this year, as well as on the Chapter category breakdown.



Chapter awards criteria will be broken down as follows:

- Chapter with the greatest membership increase.
- Chapter with the highest retention percentages in addition to a membership increase of at least one member.
- Chapter with the largest RTF donation.
- Chapter with the highest percentage of members certified.
- Chapter with the most new recertifications.

The categories are as follows:

2-15 members

16-25 members

26+ members

The 2007-'08 Member of the Year Award criteria remains basically the same. Each Chapter President will submit his/her chapter's nomination on the NCD website no later than April 30, 2008. The nomination should be no more than two paragraphs indicating any significant contributions or accomplishments to the chapter and/or community, as well as why the member should be the Member of the Year.

HALLOWEEN

By CHARLENE ASHBORN



All Hallow's Eve is almost here,
The spookiest night of the year.
You may see a ghost, witch or ghoul,
For this is the time these beings rule.
Front porch stoops are their favorite haunt,
Here they gather to giggle and taunt,
Ringing doorbells, shouting "Trick or Treat,"
Only to be appeased by something sweet.
Greedy they grab handfuls of candy,
Stuffing it in sacks they always keep handy.

The creatures then vanish as quickly as they came,
to torment others with their silly game.
Midnight comes, the "witching hour,"
The sweets are sorted, ready to devour.
In a short time, the candy has vanished
Into stomachs totally famished.
Soon the creatures begin to moan,
All that sugar making them groan.
Slowly they crawl into their beds,
Pulling the blankets over their heads.

Happy Halloween to You!!

Cruising with Your President-Elect

Greetings, Fellow NCD Members!
It is exciting to be your President-Elect and I look forward to a fantastic year!

I had such a wonderful experience serving you as your Vice President and was so pleased at all the support the Division received from our Chapters with the fundraisers. There were some very happy winners, while the Division and participating Chapters added to their treasuries. It was a win-win all the way around. I'm sure this year will be as well and I encourage you to support Vice President Belanger as you did me. You are the only ones who can make it work.

One of the privileges of being President-Elect is being able to plan the Leadership Development and Education Forum. It is official and the contract has been signed. The 2007-2008 Leadership Development and Education Conference is being held at the High Point Radisson Hotel on February 29-March 1, 2008. We have a great rate of \$99 per room and that includes breakfast. We are in the process of putting together a great new format and are planning a lot of fun and informative activities. There will be at least two speakers on Friday, followed by the Open House and a Live Auction with a real auctioneer. Friday night is going to ROCK! On Saturday we will have a great presenter in the morning, followed by the Certification Luncheon with another great speaker. No one will want to miss what follows the Certification Luncheon—it will be AWESOME!!! We haven't completed all the plans yet and therefore do not know what the registration will be. However, I do (continued on next page)-

NCD CHAPTER ROADS

“Some Fell Down, All Got Up, And Some Won!”

(Submitted by David Cannon, Metrolina President)

Statesville/Metrolina Chapters—The date was July 21, 2007, and the place was the Hornet’s Nest Park Shelter #4, 6301 Beatties Ford Road, Charlotte, NC. The Metrolina and Statesville Chapters enjoyed a wonderful joint summer social.

Call it “Male Bonding” if you want, both Male Presidents, David M. Cannon and Heath Roberts, were present and were surrounded by other males, oh yeah, and female members were present too. It was a time of fun and relaxation. There was plenty of good food (and not just because Metrolina’s President was on the grill most of the time).

Several old-fashioned games were re-experienced including the Sack-hop, Three-legged Race, Human Wheelbarrow, and others. Certificates of merit were given to the winners. Unfortunately, there was no ointment or liniment available for those of us who crashed and burned (fell down) while trying.

No matter how hard the fall, WE ALL GOT UP! Some even tried other events, while others chose to return to the grill and grill on. Yeah, that was me and one fall (contrary to popular belief, was not intentional) was more than enough.

The joint effort brought back fond memories of how the two chapters worked closely together in the past. A few of you may remember, how the two chapters were “At Your Service!” when they hosted the 2000-2001 NCD Annual Meeting for Past Division President Kathleen M. Stewart CPS/CAP.

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Cabarrus Chapter—We officially started the new chapter year in July with a “Swap-Meet” for the previous and incoming officers and committee chairs to exchange program materials, ideas, comments, and suggestions for the coming year. A



an exciting Hawaiian Luau theme. August meeting emphasized “Business Savvy,” highlighting business etiquette regarding e-mail, internet, cell phone communication, along with what “business casual” really means. “Cultural Diversity in the Workplace” was spotlighted in September, along with the Chapter’s fundraising effort — a HUGE Yard Sale! Plans are also underway for our upcoming “Bosses’ Breakfast” in October.

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Wilson Chapter—Congratulations to our member, Cheryl Taylor, who was honored at a dinner recently, surprising her with a promotion. Cheryl is now Vice President of Operations and Corporate Secretary to Professional Drug Screening, Inc.

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Greenville Chapter—The Greenville Chapter met to begin its 2007-2008 IAAP year on August 28. The chapter met at its new location on the campus of Pitt Community College. Twenty-one attendees, including three student visitors, were in attendance. Three new members were welcomed to the chapter, one of which was a new student member.

The September meeting was our Fall IMPACT Meeting. Melissa Mincey CPS/CAP, North Carolina Division President, was with us. Each member was challenged to bring one guest.

This year the chapter members have been encouraged to Partner for Growth by mentoring members, lunch ‘n learn opportunities, IAAP focus topics at each chapter meeting and one member sharing at each meeting why they joined IAAP and what the Association has done for them.

Greenville Chapter just came off a stellar membership year and will focus on continued numerical and professional growth this year.

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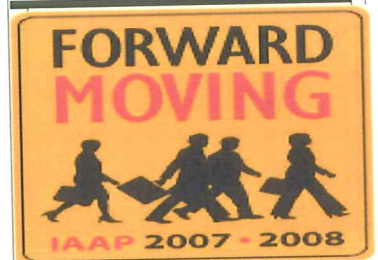
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not see it changing appreciably from previous years. SO.....mark your calendars and start saving. This is one you won’t want to miss. In case it has escaped your notice, the first day of our meeting is February 29th.....LEAP YEAR!! You never know what can happen in a Leap Year, but you can bet it will be fun.

I also encourage each of you to attend at least one of the “High Performance” Meetings planned by President Mincey. The first one was held on Saturday, September 22, at the Wilson Medical Center, and the second one will be held in Hickory at the Coming Cable Headquarters on Saturday, October 27, from 9 a.m. to 3 p.m. The format is great and so are the speakers. Trust me...you don’t want to miss this educational and fun opportunity!!!

If there is anything I can do for you, either individually or as a Chapter, please do not hesitate to contact me. I am available to serve every member of the North Carolina Division as we continue to be “Forward Moving on the Route to Success” in 2007-2008.

Dianne M. Hughes CPS/CAP
NCD President-Elect



“Go confidently in the direction of your dreams. Live the life you have imagined.”

-Henry David Thoreau

International Association of
Administrative Professionals®
North Carolina Division

We're on the Web!
www.iaap-nc.org



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Administrative Professionals®

(continued from Page 3)-
NCD Chapter Roads

Winston-Salem Chapter—The Winston-Salem Chapter is off to a great start. We have several activities that we are working on.

We held a mini workshop on September 11. A representative from Avery Dennison talked with us about getting organized. This was a very informative workshop, and it took the place of our regular chapter meeting. Not only were members encouraged to attend, but non-members were allowed also. Those that were interested were given membership information.

We are also starting to hold study groups for those chapter members who want to study to receive their CPS or CAP certification. Joan Roggenkamp CPS, our Certification Director, is working very hard with the members interested in studying.

We have started our Ways and Means Project working with Wake Forest University, providing 14 individuals to work at each home game. This is always an exciting event—it is a lot of work, but we have fun with this project!

We're in the planning stages of hosting the 2008 NCD Annual Meeting. Jo A. Peay, Event Coordinator, is working along with her committee to make sure that this will be an awesome meeting.

(On the Road With Melissa . . .
Continued from Page 1)

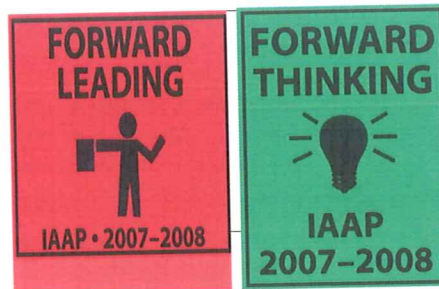
Rowan-Cabarrus Community College held its IMPACT meeting for students on Saturday, September 22nd. Emmie Hagar, President of the Charlotte Chapter of IAAP, was their guest speaker. As a result of her wonderful job in promoting the benefits of IAAP membership, this student chapter submitted 12 new student applications to Headquarters! They expect several more applications from students and fellow professionals. This is in addition to their existing members who will be renewing next month. Way to go, Rowan-Cabarrus Community College Student Chapter!!

The NCD New Chapter Builder Committee has been at work as well. Committee Member and Past Division President Patty Sipes CPS/CAP recently made a presentation to the Human Resource Director at Bald Head Island and hopes her efforts will evolve into a corporate chapter. Committee Chairman and Past Division President Tina Parker CPS/CAP is also working with the Greenville Chapter (Jo Gillin CPS, President) in an effort to establish a chapter in New Bern. Greenville Chapter members will reach out to administrative professionals at the MumFest on October 13th.

These are just a few highlights to show you that our chapters and our members are in the race and rounding the first turn with their eye on the prize.

Fall is in the air — crisp mornings, cool evenings, and soon the trees will burst into color before dropping their leaves to line our paths with their spectacular beauty. Life is good. Let's continue to enjoy our journey together as we are "Forward Moving on the Route to Success!"

Melissa Mincey CPS/CAP
NCD President



DOMESTIC VIOLENCE AWARENESS
HOPE AND HELP
IS ON THE WAY

Although it is not nearly as recognized as Breast Cancer Awareness Month, October is also Domestic Violence Awareness Month. Its purpose is to raise awareness, to recognize the strength of those who have survived domestic violence and to remember those who have lost the battle.

According to the Website, www.endabuse.org, domestic violence is the most common source of injury to women and that by the age of 20, one in three young women will experience dating violence. Women are seven to fourteen times more likely than men to report suffering severe physical assaults from an intimate partner.

The violence doesn't just affect the people being abused, but also the children within the household. Seventy percent of men that receive treatment for being violent to their partners, witnessed it when they were children. It was also found that 80% of runaways come from families where there has been domestic violence.

The three key elements of domestic abuse (according to www.helpguide.org):

- Intimidation
- Humiliation
- Physical injury

There are six kinds of domestic abuse:

- Physical abuse,
- Verbal or nonverbal abuse (psychological, mental or emotional abuse)
- Sexual abuse
- Stalking or cyberstalking
- Economic abuse or financial abuse
- Spiritual abuse

If you or someone you know is being abused, there are many resources available online and by phone to help women and men protect themselves. The National Domestic Violence Hotline at 1-800-799-7233 (SAFE) is available for advice and support. There are also emergency shelters such as DOVE (Domestic Violence Ended) {http://doveinc.info/} that provide a safe place for victims and their children to stay and get the help they need to recover from the violence. You can also call your state branch of the National Coalition Against Domestic Violence if you need a shelter from domestic violence. For more facts and information about domestic abuse, check out www.youareatarget.com and www.endabuse.org.

*"Only as high as I reach can I grow,
Only as far as I seek can I go,
Only as deep as I look can I see,
Only as much as I dream can I be."*

—Karen Ravn

Education/Certification News

Sarah Joyner CPS/CAP, Director

At the first NCD Board Meeting of the new year, it was voted and approved that Education/Certification would become a committee of four certified members who would cover all areas of the North Carolina Division. As your Director, I will cover Durham, Goldsboro, Greenville, Henderson, Jacksonville, Raleigh, and Wilson. Brenda Connor CPS/CAP from the Land of the Sky Chapter will cover Asheville, Burke County, Caldwell and Hickory, while Rindi Bowman of the Metrolina Chapter will cover Cabarrus, Charlotte, Gastonia, Metrolina and Uwharrie. Darnise Starr CAP of the Charlotte Chapter will cover Furniture City, Greensboro, Statesville, and Winston-Salem. Please join me in welcoming these certified NCD members who will be serving you this year.

We began the year with a survey of Chapter Presidents regarding the use of our Speaker's Bureau. After hearing from 11 of our 20 Chapter Presidents (a 55% response rate), we learned that 82% had never used the Speaker's Bureau. Nine percent had used it one to two times and nine percent had used it three or more times. Our next step is to contact the 52 speakers on the list and verify if they are willing to remain on our Speaker's Bureau listing and, if so, whether they would like to update the programs that they present. I hope to have the new directory of speakers ready for our spring meeting. We also plan to put one of the new listings in the hands of every Chapter President and every Chapter Program Chairman. Please contact me (sarah.joyner@wilmed.org) if you would like one of the current listings.

If your chapter is currently struggling with programs, there are some resources that should be beneficial to your members and not costly for your chapter. There are English teachers from area high schools and community colleges, people from your local Chamber of Commerce to discuss community activities that you might want to become involved with, training professionals from your local businesses (banks, hospitals) who can speak on soft skills such as teamwork, diversity, communication, etc. And, never forget, your best resource, your members! There is no better way to learn to speak in front of a group than with your IAAP peers.

Looking Forward to Riding Along with you on our IAAP Route to Success!

Welcome New Members !

Janet T. Bowen, JOL Chapter
 Cynthia J. Stubbs
 Crystal F. Wade
 Tonee G. Webb
 Corliss M. Wiggins, sponsored by Janet L. Maxwell, Wilson Chapter
 Frances P. Wilcox, sponsored by Larkin J. Kassuba, Caldwell Chapter
 Sandra L. Williams, sponsored by Lorraine B. Ryan CPS/CAP, Wilson Chap
 Roxmary M. Kearney, sponsored by Evangula Clinton
 Ashleigh M. Sloop, sponsored by Kimberly L. Nelson
 Janis M. Stalls, sponsored by Toya L. Littlejohn, Div. Member-at-Large

**Congratulations to Charlotte Bryant
 of the Greenville Chapter on her
 Retirement as of October 5, 2007!**



Calendar of Events

October 16 — National Bosses' Day
October 24 — "High Performance" Meeting Registration Deadline
October 27—NCD "High Performance" Meeting in Hickory, 9 am-3 pm
November 17—NCD Second Qtr. Board Meeting
Feb.29-Mar. 1—NCD Leadership & Education Forum, High Point
March 2-5—Professional Education Conference, Charleston, SC
June 6-8—NCD Annual Meeting, Winston-Salem
July 27-30—IAAP International Leadership and Education Forum, New Orleans, LA

Tips for Writing a Better Resume

How to Get Yours Noticed

A resume is one of the most important pieces of material you will ever write. Who would have thought that one small piece of paper could lead you to your future career. It can get you that first interview! If written poorly, your resume just might end up with a crumpled pile of papers in the nearest trash bin. Employers can read through a large amount of resumes on a daily basis, so you want yours to stand apart from all the rest. Below are a few ideas to give your resume an extra boost:

Format:

- Name at the top—large font
- Repeat the header on all pages
- Page numbers
- Aligned columns

Content:

- Objective—what is your career goal?
- Work experience
- Use present tense for current job
- Use past tense for past jobs
- Less is more, don't go overboard with descriptions
- List most relevant job duties first
- Use key words that relate to the job you are applying for
- Do you manage and train other people?
- What are your best qualities?
- Other relevant skills
- Computer programs

Helpful Tips and Tricks:

- Avoid using "I" - the employer knows it is your resume
- Use a dictionary—spelling and grammatical errors are two of the main reasons a resume is tossed
- Use a thesaurus
- When listing accomplishments, make sure you have examples to back them up



International Recognition Plus Presidential Awards

For recognition of members and chapters for inspiring growth in IAAP— (For pictures of awards, see IAAP website.)

Join in the Competition

To promote friendly competition among IAAP members and chapters, awards are offered for exemplary performance in membership growth at all levels of the organization. The Award Criteria reflects the organization's growth goals.

Track Your Progress

Use the Scoreboard and Monthly Billing Detail and Rebate Reports to track your progress. All monthly reports are available to download and view for one month from the time they are published.

AWARD CRITERIA

LEVEL	RECOGNITION	AWARD	CRITERIA
MEMBER	New Member Sponsor	President's Pin	Sponsor one new member
	New Chapter Builder	New Chapter Builder Pin	Serve as chairman or "key person" in new chapter builder effort
	Student Chapter Builder	Student Chap. Builder Pin	Serve as the "key person" in new student chapter builder effort
CHAPTER	Distinguished Chapter	Distinguished Chapter President's Watch	Chapter members = 1-25, net increase of 7 members
			Chapter members = 15-50, net increase of 8 members
			Chapter members = 51-74, net increase of 9 members
			-or- Sponsor a new IAAP chapter or chapter-at-large with a minimum of 15 charter members
			-or- Sponsor a new IAAP student chapter and achieve a net gain of 5 IAAP chapter members