

# TAR HEEL NEWS

**2007-2008  
NCD Board of Directors**

- Melissa Mincey CPS/CAP  
President
- Dianne Hughes CPS/CAP  
President-Elect
- Gail Belanger  
Vice President
- Angela H. Simmons CPS  
Secretary
- Shirley S. Kiziah CPS/CAP  
Treasurer
- Sherry Waycaster  
Bylaws & Standing Rules Director
- Davandra Reed CPS/CAP  
Membership Director
- Sarah A. Joyner CPS/CAP  
Education/Certification Director
- #####
- Jo A. Peay  
2008 Annual Meeting Coordinator
- Jane K. Rogers CPS/CAP, Chair  
Audit Committee
- Janie Annas CPS/CAP, Chair  
Archives Committee
- Tina H. Parker CPS/CAP, Chair  
New Chapter Builder Committee
- David Cannon, Chair  
Committee on Nominations
- Jo Gillin CPS  
Parliamentary Advisor

## ON THE ROAD WITH MELISSA. . .

WOW!! Where does the time go? I can't believe that we are already on the final leg of our "Forward Moving" journey.

Those of you who could not be with us at the Leadership and Education Forum missed a wonderful weekend filled with training opportunities and fun. It was an exciting "Leaping Into Greatness" weekend. Be sure to read the article written by President-elect Hughes in this edition of the *Tar Heel News*. I echo President-elect Hughes' thanks to each of you who attended and to each of you who helped in any way. The weekend could not have been such a huge success without you.



We have good news from the February 29th membership reports! The North Carolina Division achieved a net gain of 14 members! Our 8% goal for the year is a net gain of 47 members. In order to meet our goal, we need to retain the members we have and recruit at least 34 new ones. With twenty chapters and five student chapters in the Division, this is not an insurmountable task. Chapters already showing a net gain in membership are the Metrolina Chapter (2), the Cabarrus Chapter (4), the Gastonia Chapter (8), the Greenville Chapter (5), the JOL Chapter (1), and the Winston-Salem Chapter (4). NCD Members-At-Large show an increase of 17 for the year. These gains have put the NCD in second place for the Southeast District and tenth place for the Association. There is still enough time to meet our goal and to garner first place, so let's "put the pedal to the metal" and finish this race with a strong last lap!

follow up with them later and invite them to visit your chapter meetings. I don't recommend high pressure tactics, but do make guests feel welcome to visit.

I am pleased to announce that transition of the Division website to the Community-Based Web Project (Online Community) has begun. I urge you to take a look at your first opportunity. The address is [www.iaap-nc.org](http://www.iaap-nc.org). There is more to come and your Division Board welcomes your suggestions. Being a part of the Online Community will allow updates and changes to be made more easily and quickly. So let us know what you think and what you would like to see on our website in the future.

I hope you are making plans to attend the NCD Annual Meeting in Winston-Salem on June 6-8. Registration information will be sent later this month. If you haven't already done so, go ahead and make your hotel reservations at the Twin City Quarter (Embassy Suites), 460 North Cherry Street, Winston-Salem, NC 27101 (Telephone: 336.724.2300). The Conference rate is \$129 per night (plus applicable taxes). Our Annual Meeting is where our Division's business is conducted. Officers for the 2008-2009 year will be elected and installed. Proposed amendments to our Bylaws and Standing Rules will be discussed and voted on. Awards and recognition will be given to chapters and individuals. Be sure a delegate from your chapter attends to cast your chapter's vote and that you are there to see it all take place. And don't forget about all the fun we'll have as we reunite with old friends and as we make new ones. (continued-Page 4)-

**INSIDE THIS ISSUE.....**

<i>On the Road with Melissa</i>	<b>1</b>
<i>NCD Fundraisers and Awards</i>	<b>2</b>
<i>Cruising with Your President-Elect</i>	<b>2</b>
<i>Chapter Milestones</i>	<b>2</b>
<i>NCD Chapter Roads to APW</i>	<b>3, 4, 6</b>
<i>How To Offer Constructive Criticism</i>	<b>4</b>
<i>Calendar of Events</i>	<b>5</b>
<i>A Great Year for Certification</i>	<b>5</b>
<i>The First Apprentice</i>	<b>5</b>
<i>Membership Challenge</i>	<b>7</b>
<i>Welcome New Members!</i>	<b>8</b>

Administrative Professionals Week® and Day® are just around the corner. Administrative Professionals Week is April 20-26 and Administrative Professionals Day will be observed on Wednesday, April 23. I know many of our chapters are planning special events to coincide with this weeklong celebration of administrative professionals and their contributions to the workplace (See Page 6). Don't forget to take advantage of the opportunity for publicity and for recruiting. Your events are the perfect setting to use for another IMPACT Meeting. Be sure you have brochures and applications on hand. Don't forget to collect any information you can on attendees so you can

## NCD FUNDRAISERS AND AWARDS

**By Gail Belanger—NCD Vice President**

**Fundraisers—**

I am delighted to announce the final North Carolina Division fundraiser for this IAAP year! One lucky winner will leave Winston-Salem with a luxurious Spa Basket filled with all the necessary ingredients for a private retreat experience in the comfort of their home. Included in the Spa Basket is a \$50.00 Visa card that can be used to add that something special to enhance the experience!

As with the previous raffles, the proceeds will be split between the North Carolina Division and any



participating chapters. Each chapter that participates will retain 25% of the proceeds from their ticket sales for their treasury. The remaining 75% will go into the Division treasury. The drawing for the raffle will be at the Annual Meeting on Friday, June 6, 2008, at the Evening of Entertainment. Mark your calendars and plan to join your North Carolina Division Board and your fellow members in Winston-Salem. You can't win if you don't participate, and you are going to want to take this basket home with you on Sunday. What a perfect way to end a perfect weekend....relaxing in your tub with all your special spa treats. I hope the winner is YOU!!

We will also be offering sweet delectables to entice even the most discriminating palate. Be sure to pick something up when you stop by to check out the Spa Basket and to get that additional ticket. That little touch of sugar will give you just the boost you need to explore Winston-Salem on Saturday afternoon.

We are proud to have available for purchase North Carolina Division IAAP License Plate Frames. You will want to put one on each vehicle you own. Let's get the word out to your chapter members, friends and family about this great marketing tool for IAAP. The price for each license plate frame is \$10.00 and we can ship them to you at standard shipping rates.

Thanks to every NCD member for your continued support of your chapters and of the North Carolina Division!

**Awards—**

Chapter Presidents - don't forget that important deadline date: April 30, 2008. That's the Newsletter, Website, and Brochure competition deadline as well as the "Member of the Year" Award competition deadline. Due to the transition of the NCD website, we are asking Chapter Presidents to submit their nomination essays directly to me via e-mail. I will then forward them to Tamra Goodall CPS/CAP, Southeast District Director, for judging. The nomination essay should be no more than two paragraphs indicating any significant contributions/accomplishments to the chapter and/or in the community, as well as why the member should be the 2007-08 "Member of the Year."

For the Newsletter Award, please submit three (3) of your best chapter newsletters from this year.

For the Website Award, please provide your chapter's correct website address (some have opted to transition to the International website).

Lastly, for the Best Brochure Award, please submit your chapter brochure. If you have questions, please call me or e-mail me. I'll be looking forward to your entries.

Good Luck to All!  
Gail Belanger, NCD Vice President

### Cruising with Your President-Elect

By Dianne Hughes CPS/CAP

#### HAPPY SPRING!!!

It has always been my favorite time of the year and it's finally here. I do so enjoy the new growth, the sunshine, the birds and all the evidence that we are alive.

How about that *Leaping Into Greatness* weekend?!?!? What a way to celebrate Leap Year! We had 154 registered attendees, with 60 being students and 55 being first-time attendees. While I truly enjoyed planning the Leadership and Education Forum, it would never have come to fruition without all the help from my fellow members of the Board and our awesome membership. I appreciate those of you who took the time to complete the survey. Please know that each survey has been read and the comments were graphed for an overall number on each event. Overwhelmingly, you responded positively to every event and for that, I thank you. Your comments, suggestions and criticisms will all be taken into consideration when the 2008-2009 President-Elect begins to plan.

I want to take this opportunity to thank the student advisors who took a weekend to attend the Leadership and Education Forum so that the student members could join us. I enjoyed talking with them and found their support of IAAP to be so very rewarding. To Patricia Barnes and Brenda Smith, a special thank you. I appreciate you stepping outside your comfort zones to provide our invocations. The Danville Community College students were super to help with the auction. I am sure their efforts were instrumental in increasing the amount (continued on Page 3)

**CHAPTER MILESTONES**

**Congratulations to the following chapters on their anniversary:**

- Raleigh Chapter — 48 yrs. March
- Greenville Chapter — 35 yrs. May
- Cabarrus Chapter—13 yrs. April

\*\*\*\*

**Special congratulations to two chapters celebrating 60 yrs. :**

- Hickory Chapter—February 2008
- O. Henry Chapter— March 2008

# NCD CHAPTER ROADS TO APW



This month the *Tar Heel News* is featuring Administrative Professionals' Week Events being sponsored by North Carolina Division Chapters throughout the state. An attempt was made to duplicate some of the flyers received for the newsletter, but some of them are not very readable from this conversion. If interested in a particular event, please contact the chapter's president, or check their website through the Division website at [www.iaap-nc.org](http://www.iaap-nc.org). It is hoped that all North Carolina Division members—Professional, Student, Associate, and Members-At-Large, will have a delightful week April 20-26, and enjoy a special treat of some kind on Wednesday, April 23, Administrative Professionals' Day, or on at least one of the days during this special week. You are to be commended for all you do to keep offices throughout North Carolina "Forward Moving."

## Winston-Salem Chapter

### Administrative Professionals Day Event

Jim Grobe, Head Football Coach at Wake Forest University will speak on

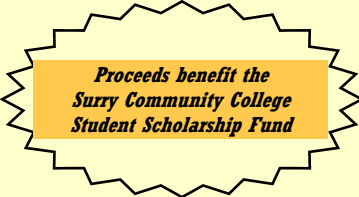
"Team Power: Together Everyone Achieves More"

Location: Wake Forest University Field House @ BB&T Field  
499 Deacon Blvd., Winston-Salem

Exhibitors 4:00-5:30 p.m. Dinner & Speaker 5:45 p.m.

Registration: \$50

Contact: Wanda Ervin, Event Coordinator 336-758-5753



## Hickory Chapter

### Administrative Professionals Week Luncheon—Seminar "Encouraging the Heart"

By Charles P. (Chuck) Ewart, CCE, IOM

The Ewart Group, Spartanburg, SC

Wednesday, April 23—12:00 p.m.—4:00 p.m.

Lake Hickory Country Club, 430 17th Avenue NW, Hickory, NC

Registration: Lunch only—\$25; Seminar only—\$25; All—\$40

Contact Terry Starnes: 828/901-5897

\*\*\*\* Celebrating our Chapter's 60th Anniversary \*\*\*\*

(continued from Page 2)

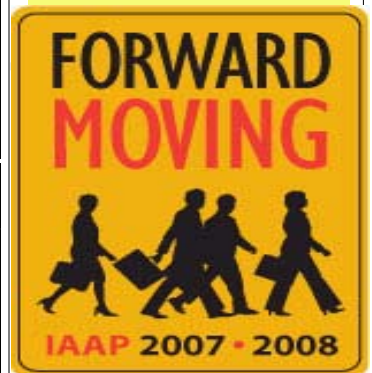
of money we made for the Division through that event.

As I am sure you are, I'm looking forward to the 2008 Annual Meeting in Winston-Salem. I know the Winston-Salem Chapter has been planning and working for over a year on this event, and I know it will be magnificent. So mark your calendars now for June 6-8 and meet your North Carolina Division Board of Directors at Annual Meeting. This is the place and time where the membership decides who will be at the helm of your Division. Don't miss your chance to have a say.

Thanks to each of you for your support as I have served you as your President-Elect. It has been wonderful, and I truly appreciate each and every one of you. I am so looking forward to the 2008 - 2009 year and I know that, with your support, we can continue the progress we have begun in this *Forward Moving on the Route to Success* year.

See you in Winston-Salem!!

Dianne M. Hughes CPS/CAP  
NCD President-Elect



*"Many fine things can be done in a day if you don't always make that day tomorrow."*

*-Anonymous*

International Association of  
Administrative Professionals®  
North Carolina Division

**We're on the Web!**  
[www.iaap-nc.org](http://www.iaap-nc.org)



International Association of  
Administrative Professionals®  
**On the Road With Melissa .**

..  
(Continued from Page 1)

Because she was admitted to the hospital unexpectedly, President-elect Dianne Hughes CPS/CAP was unable to attend the Incoming Division Presidents' Conference in Kansas City, Missouri, held March 28-29. It was a huge disappointment to her, but she asked that I attend in her place to represent our Division. It was bittersweet, knowing how disappointed Dianne was, but I appreciate having the opportunity to attend IDPC and visit Headquarters. I was able to meet other Division Presidents, incoming Division Presidents, members of the International Board, and Headquarters Staff. We all received valuable leadership training and made new friends. I can tell you that the year ahead will be an exciting one. So let's finish this year strong and put the North Carolina Division in good shape for a head start on the year to come.

Remember, "success is not a destination, but a journey." Let's keep "Forward Moving on the Route to Success!"

I continue to be at your service.

Melissa Mincey CPS/CAP  
NCD President

**More APW Invitations from Chapters**  
(continued from Page 3)

**GREENVILLE CHAPTER**  
**APW Event**  
Evening Seminar  
**"Forward Moving**  
**With Your Personal BEST"**

By Mary Patterson  
Marketing Coordinator  
Hyster Capital, Greenville, NC  
Location: Pitt Community College  
Leslie Building— Room 143  
Tuesday, April 22  
5:30—7:30 p.m.

Cost: \$10—IAAP Members  
\$15—non-IAAP members  
(Fee includes deli meal)

Contact: Tina Parker CPS/CAP  
919/931-5858

**CABARRUS CHAPTER**  
**UWHARRIE CHAPTER**

Uwharrie Chapter members will be joining with the Cabarrus Chapter to celebrate Administrative Professionals Week. We are excited to be included with their APW activity since our chapter chartered the Cabarrus Chapter—meeting with them is like family and we always enjoy meeting new members there as well a renewing friendships with those we've known over the years. The celebration will be on April 10th at Hampton Inn, 9850 Weddington Rd. Extended, Concord, NC. A local vendors mart and food will help us celebrate during the Cabarrus Chapter regular monthly meeting.

Jane K. Rogers CPS/CAP  
Uwharrie Chapter President

**HOW TO OFFER**  
**CONSTRUCTIVE CRITICISM**

Giving criticism can be tricky. If you offend someone, the end goal of a successful project could be put in jeopardy. But if you aren't direct, the problems you have identified will not be fixed. So here are some tips on how to make your criticism constructive.

**WWYD**

No, not "What would Yoda do?" Rather, "What would you do?"

When giving feedback, often you're in a position of authority or have more experience than the person with whom you're working. So chances are you've been down this road before—you've probably made the same mistake or encountered the same problems in the past.

Cite these past difficulties and explain how you personally got past them. Not only will the feedback be useful, but relating your own past experiences shows you empathize with your co-worker. It helps take the bite out of the critique.

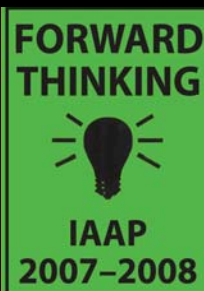
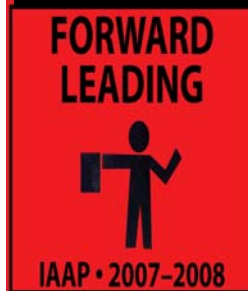
**THE BEST WAY TO BUILD A HOUSE**

You may find yourself in a position where you need to give criticism to someone who is providing a service to you. For example, you have hired a plumber, an architect or kitchen designer. In this case, you won't have your own experience to fall back on, but what you can do is clearly explain what you are looking for. Suppose you've hired someone to build you a new home and they present you with a design you dislike. You won't be able to give constructive criticism on the nuts and bolts of the blueprint or design, but you can better explain what would make you happy. Don't say, "I don't like it...it's just not me." Point out that you don't like arched doorways and the kitchen needs to be much bigger. Specifics are never far from constructive criticism. Also, keep in mind the tone of your words. Rude language, attacking phrases and making it personal will only inhibit a good relationship.

**DON'T FORGET TO ASK**

Often when giving criticism we just rattle off a list of things we don't like and give suggestions as to how we would make it better. This can often intimidate and make the recipient feel like they are under assault. After your initial critique, remember to take time to ask them how they think it could be better, or where they think things went wrong. At the very least, it won't feel like a "talking to" but a genuine conversation.

(Excerpted from Quill Pen Pal Newsletter, 08/07)  
By Angela H. Simmons CPS  
NCD Secretary



\*\*\*\*\*  
*"You can conquer almost any fear if you will only make up your mind to do so. For remember, fear doesn't exist anywhere except in the mind."*  
—Dale Carnegie

**A GREAT YEAR FOR CERTIFICATION!**

It was a great year for certification in the North Carolina Division. Please join me in congratulating the following:

May, 2007      \*Miriam Appleton CPS, JOL Chapter  
                     Karen Belcher CPS, Member-At-Large  
                     Pam Elliott CPS, Durham Chapter  
                     Sienna Cowell-Clement CAP, Charlotte Chapter  
                     \*Karen Roth CPS/CAP, Charlotte Chapter  
                     Darnise Starr CAP, Charlotte Chapter  
                     Norma Bain CPS/CAP, JOL Chapter  
                     \*Davandra Reed CPS/CAP, Metrolina Chapter

November, 2007      \*Vanessa Jones CPS, Charlotte Chapter  
                             \*Cathy Dragonette CPS, Raleigh Chapter  
                             Phoebe Thomas CPS, Winston-Salem Chapter  
                             Jane Oakley CPS, Member-At-Large  
                             \*Melina Woods CPS, Hickory Chapter  
                             \*Faith Hill CAP, Winston-Salem Chapter  
                             \*Vanessa Eads CAP, Member-At-Large

Recertifications, 2007  
                     Mary Ann Schiller CPS/CAP, Land of the Sky Chapter  
                     \*Teresa Worthy CPS/CAP, Gastonia Chapter  
                     Cheryl Taylor CAP, Wilson Chapter  
                     LaTasha Moore CPS/CAP, Goldsboro Chapter  
                     Martha Glover CPS/CAP, Non-Member  
                     \*Gail Hickman CPS/CAP, Member-At-Large  
                     Vicki Pettit CPS, Inactive  
                     \*Sandra Stotesbury CPS/CAP, Land of the Sky Chapter  
                     Barbara Richards CPS/CAP, Cabarrus Chapter  
                     Theresa Karr CPS, Raleigh Chapter  
                     Alana Taylor CPS/CAP, Inactive  
                     Joan Roggenkamp CPS, Winston-Salem Chapter  
                     Jordice Cone CPS, Non-Member

\*Asterisk denotes those recognized at the Leadership and Education Forum in High Point on March 1.

Also, hats off to the members of this year's Education/Certification Committee: Brenda Conner CPS/CAP, covering Land of the Sky (Asheville), Burke County, Caldwell County and Hickory Chapters; Darnise Starr CAP, covering O. Henry (Greensboro), Furniture City, Statesville, and Winston-Salem Chapters; Rindi Bowman CPS, covering Catawba County, Charlotte, Gastonia, Metrolina (Charlotte), and Uwharrie (Albemarle) Chapters; while I cover Durham, Goldsboro, Greenville, Henderson, Jacksonville-Onslow-Lejeune (JOL), Raleigh and Wilson Chapters.

See you in Winston-Salem in June!

Sarah A. Joyner CPS/CAP, Director  
 Education/Certification Committee

**Calendar of Events**

**April 20-26**—Administrative Professionals Week®  
**April 23**—Administrative Professionals Day®  
**June 6-8**—NCD Annual Meeting, Twin Quarter, Winston-Salem, NC  
**July 27-30**—IAAP International Leadership and Education Forum, Hilton Riverside, New Orleans, LA  
**October 19-22**—IAAP Certification Conference, Grand River Hyatt Hotel, Denver, CO  
**July 26-29, 2009**—IAAP International Leadership and Education Forum, Minneapolis, MN



***DON'T FORGET!!!***  
***Make reservations for the NCD 42nd Annual Meeting***  
***Twin City Quarter—Winston-Salem, NC***  
***June 6-8, 2008***  
***All seminars require business attire.***  
***Friday evening is business casual.***  
***No jeans, T-shirts or loungewear, please!***

**The First "Apprentice"  
 To Speak at North Carolina  
 Division Annual Meeting**

The Winston-Salem Chapter will be hosting the North Carolina Division Annual Meeting, June 6-8, 2008. The Chapter's Planning Committee is excited that Bill Rancic will be the keynote speaker. Rancic was the winning contestant on the first season of *The Apprentice* TV show. He is the author of *You're Hired: How to Succeed in Business and Life*. Please note: There will be a time for book signing, but there will be no book sales at the meeting. If you wish to have your book signed by Mr. Rancic, you must purchase it and bring it with you to the Annual Meeting.



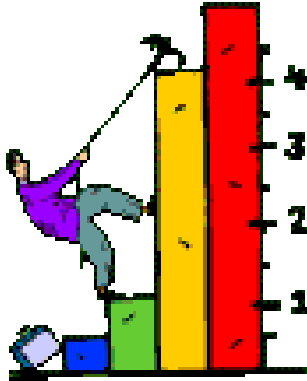




**International Association of Administration Professionals®**  
**North Carolina Division Membership Challenge**  
**For**  
**Administrative Professionals Week®**

The North Carolina Division Membership Committee challenges the Chapters throughout the Division to grow our Division through member retention and recruitment. The chapter with the highest "net" increase in members for the month of April will receive a \$50.00 gift certificate. The member responsible for the highest number of new members (**over 5**) will receive a \$25 gift certificate. The awards will be presented at the NCD Annual Meeting.

**Are you ready for the challenge??**



\*\*\*\*\*

**Wear Your IAAP Pins to Work**

**Wear your IAAP Pins to work to promote our Association.  
 Please report any negative or positive feedback to our North Carolina Division  
 Membership Director.**

*Davandra Reed CPS/CAE*  
 NCD Membership Director – [Davandra.reed@cpcc.edu](mailto:Davandra.reed@cpcc.edu)

