



Tarheel News

NORTH CAROLINA DIVISION OF THE INTERNATIONAL
ASSOCIATION OF ADMINISTRATIVE PROFESSIONALS®

Volume 2, Issue 2

December 2008

2008 – 2009 NCD Board of Directors

Dianne Hughes CPS/CAP, President

Shirley Kiziah CPSCAP, President-Elect

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Norma Bain CPS/CAP, Treasurer

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Deb Forney CPS/CAP, Membership Director

Lisa Hale CPS/CAP, Education/Certification
Director

Notes from the Air – The President's Perspective



Holiday Greetings!!! It's hard to believe we are already in December. It does not seem possible that we are at the halfway point of our IAAP year. I have to tell you right now that I am so very proud to be your President. Hosting the two "Rise to the Challenge" meetings with your Board of Directors is the high point of the first half of our year together. Seeing those of you who chose to participate, and having an opportunity to visit with each of you made the planning and the traveling so very worthwhile. We heard five very good speakers, learned a lot and enjoyed a chance to visit over great food after each meeting. Thank you for sharing your Saturday morning with me. I was truly honored by your support. Knowing we can count on your continued support for the second half of our year together makes our planning so much easier. We can't wait to welcome you to the Leadership and Education Forum. It will be great to see you again.

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There is some great news to share with you, as well as one item that is not so great. Teresa Worthy CPS/CAP found that teaching twice a week at Gaston College, attending classes in Winston-Salem twice a week while she is pursuing her doctorate (CONGRATULATIONS TERESA!!!) and writing the protocol for a new program at Gaston College left her no time to give attention to the duties of Education/Certification Director. Therefore, she has resigned and we are very sad to lose her as a fellow member of the 2008-09 Board of Directors. The Board of Directors and I asked Lisa Hale CAP, member of the Land of the Sky Chapter, to step into the position and complete this IAAP year as your Education and Certification Director. We are pleased to announce that she accepted and I hope you will join us in welcoming her. Please feel free to contact her at lisahalecap@yahoo.com if she can assist you with your Education and Certification needs.

I would like to remind you that all North Carolina Division members are welcome to attend YOUR Board of Directors meetings. You will not be able to vote, but you will be able to ask questions after being properly recognized. This is not a secret society and as far as I am concerned, there are no secrets being kept by your Board. The only requirement is that you let me know enough in advance that sufficient seating in the meeting room can be provided.

I would like to take this brief moment to wish you and your families the warmest holiday season. Given the world situation, it is great to be able to count on each other, our faith and our families during this most blessed season of the year. Let's remember the reason for the season and greet each other with love. At this frightening time in our world, all we can do is keep our faith alive and keep love in our hearts for each other.

MERRY CHRISTMAS FROM THE HUGHES HOME AND HEARTS TO EACH OF YOU!!!

Dianne Hughes CPS/CAP
2008 – 2009 NCD President

**2008 – 2009 NCD
Special Appointees**

Carolyn Waddell, Parliamentarian

Kathy Stewart CPS/CAP, Annual Meeting
Director

Cynthia Brown, Marketing/Media Chairman

Janie Annas CPS/CAP, Archives
Committee Chair

Kathy Womble CPS/CAP, Audit Committee
Chair

Melissa Mincey CPS/CAP, New Chapter
Builder Committee Chair

Wanda Lentz, Nominations Committee
Chair

From the President-Elect



Holiday Greetings!!

Can't you just feel Christmas in the air? This is one of my favorite times of the year – the lights are bright, the air is crisp and the children's faces are glowing with wonder and excitement!!

But, with the end of the joyous holiday season, comes the New Year and while we are always happy to be able to ring in another one, don't you think it's a little bit of a letdown after all the celebrating that's gone on during December? Well, I have some news to share with you that I hope will help make your New Year bright and exciting!!

I'm happy to announce that the plans for the 2009 NCD Leadership and Education Forum have all been finalized. Mark your calendars now to join us on **February 27 and 28, 2009** at the **Crowne Plaza** (formerly the Holiday Inn Select) in **Hickory, NC** for a very exciting weekend of networking, education, and fun!

We will kick off the forum on Friday afternoon with two seminars: *Who You Are is Not What You Do* presented by Michael J. Robinson, SPHR of Hickory and *Excellence in Human Relations: Dancing with Difficult People* presented by Dr. Tony R. Deal of Lenoir. Following the seminars, will be a *dedicated* three hour vendor/ways and means fair. Our Evening of Welcome will consist of a buffet dinner followed by a dramatic keynote by Rebekah Carpenter of Atlanta, GA entitled *Coming Home to Your Own Voice*.

Saturday morning we will start with an energizing seminar presented by Mike Collins of Raleigh entitled *The Power of Belief: Creating a Positive Workplace*. Afterwards, Iris K. Barrett of Hickory will present our final seminar entitled *Setting a Personal Standard for Leadership*. Our Certification Luncheon will close out the weekend with professional recognition and an exciting presentation by Terry Starnes CPS/CAP and Melina Woods CAP of the Hickory Chapter.

This year, we have tried to provide new speakers and a slightly different format to our forum while at the same time holding down our registration fees to last year's level. So – put these dates on your calendars NOW and make plans to join us!!!

I want to wish each of you the Merriest of Christmases and Best Wishes for the New Year! We all have so much to be thankful for. This year, I know I am especially thankful for the friendship and support of all my fellow IAAP members! All of you mean so much to me and I look forward as we all continue this year to "Believe....Rise to Excellence"!!

Merry Christmas!

Shirley S. Kiziah CPS/CAP
NCD President-Elect

UPCOMING NCD EVENTS

LEADERSHIP AND EDUCATION FORUM

FEBRUARY 27 - 28, 2009

Crowne Plaza

Hickory, NC

ANNUAL MEETING

JUNE 5 – 7, 2009

Renaissance Suites Hotel

Charlotte, NC



From the Vice President:

Hello North Carolina Division Members!! In this issue, you will find a flyer for the “Hearth Warming Delights” fundraiser that will be awarded at our Leadership and Education Form in Hickory the weekend of February 27-28, 2009. As you can see, there are a lot of wonderful, cozy items! Just what’s needed on those cold, wintry days and nights! This information is also available on the website. Other fundraiser information will be sent out once finalized and posted to the website.

Don’t forget, we have our North Carolina Division IAAP® License plate frames available for all members, families and friends, and they’re only \$10.00 each. We can ship them to your front door if you like for an additional shipping charge. Just let me know how many you need and I’ll get them in the mail immediately.

I look forward to seeing all of you in Hickory in February. If there’s anything I can assist you with feel free to call me at (704) 678-7623. Due to downsizing at my job, you will no longer be able to reach me via e-mail. Please mail all correspondence to my home address, as listed on the NCD Directory. You can always go to the North Carolina Division website address www.iaap-nc.org and another good resource is the International website address www.iaap-hq.org. Have a Merry Christmas and ***Believe...Rise to Excellence!***

Gail Belanger
North Carolina Division Vice President



President-Elect Shirley Kiziah CPS/CAP was ready to greet our participants at her booth at our Goldsboro ***Rise to the Challenge*** Meeting in October, while Secretary Sandy Stotesbury CPS/CAP and Sarah Joyner CPS take a few moments to chat.

*"It is good to have an end to
journey toward; but it is the
journey that matters, in the end."
– Ursula K. Le Guin*





From the Secretary

Merry Christmas NCD Friends!

This year is absolutely flying by! It feels like we've barely gotten started and we're already about halfway through our NCD year! But, as I said in the NCD Website Update – time sure does fly when you're having fun, and believe me, we have been working hard, but having a lot of fun doing it! It was so good to see those of you who attended our recent ***Rise to the Challenge*** meetings! We had so much fun getting these meetings together for you and spending some time with you individually.

I hope that you enjoy this issue of the Tarheel News! They say things get easier/better the more you do them, so I'm hoping you'll enjoy this issue even more than the first one. Remember that this is your way of learning what's going on in the Division and around our state – so keep those articles and pictures coming! This newsletter is only as good as the information I receive – I can't do it without you!

I have to admit this is my favorite time of year! I love the hustle and bustle of Christmas, the family gatherings, the beautiful music, the gorgeous decorations, the shopping and gift giving (and getting!). But more importantly, I love what Christmas means: Love – pure and simple. My Christmas wish for each of you is just that – lots and lots of love. May you always keep the true spirit of Christmas in your heart all year through.

Blessings to you and yours and Merry Christmas!
Sandy Stotesbury CPS/CAP
NCD Secretary



Just a sampling of some of the fellowship fun that we had in Morganton at our November ***Rise to the Challenge*** meeting!

*“Glad tidings we bring to
you and your kin, glad
tidings for Christmas, and
a Happy New Year!”
-Traditional English Carol*





From the Treasurer

IAAP Treasurers Website A Resource for Chapter and Division Treasurers

Accessing and Navigating the IAAP Accounting Channel opens the door to a wealth of information. It is just a few easy steps:

1. www.iaap-hq.org
2. In the Left Column Click on Member's Place
3. On the top right is the log in option. If you are new to the site follow the prompts.
4. Once you have logged in it will say Welcome _____
5. In the Left hand column go to Community Channels
6. Choose the drop down box "IAAP Accounting Channel"

Now you are ready to see the most up to date information needed to perform your duties as a Chapter Treasurer. Information regarding mileage rates to filling out the 990N required by all small non-profit organizations. Please know as your Division Treasurer I stand ready to assist you. If I do not have the answers, together we will find them.

NCD Treasurer

Norma Bain CPS/CAP

From the Membership Director

MEMBERSHIP INCENTIVE

We are quickly approaching the "half-way" mark for the 2008-2009 NCD year and wanted to remind everyone of President Hughes' membership incentive. She has offered \$250 to the member that recruits more than 5 members in the Professional or Merited status and the same to the Chapter that chartered more than 2 chapters. You are also reminded to wear your IAAP pins as a reminder of your commitment to professionalism and the organization. Be sure to point out to others who ask about the pin the value of IAAP which can be summed up in three words: education, networking, and image. *Professional education* provides up-to-date information on trends and technical skills in the administrative field. *Professional networking* builds contacts with other office professionals and leading experts in the field. *Professional image* enhances your stature in your workplace, as well as the stature of administrative professionals as a whole. So, get out there and recruit and spread the word about all the benefits of the IAAP organization.

Deb Forney

Membership Director



Q: Why does Santa have three gardens?

A: So he can Hoe, Hoe, Hoe!!!

From the Certification and Education Director:

Thanks for the warm greeting back onto the North Carolina Division Board. My first task was to meet those of you who attended the recent "Rise to the Challenge" Meeting held in Morganton. It was a great day and I was excited to speak to so many of you about the Certification program. A lot of information was shared between those who have, and those who have not yet certified. I want to reiterate to all members about a great tool that is now available within the North Carolina Community College system. There are now two online classes to help with studying for the CAP exam! Administrative Assistant Fundamentals (prerequisite) and Administrative Assistant Applications (both 24 hours) are available for \$55 each. Visit www.ed2go.com to enroll and for additional information. Many chapters are considering this a vital tool for study groups. Stay in touch with your local chapter for an organized group study event.

The deadline for signing up to take the May CAP exam is fast approaching. Be sure to complete your paperwork prior to February 15th if you are planning to test in May 2009. There are five approved test sites in North Carolina: Durham, Hickory, Jamestown, Jacksonville and Brevard. You may find additional information about exact locations on the IAAP-HQ website.

I look forward to serving the North Carolina Division members throughout the remainder of the term. If you have any questions about Education/Certification please contact me at lishahalecap@yahoo.com.

Kind regards,
Lisa Hale CPS/CAP
Education/Certification Director

From Your Parliamentarian:

Dear Members,

It was so good to see so many of you in attendance at the Rise to the Challenge meetings held in Goldsboro and Morganton recently. I am looking forward to seeing more of you at the meeting in late February our President-Elect Shirley Kiziah CPS/CAP has planned for us. It is always special to see old acquaintances and meet new people

During the "Job Fair" fun sessions we had at the Rise to the Challenge meetings, I was supposed to encourage members to consider being an IAAP parliamentarian. My focus was on my role for NCD, but many of you could serve in that capacity at your chapter level to get experience. I also told people that if one studied parliamentary procedure seriously and wanted to become certified, then it is possible to receive payment for services rendered by organizations. Example: the parliamentarian hired each year by the International office for our annual conferences.

I had a handout for everyone there which is entitled "Most Frequently Used Motions" prepared by Sue Goers, PRP. Ms. Goers presented this at one of the seminars given at the International convention (I don't remember which year), but she graciously gave me permission by phone recently to reprint for any of our IAAP members. She served as parliamentarian for the International conventions for several years and was always a delight.

If you would like a copy of this, e-mail me at c_waddell55@bellsouth.net and I will gladly mail you one. Also, Ms. Goers has a very good book entitled *Goers' Guide to Parliamentary Procedure*. This book can be purchased from her at \$10.00 plus \$1.50 postage. She can be contacted at sgoers@juno.com or Tel. 618.466.2963.

Best wishes to all of you throughout the holidays.

Carolyn Waddell
NCD Parliamentarian

Make sure you take a moment to check out the IAAP and NCD websites for valuable information on upcoming events - it's definitely worth a second look!



News From Around the Division:

Cabarrus: The Cabarrus Chapter , led by President Judy Cox, will be hosting an IMPACT meeting on January 15th at Phillip Morris Company.

Gastonia: The Gastonia Chapter is pleased to announce that Doris Jenkins CPS recently received recognition from International President Barb Horton CAP for reaching the 50 year membership mark! Part of her recognition was receiving the 50 Year IAAP Service Pin. Congratulations Doris – what an accomplishment!

Greenville: The Greenville Chapter has been hard at work during the 2nd quarter. On October 18th, eight of our members traveled to Goldsboro for the NCD Rise to the Challenge meeting. Everyone enjoyed this informative meeting and getting to know more of our NCD members and just what our board members do. I hope the “job fair” encourages many of our members to take the leadership opportunity that IAAP gives to them.

During the weekend of November 7-9, many of our members took long shifts at the Downeast Holiday Show where we sold Terri Lynn products and gathered over 60 names of potential members for our chapter. We distributed literature we were able to obtain through Headquarters’ Cooperative Marketing Program. We also sold fleece blankets created by Lela Gillin. We had fun gaining some publicity for IAAP in the community as well as getting to know our fellow members better. We even had a member that had just joined the week before to assist us in this endeavor. We had plenty of Terri Lynn product left over and several of our members have been hard at work selling this to their friends and co-workers with Yvonne Daniels selling \$705 alone. Wow! What would we do without her and her competitive spirit?

For our November meeting, we were thrilled to have our NCD Treasurer and Mentor, Norma Bain CPS/CAP, conduct our program on Lifelong Learning. This was scheduled as an IMPACT meeting. We all enjoyed Norma’s program and had fun with her networking exercise. Thank you, Norma, for traveling to Greenville on an unusual snowy day. We are enjoying a Christmas social at my home in December and will be ready to jump back in full swing in January. Merry Christmas and Happy New Year to all of our NCD friends!

Land of the Sky: We have been working on ways to increase our membership – like changing our meeting time to 6 p.m. to allow those getting off at 5 a little more time. We are continuing to have really good programs each month. An example is our most recent in November on “Internet Safety”. The October program was “Tricks and Treats to Make Your Work Day More Efficient”, given by our own Stephanie Leathers – just in time for Halloween!

LOTS was well represented at the November Rise to the Challenge Meeting held in Morganton. We were very pleased to learn that our own Lisa Hale CPS/CAP would be filling the vacancy left by Teresa Worthy CPS/CAP, as the new Education/Certification Director.

LOTS kicked off the holiday season by packing ten Operation Christmas Child Shoeboxes for boys age 10-14 with lots of goodies: school supplies, toiletry items, and even official Asheville Tourist baseball hats, baseballs and t-shirts! Next, we’ll be celebrating Christmas with a get together at the office of Stephanie Leathers at Cavanaugh & Associates on Thursday, December 18th. This will be a good time of fellowship, with a potluck meal and a fun gift exchange.

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Wilson: Highlights of the 2008-2009 year to date: We have surveyed our chapter members. A Spring Seminar is to be held on Thursday, May 7, 2009 with Mike Collins, a 2008 NCD Annual Meeting presenter, as our guest speaker. We have joined the On-Line Community. We attended the NCD Rise to the Challenge meeting in Goldsboro on Saturday, October 11, 2008 with four members, Sarah Joyner CPS/CAP, Melissa Mincey CPS/CAP, Pam Rose CPS/CAP and Lorraine Ryan CPS/CAP present. A successful Bosses Day Breakfast was held on Thursday, October 16, 2008. A Strategic/Succession Planning Session was held on Friday, November 14, 2008. We are looking forward to a wonderful Christmas Social with dinner at the home of Sarah & Horace Joyner on Monday, December 15, 2008.



'Tis the Season for Easy, Elegant Holiday Entertaining

Ready or not, the holiday season is upon us once again. It's said to be the most wonderful time of the year, though the busy holiday host often feels far from wonderful when pondering menus, motifs and more for the impending festivities.

The good news is that entertaining experts are urging this year's holiday hosts to keep gatherings simple and stress-free to bring joy to guests and hosts alike.

Try the following tips, and you'll soon find yourself walking in a winter wonderland, rather than wallowing in the kitchen yet again.

*Implement an open-door policy. Instead of scheduling a sit-down dinner, encourage friends and family to drop by your holiday party at their convenience. An open-house atmosphere means you won't be overwhelmed by receiving all guests at one time.

*No spoons, no forks, no problem. A menu of finger foods and appetizers, served buffet-style, is sure to please any crowd. Not only will there be something for everyone, but the less formal setup also promotes more relaxed conversation. Additionally, you may consider going potluck to help ease your hosting load.

*Less mess equals less stress. Minimize your time in the kitchen by sticking to menu items that can be enjoyed right out of the package. For example, an array of crackers and crudités, served with your favorite packaged dips, spreads and cheeses, can be set out at the beginning of a holiday party and simply replenished as needed.

*Pack your secret weapons. One or two winning recipes are all it takes to keep your guests raving for weeks to come – and you don't have to be a world-class chef to pull it off. Instead, take help from store-bought items by incorporating them with fresh ingredients to create a completely original masterpiece.

-These tips were published in the 12/11/08 issue of the Pisgah Mountain News.



Beth Banks and Tina Parker CPS/CAP of the Greenville Chapter hard at work selling Terri Lynn products at the Downeast Holiday Show in November.

When one door of happiness closes, another opens; but often we look so long at the closed door that we do not see the one which has been opened for us."

- Helen Keller



ATTENTION ALL NCD CHAPTERS!!!!

How would your chapter like to host the 2010 NCD Annual Meeting? Not enough people to do the work? You could co-host with another chapter! And what better way to build your event planning skills, and increase your treasury as well! All proceeds would be divided, with 60% going to your Chapter (s) and 40% to NCD. A detailed e-mail with all the particulars has been sent to all Chapter Presidents. If your chapter is interested, all bids must be submitted to President Hughes CPS/CAP no later than February 15, 2009.

Don't forget to mark your calendars for our next big meeting! Our Leadership and Education Form Conference is coming up! Watch for more information from President-Elect Kiziah!



Remember the true Reason for the Season!

Just a gentle reminder: Our next publication date for our Division newsletter is March 15th. If you would like to submit an article about what's happening in your part of the Division, please have it to me no later than three weeks prior to this date. Please include photos if you have them. Remember, this is your newsletter – and we want everyone to know what you've been up to!!

All submissions should be sent to ssotestbury@charter.net or ssotestburymro@bellsouth.net.

I look forward to hearing from you!

*Where are you on your
"Pathway to Excellence"?*





International Association of
Administrative Professionals®
North Carolina Division

HEARTH WARMING DELIGHTS!!

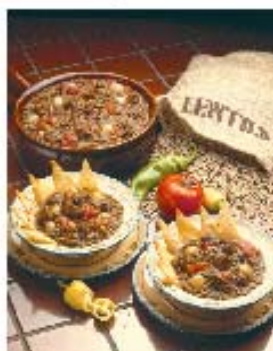
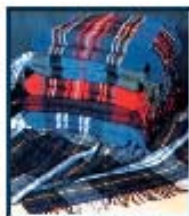
Estimated Value \$300.00

Tickets are \$3.00 each or 2 for \$5.00



Need to warm up this winter?
We'll look inside and find all the fixings
for soups, hot cocoa, cozy blanket and
lots more.

Get your tickets now for this
basket of warmhearted delights!



This fundraiser will raise funds for
the North Carolina Division.

The winning ticket will be drawn
at the Leadership and Development
Forum on February 27-28, 2009!