



**Board's Message**

Volume 1, Issue 4

November 2010

**2011 Avery Dennison Great Results Chapter and Division Achievement Awards Program.**

The Avery Dennison awards program is an excellent tool that chapters can use to achieve their Pathways to Excellence and Member of Excellence programs. Use your IAAP Strategic Planning, set goals and review your progress in completing the Avery Awards, Chapter of Excellence, and Member of Excellence programs at each meeting. Ask how can I help or what must I do to make this a success.

Avery will award **five** cash prizes to chapters. The prize money is to be used for development of programs. **Every chapter** has a chance to win regardless of how many members you have and **every chapter** who enters is a winner. If your chapter is not the recipient of a cash prize, a donation will be made on your chapter's behalf to the IAAP Research and Education Foundation!

Members get excited about this! Not only for your own personal achievement, but also for your chapter's. Working as a "team" can be so rewarding! You can find the form and additional information from Avery by using the following path:

<http://community.iaap-hq.org> and click on Resources - Search Library - Search Tag - Avery - Search

- Scroll to 2011 Avery Great Results Chapter & Division Achievement Awards Application/Information
- Click on 2011 Avery Great Results Chapter & Division Achievement Awards Application

For additional information about submission:

- Click on Avery Great Results eblast

**IAAP Headquarters must have received applications by February 1, 2011. Applications can be submitted by email to [lgiokas@iaap-hq.org](mailto:lgiokas@iaap-hq.org) or faxed to 816-801-1379 and mailed to PO Box 20404 Kansas City MO 64195-0404.**

Good luck

Joan Beaudoin, CPS  
WCD Recording Secretary

**Board of Directors**

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**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**

Dawn Becker, CAP  
Jayne Clark  
DecolynneJo Barteski, CPS  
Beverly Wood, CAP  
Joan Beaudoin, CPS  
Barb Neuman, CAP  
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

### Criteria #7

Because there has been some confusion surrounding Chapter of Excellence criterion #7 and because it is a mandatory criterion this year, the Pathways subcommittee has decided to allow the following to occur for this year only.

If your chapter did not provide financial statements every month during the first quarter of this year, the chapter treasurer can create those statements now and send them to the chapter members. This must be completed by October 31, 2010 and going forward, a financial statement must be provided each month, whether your chapter meets or not.

There are still other components of this criterion that must be met as well so below is the full criterion:

7. Create and maintain an annual budget; provide a monthly financial statement to the membership and submit annual audit report to the division treasurer. This criterion is a mandatory requirement.

Amy House

IAAP

Division & Chapter Relations Coordinator



**Bloggng vs. eGroups: Which one should you use?**

**Ben McClanahan**

**Internet Communications Coordinator, IAAP**

Here are my thoughts:

If you have a comment or question or would like to initiate a discussion about a particular topic, usually the eGroups are going to be the best place to post your thoughts. Because many members subscribe to various eGroups and therefore receive email notifications about new messages, you're more likely to reach a larger audience with an eGroup posting.

Blogs should typically be used when you want to share a story or experience you've had, whether it be a personal matter, IAAP-related or work-related. For example, IAAP Northeast Director Bianca Constance recently travelled to Africa and shared many of her experiences through her IAAP blog. Or if you attend an IAAP event and want to share your thoughts with the membership, the blogs are a great place to do that.

When replying to a member's message, you should always reply via the same channel as the original message. If it's a blog post, leave a comment at the bottom of the blog (the author will receive an email message that someone commented). If it's an eGroup posting, reply to the entire eGroup when possible or choose reply to sender (if you don't wish to share your response publically). Creating a new blog post or eGroup thread to respond to someone else's message is not recommended because the discussion becomes fragmented and difficult for other members to follow.

In some cases, it may be appropriate to post your message as a blog and as an eGroup message, but generally one or the other is preferred.

When using the eGroups, try to target a group specific to your subject matter. For example, if you want ideas for your chapter newsletter, post your message in the Newsletter Editors group, not the General Discussion. While you may be reaching fewer members, you'll be reaching members who have a direct interest in your message.

**Great Articles!**

**Watch Your Words**

**Utterances to Avoid in the Workplace**

**Office Team**

Are you careful about what you say at work? You should be because your words could affect your career success. After all, you're not likely to advance if you complain to a colleague about your manager's new policy and then discover the boss was standing around the corner and heard every word.

To avoid paying the price for an indiscretion such as this, think twice before uttering the following foolhardy phrases in the workplace:

**'You won't believe what I heard about our firm.'** As an administrative professional, you may be privy to confidential company information. Don't spill the beans.

**'Tom shared the most interesting story yesterday.'** Nearly every office has its share of gossip, but contributing to the rumour mill can be dangerous to your career. You may damage key relationships with colleagues and your boss by discussing inappropriate topics.

**'I demand a raise!'** Business is picking up, and you want to earn more. While it's perfectly acceptable to make a case for a raise, don't enter the discussions with a confrontational attitude.

**'Sometimes, I think nothing is going on inside Sarah's brain.'** Don't make remarks that offend or degrade others, even if you consider the statements harmless. Before launching an attack against another employee, calm down and think about what you are going to say before you act.

**'I have no interest in learning that application.'** You must adapt to changes at work and stay up-to-date with the latest technologies to remain a valued employee.

**'That's not my job.'** While you shouldn't be expected to take on tasks that fall well outside your responsibilities, you should be willing to assist others and be a team player when your workload allows.

**'Uh-oh. I shouldn't have hit Send.'** A good rule of thumb with e-mail is to write only what you would feel comfortable saying to someone in person. You never know to whom your message will be forwarded.

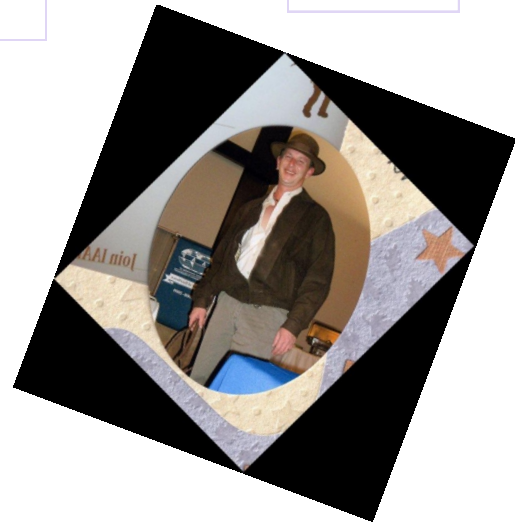
We all have put our foot in our mouth from time to time, so it's only natural to do so occasionally at work. To ensure an accidental utterance doesn't hurt your career, remember mom's advice: Always think before you speak.

*Office Team 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.*

## Edmonton Chapter

On November 10, 2009 the Edmonton Chapter held their annual membership drive. It was cleverly titled “Indiana Jones in .... The Aiders of Membership Drive”. The venue was decorated for the occasion, in an Indiana Jones theme, and member Vern McLaren (now Vice President) dressed up as Indy himself (whip and all)! There was a treasure hunt where the clues were found at each display table and upon completion of the hunt the trivia sheet was entered into a draw. There were tables on membership, website, CPS/CAP certification, CDC, RTF, Office Team and IAAP®. Indy did a presentation to those in attendance, showing everyone how IAAP® can help whip their jobs into careers. There were plenty of door prizes, great food, and a gift for everyone. A good time was had by all and we definitely did get members from this event.

Vern McLaren



## Nanaimo Chapter

**Newsletter Submissions!**

On September 25th, we (Joyce and Linda) had the pleasure of attending the British Columbia/Washington State Education Forum in Langley, BC. This IAAP event was hosted by the Vancouver and Fraser Valley chapters, and proved to be a day well-spent for both of us. Three of the five featured speakers were IAAP members. Barb Neuman, CAP Division Past President, Barb Horton, CAP, Past International President and DecolynneJo Barteski, CPS Division Vice President. As well as the education component this fast paced day provided a great networking opportunity along with the chance to spend valuable time together brainstorming ideas we could put to use in the Nanaimo chapter. We look forward to sharing our renewed energy for IAAP and our careers as administrative professionals with all of you at our next meeting!

Joyce Francesutto & Linda Brandmeier

*“The only difference between a diamond and a lump of coal is that the diamond had a little more pressure put on it.” – Anonymous*

Are you feeling overwhelmed and are easily frustrated? Have you wished that one day you could wake up from the nightmare you are living and all would be wonderful again, as your workload would be all caught up? If you can relate to these questions consider yourself to be in good company as many of us, especially those of us working as professional administrators know, stress can be a direct result of others placing unrealistic demands upon us as they forget that we are just one person.

Understanding the importance of keeping stress levels healthy, here are three gentle reminders that I incorporated into my daily routine helping me to remain relaxed, productive, and calm when everything else around me is in complete chaos.

**You are just one person** – For many of us, being able to multi-task is talent and gift unto itself. But do we recognize the dangers associated with taking on too much? Helping to combat the cycle of multi-tasking consider this. Set a limit as to how many tasks you wish to have on the go at the same time. My limit is set at five which reflects the number of fingers I have on one hand, which reminds me that I am only one person. After that I begin to delegate more, asking assistance from those who may not be quite as busy. During my delegation process I make sure that I am not merely *dumping* my workload onto some unexpected individual, but rather I ask how comfortable they are to take on another task. If found to be too overwhelmed themselves, I will seek another person, who is just as skilled and qualified to assist me for I have learned that it does no good to me, if I am responsible for overwhelming someone else I care about.

Doing it this way allows me to better understand the importance of staying on track and pacing myself. In the end, I am able to keep my stress level down while the quality of my work continually improves, allowing me to do more work in less time.

**Respect your body’s messages** - One of the key factors to becoming stressed and overworked is when we choose to ignore our body’s messages and what it is trying to tell us. For example, if we are constantly yawning, or having difficulties concentrating, we may be tired, and so the best thing that we can do for ourselves and our body is to get some sleep.

If however, we choose to ignore these signs then we run the risk of losing concentration; making rash decisions and being abrupt with those closest to us. Keep the pace going and we can become increasingly frustrated as simple tasks become extremely difficult forcing us to shift all our energies on who to blame versus recognizing what we could have prevented had we acknowledged our role in accepting too many tasks to begin with. By listening to our bodies we can become better equipped to handle more things at the same time keeping all emotions and actions in alignment with desired outcomes.

**Learn to let it go** – It has been my experience that if you hang onto negative emotions then moving forward at a healthy pace, is next to impossible. You see, I used to be easily offended. If someone said something to me that sounded abrupt or harsh, I would instantly be hurt by their actions and the tone that they used to express themselves. However, what I have since learned is that most of us, when in a state of being overwhelmed and extremely busy responses to questions asked appeared to be rather abrupt. However, all they knew was that they were in a hurry and did not have the time to explain things fully in a pleasant manner.

How quickly it is for us to forget that although we may be busy and overworked, our tone and actions may be hurting someone else’s feelings and in turn preventing a healthy working relationship from growing. Putting things into perspective think about this.

In order to be effective as people, we must be willing to remain calm and nonjudgmental when communicating with each other. Appreciating and accepting the goodness in each other, healthy working relationships can become a common occurrence. For negative stress, if not carefully worked through, can create much damage in its path and so the best gift we can give ourselves and each other is the gift of letting go.

Remember, stress, if properly managed can be a wonderful thing, for with it, the heart and soul of a person is granted an opportunity to shine.

*(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?**

## **Announcements**

Take this important step now for you and for your career. In today's ever-changing business environment, you need every advantage to stay on top. Earn the Certified Professional Secretary®(CPS®) rating or Certified Administrative Professional® (CAP®) rating through IAAP. Professional certification shows employers, clients and associates that you are committed as a professional. Certification is a mark of excellence that you carry with you everywhere you go.

### **CPS/CAP EXAM INFORMATION**

Exam Dates - November 5 - 6, 2010

Edmonton—Member Recruitment Event  
November 9, 2010

Lethbridge—Member Recruitment Event  
November 17, 2010

Edmonton Chapter is participating in the Career Fair November 19 & 20, 2010—Northlands. Looking forward to hearing about a successful event.