



**Board's Message – Dawn Becker, CAP**

Volume 1, Issue 5

December 2010

Western Canada Division promotes excellence in our members, chapters and in IAAP. In 2007-2008 this Division instituted four new awards – Commitment to Excellence, Excellence in Membership, Excellence in Newsletter and Excellence in Website. Each year Chapters and members, and the Division, builds on their successes of the preceding year which demonstrates their Passion & Purpose for IAAP excellence.

Here is a summary of the Division Excellence Awards.

The **Excellence in Newsletter** award will be given to the Western Canada Division Chapter member who creates and maintains, as well as ensures distribution of at least six Chapter newsletters to its members. The newsletters must be developed in the fiscal year between July 1 and June 30. It must be a newsletter that is appealing, informative, and newsworthy throughout the season.

It is Western Canada Division's commitment annually to recognize the Chapter and the Newsletter Editor who makes this valuable contribution to their members, and to those persons who receive and read about the accomplishments of individual Chapters.

The **Excellence in Membership** award will be presented in recognition of the Chapter's accomplishment and the accomplishment of the person who was responsible for the overall maintenance, reporting and tracking of the membership of the Chapter. This Membership award will be given to the Western Canada Division Chapter member who has primary responsibility for membership.

**Board of Directors**

**Inside this issue:**

Board's Message /	1
Board of Directors	
Board Message Continued /	2
Season's Greetings!	
<i>Psst!</i> /	3
Nominations	
Watch what you wear! By	4
Office Team	
Newsletter Submission /	5
WCD Bylaws and Standing	
Rules	
Accessories for life	6
by Maureen Tazzioli	
Announcements	7

**Division Officers**

- President
- President-Elect
- Vice-President
- Treasurer
- Secretary
- Immediate Past President

**Division Committee Chairs**

- APW/Education
- Awards Committee
- Bylaws & Standing Rules
- Certification
- Membership
- New Chapter Builder
- Nominations
- Pathways to Excellence
- Retirement Trust Foundation

**Chapter Liaisons**

- Members-at-Large
- Calgary • Prince George • Vancouver
- Edmonton • Nanaimo
- Lethbridge • Regina
- Fraser Valley • Winnipeg

- Dawn Becker, CAP
- Past Presidents
- Beulah Sinclair, CPS
- Terri Peters, CPS
- Maureen Glover, CAP
- Beth Turner
- Barb Neuman, CAP
- DecolynneJo Barteski, CPS
- Eileen Gormley, CPS/CAP

Board Message—Continued

It is Western Canada Division's commitment annually to recognize the Chapter and the Membership Chair who makes this valuable contribution to their members. The award is presented in recognition of the Chapter's accomplishment of not only membership growth but also retention which is a valued part of making the Chapter successful.

The **Excellence in Website** award will be presented in recognition of the Chapter's accomplishment and the accomplishment of the person who was responsible for the overall maintenance of the chapter website. This Website award will be given to the Western Canada Division Chapter Member who created, developed, maintained and provided to its members a website that is appealing, relevant and current.

It is Western Canada Division's commitment annually to recognize the Chapter and the Website Master who makes this valuable contribution to their members. The award is presented in recognition of the Chapter's accomplishment of having a website which provides value to the Chapter.

The **Commitment to Excellence** award will be presented in recognition of the Chapter's accomplishment and the accomplishment of the person who was responsible for developing a program of topics and speakers relevant to the professional development/interest of their chapter's members for the year. The program shall be for September to June. This would include all program/topic speakers for Administrative Professional Week in April of each year along with speakers for any extra events such as education forums, impact meetings, etc. This award will be given to the Western Canada Division Chapter member in recognition of their Commitment to Excellence for providing members the best value for their membership and also providing value to the Chapter.

It is Western Canada Division's commitment annually to recognize the Chapter and individual who makes this valuable contribution to their members. This award is sponsored by OfficeTeam.

These awards can be achieved by every Chapter and each member. Every chapter should submit a nomination for each award – it is a valuable evaluation process to go through. I would encourage you to start planning for success; think about whom in your Chapter you would recognize with a nomination.

Nominations for the Division Excellence Awards will be formally requested early in the New Year. Additional information and the awards criteria will be available on the Division website as well.

## Season's Greetings!

Season's Greetings from the International Director, Canada District

The calendar new year is fast approaching and we pause to take a look back over 2010. For some of us, the year has been a challenge, for others a new beginning. Thanks to the help of our friends in IAAP, we can look back and see how much we have grown personally and professionally as a result of these experiences! And as we head into the second half of our "Passion and Purpose" year, I know that the future holds great promise for each of you!

On behalf of Terry and I, thank you to everyone for your support in 2010 and our sincerest best wishes for a healthy and happy 2011.

Sharron



*Pssst!*

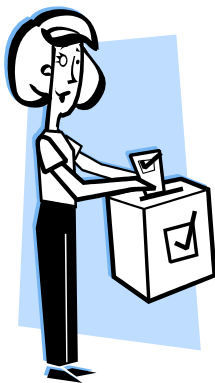
Page 3



*Want a Dell laptop? With Microsoft Office 2010?*

**You do? Great - just wait until after Christmas and you will hear more about how you can win a fully loaded laptop - for only \$3.00 a ticket or 2 for \$5.00. It's a steal!**

**The Annual WCD laptop fund raiser - more details in January...and tickets...**



**Nominations!**



Dear Western Canada Division Member,

I hope you are all enjoying the benefits of this IAAP year!

Once again it is time to consider the nominations of positions for the Western Canada Division (WCD) Board for the 2011-2012 term.

Serving the members at the Division level is a rewarding experience. It was wonderful to meet WCD members from Nanaimo to Winnipeg, finding our commonalities and differences. IAAP provides great opportunities to network with the most amazing administrative professionals across our country.

Each of you has an important role to play in our association - some behind the scenes and others in leadership roles. I ask that over the next month or so, you ask yourself "What do I have to offer our members that may help my own career development?"

if you meet the qualifications and have an interest in serving beyond the Chapter level, please ask your chapter members to support your nomination for WCD. If you are a Division Member-at-Large and wish to serve, please ask your Division Board to support your nomination. The Division is strong – let's ensure we keep that foundation by having a full slate of candidates at the Annual Meeting in Moncton in May 2011.

If you have any questions, or I can help clarify anything for you – please call.

Thanking you in advance,

**Barb Neuman CAP**

**2009-2010 Member of Excellence**

Immediate Past President, Western Canada Division

Nominations Chair

International Association of Administrative Professionals®

Website: [www.iaap.ca](http://www.iaap.ca) | Passion and Purpose

## Office Team – Watch what you wear!

Getting ready to meet with a prospective employer? Leave your cat suit, pyjamas and crazy hat at home. It may sound unbelievable, but these items are among the wackiest interview outfits worn by real-life job candidates.

OfficeTeam recently asked human resources (HR) managers to recount the strangest clothing choices they had ever heard of or seen during an employment interview.

Following are some examples:

- “A blanket worn as a shawl”
- “A skirt made out of plastic”
- “A cat suit”
- “A crazy hat”
- “A *Star Trek* T-shirt”

Job candidates should always dress to impress when meeting with employers. Unfortunately, these flashy outfits were more fitting for a night on the town than an interview:

- “A micromini and fishnet stockings”
- “A sequined top”
- “A leather vest with no shirt”

A confident, relaxed attitude is key during the interview, but these next examples prove that you can be too casual:

- “A sweatshirt and sweatpants”
- “A cut-off T-shirt and pants”
- “Pyjamas with slippers”
- “A bandana and torn jeans”
- “A jogging suit”

Interviews can be a “sink or swim” situation, but these job seekers were too literal in their interpretation:

- “A swimsuit and cover-up”
- “Bermuda shorts”
- “A sundress and flip-flops”
- “A Hawaiian shirt and jeans”

Finally, this wardrobe “don’t” should have been obvious: “An applicant wore the uniform from his former employer.”

Although these examples are extreme, it’s easy to make more subtle mistakes when selecting interview attire. Here are some do’s and don’ts to help you pick the right look:

- Do err on the conservative side and wear a suit or blazer. If you’re working with a recruiter or HR representative, ask him or her for insight into the dress code.
- Don’t assume you can “dress down,” even if a company has a very casual atmosphere.
- Do test-drive an outfit to ensure it fits well and makes you feel confident; also dress in layers so you can be at ease regardless of the temperature.
- Don’t wear anything that is uncomfortable.
- Do pay attention to details and conduct a final head-to-toe assessment before leaving the house to ensure everything — including your hair, nails and shoes — is presentable.
- Don’t show up in clothing that is wrinkled, stained or torn.
- Do choose simple jewellery and be subtle with makeup, perfume or cologne.
- Don’t over accessorize.

*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](http://www.officeteam.com). For more information, contact Nadia Santoli at 416-350-2330.*

###

Member Survey , Member Retention and Recruitment , IAAP Awareness, Chapter Goals , Marketing Strategy, Chapter of Excellence , Communication

The Vancouver Chapter intends to primarily meet the needs of its members, reach out to attract new members and to be seen as a partner within the admin professionals' network. To do that we need to know what those specific needs are.

The member survey is just one tool that can be used to gather such information. To be effective it will be an annual process and the survey will be circulated to members in or around April. That gives time to analyze the results and formulate an action plan for the next chapter year based on the results of the survey.

The Vancouver Chapter survey was circulated in April 2010 and the results were circulated to the board. Various board members were actioned to respond to specific needs that could be dealt with immediately. For example members who identified that they required assistance with the web community were contacted and walked through the web community on a one on one basis. Some members identified speakers and topics they would like to hear. Specific speakers on these topics of interest were then contacted and scheduled in the chapter program for the coming year. Some members suggested that they would like a presentation made to their organization and business while other members mentioned they would like to feel more connected.

Goals and Strategies for the year addressed very specific member requests as identified in the survey as well as the guidelines set in the Pathways to Excellence. Becoming a Chapter of Excellence is firmly entrenched in goal setting for the chapter.

To address the goal to increase member retention and member recruitment, two new positions have been added to the board. We now have a Guest/Member Orientation coordinator who follows up with meeting guests and is a point of contact for those who would like additional information or may wish to pursue membership. This position is also responsible to connect new members by introducing them to other members who serve indirectly as a mentor for that new member. This is especially helpful for those new members who have not been directly recruited by an existing member.

Addressing the requests for a presentation to a member's company, another new position came into play. The new Recruitment Coordinator position is responsible to contact and arrange presentations to company admins, organizations, schools, HR personnel or other such groups wishing to hear more about the association and how they can incorporate IAAP membership into their professional development plans. Very early in the chapter year a Recruitment Event was requested via the survey and a presentation was made by the Speakers Bureau to Admin Assistant students at Vancouver Community College. This position is an important liaison with organizations requesting the same type of targeted recruitment presentation.

Hearing real life stories are powerful testimonies. Members are encouraged to share their experiences with other members. There are great stories out there about the difference being certified made in a career, or in a job opportunity and I just know IAAP membership is an effective networking tool. It indicates a person is serious about their professional development. We just need to get those stories out there for all to hear and members are encouraged to do just that.

These Goals and Strategies were communicated to the chapter board early in the chapter year and a summary was circulated to members in The Link newsletter and this document is also available on the chapter website. A Marketing Plan puts together pieces of the strategies to encourage member connection and retention as well as new initiatives to address IAAP Awareness.

At least once per month an email communication to members is circulated outlining upcoming events, website postings, and other items to keep everyone in the know. The Goals and Strategy document including a monitor of the chapter's progress towards Chapter of Excellence is also available.

The Vancouver Chapter is a vibrant chapter and strives to be an effective association that supports admin professionals. To do this the chapter will continue to ensure that members are heard and needs are met. This strategy may change yearly depending on the current needs and the climate of the admin professionals' world.

Kathy Moes, CAP  
President, Vancouver Chapter, IAAP

## WCD Bylaws and Standing Rules

### Submitting proposed amendments for Division Bylaws and Standing Rules

In accordance with WCD B&SR, Article V Committees, A: Bylaws and Standing Rules: I am notifying all Chapter Presidents and Division Members-at-Large that the deadline for submitting proposed amendments to the WCD Bylaws and Standing Rules Committee is **31 January 2011**. The proposed amendments will be considered by the delegates at our Annual Meeting to be held in Moncton, New Brunswick on Saturday 14 May 2011.

Please submit any proposed amendments, by email to me at [beulah1@telus.net](mailto:beulah1@telus.net) by 31 January 2011.

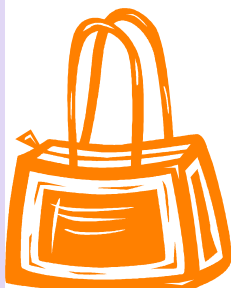
Beulah Sinclair CPS, Chair, WCD B&SR 2010-2011

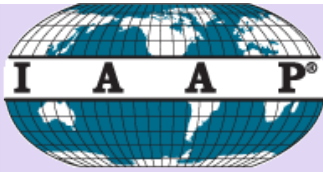
For many of us getting dressed at the beginning of the day involves adding various accessories to our outfits. Things like beautiful watches, sparkling jewellery, fashionable shoes and purses are quite common. However, if you wish to add some accessories that can last a lifetime, consider these:

1. **Beautiful Watches** – Every time you put on your watch remember that there is no time like the present. Be sure to enjoy every minute of your day. Take the time to laugh, learn and explore new things with your family, friends, co-workers and neighbors. Life is meant to be enjoyed minute by minute, hour by hour, day by day. Always enjoy all that you do.
2. **Sparkling Jewellery** – Have you ever seen jewellery sparkle and glisten in the sunlight? It is most beautiful, especially when you can see a rainbow of colors appear. By carrying a sparkling smile wherever you go, a rainbow of hope and inspiration can be passed on to others. Share a little inspiration...smile and be a rainbow of hope to someone else.
3. **Fashionable Shoes** – Just as our shoes can make a statement about our fashion sense, your actions can make a statement about your character. The road to life learning can be full of twists and turns, but the attitude we choose to carry may determine the pace of our success. Choose to walk with grace, for you do not know who may be following. *“With every step we take, we leave an imprint for others to follow.”*
4. **Purse** – A purse is like a piece of luggage used to carry many things. However, if packed too full, it becomes a heavy object, difficult to hang on to. If your piece of luggage is full of negative experiences and destructive reactions from the past, chances are it may be difficult to move forward. Learn to lighten your load by removing all negative attitudes and experiences. Learn how to forgive yourself and others, while you embrace positive changes affecting your attitudes, perspectives and relationships. You have what it takes to move yourself forward; you need only to learn how to pack light.

While getting dressed for the day, be sure to add some life-long accessories to your wardrobe. The results may surprise you.

*(Maureen Tazzioli, President of ReZultsMatter and creator of TeamReZults, is committed to building organizational excellence. Regarded as an expert in overcoming obstacles, Maureen's keeping it real workshops and keynote presentations are helping to unify workplace environments so individuals and organizations can move forward together. Maureen can be reached at 306.751.0009 or 1.877.953.9235(EXCEL) or by visiting her website at [www.rezultsmatter.com](http://www.rezultsmatter.com) This article is reprinted with the author's permission).*





International Association of  
Administrative Professionals®  
Western Canada Division

To publicize administrative events in your area, submit articles for publication or advertise in our bi-monthly newsletter or website, contact our Editor:

DecolynneJo Barteski at  
decolynnejo\_barteski@kindermorgan.com

As an IAAP member your presence makes a difference. Respected as the world's largest association for administrative support, the International Association of Administrative Professionals (IAAP) has over 600 chapters and 28,000 members and affiliates worldwide. For over 60 years, IAAP has provided up-to-date research on office trends, cutting-edge publications, outstanding seminars and conferences, and top-notch resources to help administrative professionals maximize their effectiveness.

<http://www.iaap.ca/IAAPHQ/WesternCanada>

### Western Canada Division Newsletter Editors!

Please add DecolynneJo Barteski, CPS to you distribution list for your Newsletters!  
AND ... WE are looking for Updates from your Chapters!  
How are you doing? What is working for you! What are you celebrating?

### Chapter Anniversaries

*Congratulations!*

CHAPTER	CHARTER DATE	ANNIVERSARY YEARS
Fraser Valley	December 16, 2009	1 Year



PASSION &  
PURPOSE  
WESTERN CANADA DIVISION