

WCD Connections

April 2013

Western Canada Division

Message from the Western Canada Division President



Spring is here!

It seems that Spring has finally arrived in most parts of the Western Canada Division, and is truly a welcome sight! Are you enjoying the longer daylight hours? I know I am.

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Division Officers

PRESIDENT
PRESIDENT ELECT
VICE PRESIDENT
TREASURER
SECRETARY

Terri Peters, CAP
Jocelyne April, CAP-OM
Karin Hares, CAP-OM
Michelle Zahayko
Dianne Thiemann

Chapter Liaisons

Division Members at Large
Calgary, Vancouver
Lethbridge, Regina
Nanaimo, Winnipeg
Edmonton, Fraser Valley

Division Committee Chairs

BYLAWS AND STANDING RULES
CERTIFICATION
MEMBERSHIP
NEW CHAPTER BUILDER
NEWSLETTER
NOMINATIONS
PATHWAYS TO EXCELLENCE
THE FOUNDATION
WEBMASTER

Cheryl Gathercole, CAP-OM
Debbie Gomersall, CAP
Karen Butz, CAP-OM
Terri Peters, CAP
Karin Hares, CAP-OM
Jayne Clark
Maureen Glover, CAP-OM
Eileen Gormley, CAP-OM
Terri Peters, CAP / Karin Hares CAP-OM



Message from the Western Canada Division President *(continued)*

Canada Division's Conference (CDC) – May 23-25, 2013

Wow – it hard to believe that CDC will be here in a little more than 1 month! Western Canada Division is looking forward to seeing you at CDC. The CDC Committee has put together a great Agenda this year. The Professional Day speakers are sure to be a hit with all in attendance.

The Western Canada Division Board is hard at work on the preparation of the WCD Annual Meeting being held on Saturday May 25 at 8:00AM. It has been a great 'Be The One' Year and we are looking forward to sharing the successes with you.

If you haven't registered to attend yet ... hurry, complete and submit your registration form today! It would be great to have as many Western Canada Division members in attendance as we can considering CDC 2013 is being held in our own backyards.

Looking forward to seeing you there!

Member of Excellence (MOE) 2012-2013

Congratulations to those Members in Western Canada Division who have attained their Member of Excellence for 2012-2013 already! That is a great achievement, one to be proud of. Display your Member of Excellence Certificates proudly!

I encourage all Members to strive towards attaining their Member of Excellence this year! Be the One, gather your documentation and complete your application. There are 11 criteria and you only need to achieve 8 of the 11 criteria to submit your application to become a Member of Excellence for 2012-2013!

Until next month, continue your efforts to "Be the One"!

Terri Peters, CAP
2012-2013 Western Canada Division President



EDUCATION FORUM AND ANNUAL MEETING, EFAM – ANAHEIM, CA

EFAM is the largest and most important annual gathering for office professionals, both IAAP members and non-members. Approximately 1,500 career-minded professionals from around the world will be on hand to learn and share best practices, participate in hands-on training, product innovations, professional networking and a lot more. IAAP, which has been in the business of helping office professionals succeed for more than 70 years, has gathered an impressive team of instructors and leaders with real-world experience. Some of the topics they will address are technical in nature (Creating Powerful PowerPoint Presentations, Microsoft Office 365, Google Apps – What's Next, etc.) as well as non-technical (How to be a Better Mentor, Professional Behavior and Image, Project Management: Communicating with a Team, etc.).

At EFAM, you will gain the tools and techniques needed to stay ahead of the curve at work and make sure your office is as effective and efficient as possible. Please join me and other IAAP members in this fast-paced, information packed seminar.

Do you want help in getting your travel expenses approved? IAAP can help you send a request to your manager, outlining what you'll bring back from EFAM and how it will impact the bottom line. Visit <http://www.iaap-hq.org/efam> for the following:

[Sample Letter \(Word\)](#)

[Return on Investment \(ROI\) Calculator \(PDF\)](#)

Come – join me as a 1st time EFAM attendee and connect with IAAP's unique, international web of career-minded office professionals. Build your own support team and make yourself indispensable at work.

Jocelyne April, CAP-OM
2012-2013 President-Elect
Western Canada Division



Message from Certification Chair

**Certified Administrative Professional (CAP)
and Organization Management (CAP-OM)**

Recertification



Exams:

We wish those members who are preparing to write the exams on May 4th **all the very best**. Be proud of yourself as you work towards your goal and know we are cheering you on. As we begin to enjoy longer days, and in some places spring flowers in our garden, we begin to feel energized and refreshed to take on rewarding tasks.

Consider to 'Be The One' by working towards our personal goals whether it is attaining certification, recertifying, attaining 'Member of Excellence' or taking a position in the chapter for the coming year. The next deadline for applications to write the exams must be received at headquarters is August 15, 2013 and the date to write the exams is on November 2, 2013.

Recertification:

To recertify and to make life easier for yourself, retain a file to keep track all those meetings, educational secessions, training, and leadership roles you have participated in both IAAP and non-IAAP. The five year period creeps up faster than you know. If you wish, and you have the required point prior to the five years is up you may apply to recertify.

Question:

"Can a member claim recertification points for the same Power Point Presentation made if the member is in attendance when the PPT is made by 2 different speakers on 2 different dates?"
Response: "Yes, recertification points would be awarded to an individual who attended the same or similar program on multiple occasions."

Debbie Gomersall, CAP
WCD Certification Chair

Reference: <http://www.iaap-hq.org/certification>

Understanding Changes to the CAP Certification

Certification attests the competence of those in a given profession. As an administrative professional, I believe the IAAP Certified Administrative Professional rating is the industry recognized standard of proficiency. Having successfully attained the CAP designation I have used my professional qualifications, my improved confidence and resume to successfully apply for progressively more responsible roles. Additionally, according to a survey from OfficeTeam, CAP designation holders may receive up to a 7 percent increase in salary.

Prior to November 2011, designation holders could also obtain college credit as the exams carried [American Council on Education's](#) recommendation of 29 college credits. Once the exam structure changed in November 2011, the exams no longer carry the ACE recommendation of 20 college credits for the CAP exam and 9 college credits for the OM portion of the exam. The ACE recommendation provides an external, unbiased review of the CAP exam and certification standards. In other words, we're not just touting our own horn, the value is externally recognized in the academic world. Western Canada Division believes the decision not to pursue the ACE recommendation decreases the value of the certification rating to IAAP members as well as employers. This affects the CAP designation as a whole, not just those obtained under the new exam structure.

Historically, the CAP certification has been used as an effective way to recruit new members; without the extrinsic ACE recommendation, both the value of the exam and the recruitment tool has been lessened.

The hiring trend to hold a post-secondary degree is expected to increase over time. Without the ACE recommendation, IAAP is effectively closing an opportunity for career minded adult learners pursuing non-traditional paths to post-secondary educational credential. According to a [survey](#) conducted for CareerBuilder.ca, 36% of responding hiring managers and HR professionals said they are hiring more employees with college degrees for positions that were historically held by secondary school graduates. [Inside High Ed News](#) reports that "Students awarded credit for education gained outside the classroom persist and graduate more than peers and cut their time to degree, broad study report finds"

External accreditation is important to maintain and improve the quality of the CAP designation. Without an independent third party providing oversight, there can be no measure to IAAP's claim: "*The Certified Administrative Professional rating is the industry recognized standard of proficiency.*"

Elizabeth Faber CAP-OM
2012-2013 Vancouver Chapter President



Pathways to Excellence – Updates and Upcoming Deadline

Next Deadline ...

CRITERIA #4 – Chapter develops and/or updates business plan. Chapter submits business plan to members with a copy to the division by April 30, and uploads to your Chapter’s Pathways to Excellence Criteria Submission library.

CHAPTER OF EXCELLENCE DEADLINES TO REMEMBER

As always, this information is available on the website(s) but if you need any additional information, please don’t hesitate to contact me. Have a GREAT IAAP year!

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|--|------------------------|---|
| #1 Send Delegate to EFAM | July 2, 2012 | ✓ |
| #2 Send Annual Meeting Calendar | October 1, 2012 | ✓ |
| #3 Send Budget & Financial review/audit report | November 1, 2012 | ✓ |
| #4 Send Business Plan | April 30, 2013 | |
| #5 Hold Membership Drive/Submit form | June 1, 2013 | |
| #6 Hold New Member Orientation/Submit form | June 25, 2013 | |
| #7 Send Delegate to Division Annual Meeting | Division sets deadline | |
| #8 7% of members earn Member of Excellence | June 30, 2013 | |

Maureen Glover, CAP-OM
Western Canada Division Pathways to Excellence Chair
Email: mglover@westport.com

Message from Foundation Chair

Chapters and members were asked, through a recent letter to the Chapter Presidents, to consider contributing items to the Silent Auction at the Canada Divisions’ Conference May 23 to 25 in Lethbridge, Alberta. The Silent Auction was a great fundraiser for the Retirement Trust Foundation for many, many years and now the hope is that the new entity - ‘The Foundation’ will benefit this year from Western Canada Division’s contributions.

Some suggestions: Re-gifting of items you received and will never use, Yearly dairies, Travel accessories, and Fragrance/lotion gift sets.

Eileen Gormley, CAP-OM
Western Canada Division Chair
The Foundation



ASK YOUR WAY OUT OF A CONFRONTATION

When you find yourself in the middle of an uncomfortable confrontation, asking the right questions may diffuse the situation and give you time to think.

Your boss criticizes you.

He or she says, "This chart is all wrong. That's not what I wanted."

Fight the urge to react negatively and defend what you've done by saying, "I'm sorry you are disappointed. Can you help me understand where I went wrong?"

Your openness to criticism and willingness to improve will make a good impression. You'll also gain some specific and valuable information you can act on, not only for this assignment but for future assignments.

Someone attacks your behavior unfairly.

You mention to a co-worker that you've been working hard and he or she responds, "You? Working hard? I see you slacking off all the time."

While your first impulse is to defend yourself, respond by saying, "I'm curious. What makes you think I am always slacking off?"

Once questioned, the person will usually back off but, more importantly, this will help you learn more about where the comment is coming from. Remember that perception is other people's reality. Correcting that perception is important both for you and the other perception.

You are snapped at in anger.

One of your boss's direct report asks you a question you can't answer. The person snipes, "What good are you, anyway?:"

Instead of feeling offended, you respond in good humor by saying, "Do you think we can start over?" You shift the focus and ask follow-up questions, such as:

"Can you tell me any background information?" This shows you are listening and trying to understand.

"Would you tell me more about that?" This demonstrates your interest in exploring the problem more deeply.

"How soon can we meet to discuss the problem?" This shows that you will make the issue your top priority.

Asking the right questions will lead to better communication and pave the way for more authentic and productive relationships.

Jocelyne April, CAP-OM
2012-2013 President-Elect
Western Canada Division



Western Canada Division... On Facebook!

Have you liked us yet? Western Canada Division has created a Facebook Page.... ' IAAP Western Canada Division". If you have a Facebook account, find us and like us.

The Western Canada Division Facebook will be updated regularly with information you will find useful!



Western Canada Division... On LinkedIn!

Have you liked us yet? Western Canada Division has a LinkedIn Group "IAAP Western Canada Division". If you have a LinkedIn account, search for the IAAP Western Canada Division Group and request to join.

Connect with us on Linked In today!



E-Groups....

Just a reminder to check out the e-groups that are available for you to subscribe to from the IAAP headquarters website (www.iaap-hq.org)

From IAAP HQ homepage select IAAP Members (top right) ... Select EGROUPS... Now login to see members only content (top right)... Select 'Add/Change Subscriptions' ... Scroll through the list (it is alphabetical) until you locate an e-group that is of interest to you. Now select either... Real time updates, daily digest updates etc.



Coming in the next issue.....

Spring is on its way. There is a lot of excitement in the air. CDC is just around the corner, and EFAM is now open for registrations. I invite everyone to send me a note on how they are preparing for CDC. I wish everyone a good Administrative Professional Week and Day. Send me some pictures of your event to be included in the next newsletter. Watch for more information and articles in our next issue. Stay tuned.

Upcoming Events.....

Division Meetings

Canada Division's Conference (CDC)

May 23-25, 2013 - Lethbridge, Alberta

The Western Canada Division Annual Meeting is held during CDC.

International IAAP Meetings and Events

Education Forum and Annual Meeting (EFAM) Anaheim, California

July 27-31, 2013

The 2013 Education Forum and Annual Meeting will be held at the Marriott Anaheim Hotel in Anaheim, California.



WCD CONNECTIONS



To submit articles or to advertise administrative events in your area, contact Karin Hares CAP-OM (karin.hares@gmail.com).

Submissions are due the 1st of each month.

WESTERN CANADA NEWSLETTER

