

WCD Connections

December 2012

Western Canada Division

Message from the Western Canada Division President

Well, I think I have denied it long enough ... yes, I now believe that winter has arrived. The days are cool, the nights are even cooler, and it is dark travelling to work in the morning and dark again travelling home from work. Happy Winter everyone! ☺

IAAP Western Canada Division Education Day

Western Canada Division is hosting an **Education Day** for our Members and potential new members on **FEBRUARY 2, 2013** in Saskatoon, Saskatchewan.

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Division Officers

PRESIDENT	Terri Peters, CAP
PRESIDENT ELECT	Jocelyne April, CAP-OM
VICE PRESIDENT	Karin Hares, CAP-OM
TREASURER	Michelle Zahayko
SECRETARY	Dianne Thiemann

Division Committee Chairs

BYLAWS AND STANDING RULES	Cheryl Gathercole, CAP-OM
CERTIFICATION	Debbie Gomersall, CAP
MEMBERSHIP	Karen Butz, CAP-OM
NEW CHAPTER BUILDER	Beth Turner
NEWSLETTER	Karin Hares, CAP-OM
NOMINATIONS	Jayne Clark
PATHWAYS TO EXCELLENCE	Maureen Glover, CAP-OM
THE FOUNDATION	Eileen Gormley, CAP-OM
WEBMASTER	Terri Peters, CAP / Karin Hares CAP-OM

Chapter Liaisons

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



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

This event differs from the Leadership/Education Day that Western Canada Division hosted in Edmonton in September, as this event is truly an Educational Event to benefit all Members. This event aligns with the IAAP Mission Statement: Enhancing the success of career-minded administrative professionals by providing opportunities for growth through education, community building and leadership development.

This event will offer a two hour presentation by Karen Turner of Turner Efficiency Coaching, two Constructing Your Career Module Presentations and an IAAP Web Community Demo. Recertification points will be available to those members who are certified. The day will start promptly at 11:00AM and will close at 4:30PM. Lunch will be provided to all attendees. There will be no cost for you to attend this event, registration is free! You will just need to cover your costs to get there.

For more details on this event or for information on where to **RSVP** your attendance (**BY DECEMBER 14, 2012**) please visit the WCD website, Meeting and Events Page at (<http://www.iaap.ca/westerncanada/meetingsandevents>).

Canada Divisions Conference

I have been hearing that plans for **Canada Divisions Conference (CDC) 2013** in Lethbridge, Alberta (**May 23-25, 2013**) are well underway. The host committee and members have some exciting things planned for attendees. I hope that you are planning to attend. It would be great to have a huge Western Canada presence at CDC, especially since it is being held within our own Division. Stay tuned for more details.

Enjoy the month December, stay warm and enjoy the holiday season with friends and family!

Terri Peters, CAP
2012-2013 Western Canada Division President



Message from the Canada District Director



Christmas is the season for thanksgiving and merrymaking - with Christmas carols, exchanging of gifts, Christmas lights, and many, many parties bestowing happiness to all those who share in its spirit.

It is a season where extraordinary miracles continue to touch our very busy lives. It is a season where we nostalgically remember childhood memories and try to recapture the innocence and wonderment we all had as children. Above all, Christmas is a time for personal reflection and transformation.

As we prepare for this busy and joyous holiday season, it is a time to reflect on the cherished and important things in life. When we think about what those things are that create meaning, those things that enrich our lives, those things that are hard to live without; they would have to be our family and close friends.

It is easy to forget the important things as we rush through our busy schedules, through our busy and chaotic lives. However, when we have the opportunity to be close with family and friends, we are reminded of the important gifts given to each of us. Please remember these gifts during this busy holiday season. The gift of family and the gift of friendship enrich each of our lives in incredibly significant and almost indescribable ways.

Please pray for those who experience loneliness, for those who feel helpless, for those who have experienced a great loss, and for those who are in great need. A simple act of kindness can change the lives of so many.

I wish you all a very happy holiday season and an incoming year filled with peace, joy, productivity and prosperity.

Happy Holidays!

Lina M. Veglia
International Director, Canada District

Western Canada Division Nominations

To All Members of the Western Canada Division,

It is a very busy time of year right now for many of us, both personally and professionally. As one year wraps up and another begins we look toward the future, the possibilities and opportunities to come. One of those possibilities is the opportunity to serve the Western Canada Division as a Member of the Board.

Your Division is also looking toward the future. We are looking for dedicated, qualified professionals to build upon the foundation that has been set by previous leadership in our Division. If you are interested in serving your Division, the [Nomination Letter and 2013-2014 Nomination Form](#) can be viewed in the Western Canada Library.

I look forward to hearing from you, until then I wish you all a safe and happy holiday season.

Jayne Clark
Nominations Chair 2012-2013

Congratulations Fraser Valley Chapter on your 3rd Anniversary.



IAAP Core Values - Adaptability

The International Association of Administrative Professionals Board of Directors has approved and adopted important Core Value Statements for our organization. One of the most important statements for today's world is the following:

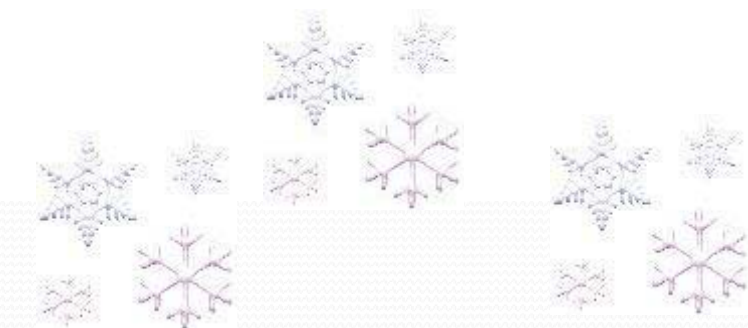
Adaptability: We ensure the success of our association by embracing positive change and by nurturing diversity, creativity and visionary thinking.

It is now more important than ever to be flexible in our workplaces and our professional organizations as well as our personal lives. We need to be resourceful and creative in responding effectively to challenges and meeting new opportunities. Things are now changing at a far faster pace than ever before. Change is constantly with us and where some of these changes bring positive challenges they can bring disappointment and negativity. The ability to meet these challenges head on and adapt to them is a key component of our success or failure.

The dictionary definition of adaptability is "the ability to change (or be changed) to fit changed circumstances". And the definition of ability is "the quality of being able to do something". To me, this means that we can adapt and/or learn something new and our professional organization, and we, as members of IAAP, have pledged through our Core Values to assist and support our fellow members in meeting any challenges that they may face.

Charles Darwin said *"It is not the strongest of the species that survives, nor the most intelligent that survives. It is the one that is the most adaptable to change."*

Dianne Thiemann
Western Canada Division Secretary



Pathways to Excellence – Updates and Upcoming Deadlines

Congratulations to all WCD Chapters for successfully creating your “Pathways to Excellence Criteria Submission library” and uploading your Chapter’s COE Submissions by the Nov. 15/12 deadline – and special thanks to our Division President Terri Peters, CAP for her assistance with this during my absence.

As per the instructions from HQ (<http://pathways.iaap-q.org/Pathways/CriteriaSubmissions/>), one member of the Chapter should be appointed to maintain the files in your library entry. It's important that you only create ONE library entry for ALL of your criteria submissions. You will upload and update your submissions to the same library entry throughout the year. It is important to follow this protocol in order for your chapter to achieve the Pathways to Excellence honor. Chapters will still be required to send their criteria to Maureen Glover, CAP-OM, as well as upload to the Pathways to Excellence Criteria Submissions library.

Next Deadline ...

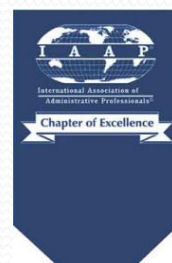
CRITERIA #4 – Chapter develops and/or updates business plan. Chapter submits business plan to members with a copy to the division by April 30, and uploads to your Chapter’s Pathways to Excellence Criteria Submission library.

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!

#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



How to Reduce Stress Over Christmas



If you spend the Christmas holiday season rushing about like a panicked lemming, it's time to apply some [time management](#) strategies.

For many, the holiday season is the season of stress. There are just so many things to do, and a limited time to do them in. Working people may feel especially harassed, trying to cram Christmas activities into their already limited "leisure" time.

If you're one of those people feeling more frazzled than festive, taking the time to use a few time management strategies can really reduce stress over Christmas; you'll feel as if you're in control, rather than feeling like you're being driven like one of Santa's reindeer.

How to Reduce Stress: Time Management Strategies

1) Make a list.

It works for Santa, and it will work for you. Divide a page into two columns. List the things you have to do to prepare for the holiday season, such as gift shopping, on one side of the page and the things you want to do, such as special holiday baking, on the other side of the page.

2) Pick and choose your Christmas activities.

Many of us do what we do during the holiday season just because we always have, turning the entire month of December into a mad whirl of non-stop Christmas preparations and activities. If the things on your list that you have to do outnumber the things that you want to do, it's time to make your list more manageable by eliminating some of these holiday activities.

Do you really need to spend hours writing and sending [Christmas cards](#), for instance, or hours making hundreds of chocolate balls? By all means do if you enjoy these activities, but if you don't, give yourself more time to do the things you enjoy by cutting them from your list.



How to Reduce Stress Over Christmas

3) Get an early start.

There's no rule that says that all Christmas activities have to be crammed into the week before Christmas. You can decorate your home for the holiday season in November if you want (or even, like I do, leave some Christmas lights up all year round.) Food for the holiday season can be bought in advance, and Christmas gifts can be bought any time of year. Stretching out your Christmas activities over a longer period of time can really help reduce stress.

4) Get help.

Who says that you personally have to wrap all the Christmas gifts, do all the baking, and/or do all the holiday season decorating? This year, give yourself the gift of holiday stress relief by patronizing a local bakery, hiring a cleaning service to clean your home, or even having your holiday season party or festive dinner catered.

Think about how much your time (and sanity) is worth, and contract out accordingly. Use the gift wrapping services that many businesses provide this time of year. Assign some tasks to other family members. Using the time management strategies of outsourcing and delegation will lighten your workload and your mood.

5) Break the Christmas gift shopping gridlock.

You don't have to take the time to drive anywhere to shop if you don't want to. Reduce stress by shopping and buying Christmas gifts online.

6) Call ahead before you shop offline.

Why go six places looking for that one Christmas gift when you could just make a few phone calls, go to one place and pick it up? I even call ahead and reserve a turkey for Christmas dinner from the local grocery store.

7) Avoid rushing around in a holiday frenzy.

To reduce stress, pre-plan and coordinate your journeys. You can easily combine running errands with Christmas shopping, for example, so why make separate trips? And why go Christmas shopping 10 or 12 times? Use your list and make your calls to cut down on the hours you need to spend shopping.



How to Reduce Stress Over Christmas

8) Turn chores into events.

Everyone finds some holiday season activities that have to be done drudgery. Make whatever it is you find drudgery more enjoyable by making it special and different. For example, make the Christmas baking a family affair, or invite some friends over for a tree-trimming night.

9) Slow down.

For instance, you don't need to buy, put up, and decorate the tree all in the same day. At my house tree trimming is an ongoing event. We buy it, put it up, and set out the ornaments. Then whoever wants to hangs a few ornaments on the tree when they feel like it. Sometimes it takes two weeks, but we always have a beautiful, fully decked Christmas tree by Christmas Eve.

10) Build time to relax and enjoy the festive season into your schedule.

Take the time to drive around and enjoy the incredible displays of Christmas lights, attend a special holiday concert, make snow angels with the kids, or just take a long hot bath. Your holiday stress will drop considerably.

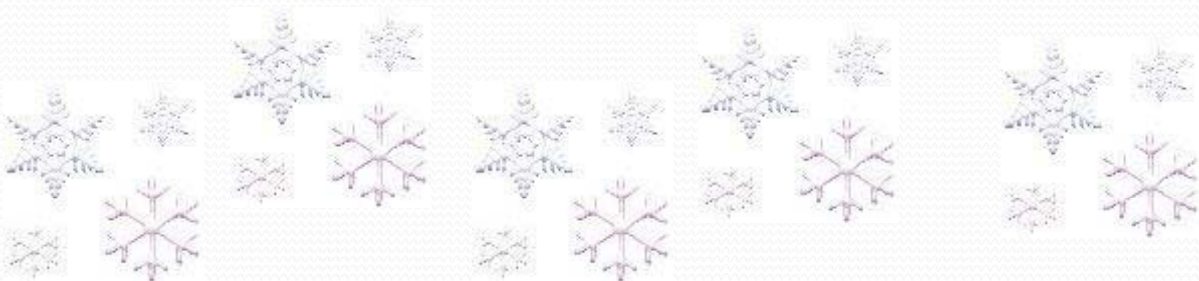
11) Plan ahead for the next holiday season.

Christmas supplies, such as decorations and gift wrap, are often available at discounted prices in the week after Christmas, and they don't go bad! It's easy enough too to buy Christmas gifts any time of year; all it takes is some planning.

Get the Christmas Sparkle Back

The holiday season should be a joy, not an ordeal. Applying some [time management strategies](#) during the holiday season can help you regain the equilibrium you need to appreciate (and savor!) the true spirit of the season.

By [Susan Ward](#), About.com Guide



Raising Standards: A Hidden Truth

In today's global economy, hundreds of highly skilled and trained professional administrators are choosing to raise standards by supporting solidified organizational strategies and main objectives congruent with maintaining a high degree of excellence.

Recognizing key areas influencing daily communications and subsequent productivity levels, these astute professionals are learning to defuse potential dangers associated with inappropriate communications frequently disguised as innocent comments or opinions.

Leading the way to establish a new criterion for workplace communications, administrative professionals understand the importance of implementing a guideline. Differentiating the acceptable from that of the inappropriate, is viewed by them as an essential responsibility for all levels of management.

Adhering to such an ideal begins with the I.A.A.P. Core Values of integrity, respect, adaptability, communication and commitment.

Moving in this direction will take some time, however, with constant attention and a willingness to apply purpose driven steps, great results can happen when you choose to Be the One.

•**Be the One to wait before speaking** – Contrary to what some may believe an interruption can be viewed as an act of immaturity whereby the information, when finally shared, may lose its value and degree of importance, resulting in a possible cost to both the individual and the organization. Applying a little patience before speaking out loud provides an opportunity for listening ears to be attentive to all that will be shared.

•**Be the One to react graciously** – When unexpected situations arise and daily tasks pile up, schedules and 'to do lists' can become increasingly more difficult to manage. With a humbling heart it is wise to remember that in times like these hidden truths about ourselves and those we work with are evidenced by the way we choose to react to things as they unfold. Learning to react graciously can become the foundational platform required in order to strengthen our leadership skills.

•**Be the One that is focused on the outcome** – When situations arise and people instantly engage in a conversation based upon opinions, speculations and judgements, solutions that could have resulted in a timely fashion, will more than likely be hindered or delayed. Those with insight and wisdom wait patiently, knowing that time, as a valuable resource, can be used more efficiently when securing the success of the organization.

Article from - Maureen Tazzioli

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Deep within an organization lays a predominant core structure that is defined by its current standards and degree of normalcy. Alone in its operation, a true influencer may not hold an authoritative position, but rather decides to “be the one” influencing change by applying higher standards.

The Maureen Tazzioli Executive Corporation promotes the importance of raising standards to influence positive change. For information on how you can involve Maureen at your next event, please phone: 1.587.408.8445 or email her at: Maureen.RaisingStandards@gmail.com or visit www.maurentazzioli.com. This article is reprinted with the author’s permission.

Article from – Office Team

Star in the Making *How to be an understudy for your career idol*

Do you know this person? She’s the office ‘it girl,’ the one who always seems to know the right thing to do in any given situation.

Her input is sought after, and her business acumen is usually spot-on. She’s savvy, shrewd and stays cool under pressure. She is an icon in the professional world: She is ... *the career idol!*

At some point in your working life you may encounter a professional who sets the bar high for everybody else; a person for whom success seems to come naturally. But an office superstar isn’t born, she’s made, and chances are she honed her skills by studying her own career idol, using what she learned to make her star shine brightly as well.

And so can you. Following are some tips for taking career idols off their pedestals and bringing them down to eye level:

- Don’t underestimate the ordinary:** Often, it’s not an outstanding accomplishment that catapults someone to office star status, it’s the way she handles everyday tasks. Watching how she interacts with clients, the way she makes a presentation, even noting the kinds of questions she asks at staff meetings can yield valuable insights into the secret of her success.

Article from – Office Team

..... continued

•**Identify that certain something:** Putting your finger on the distinguishing attributes of your career idol not only helps you understand why someone’s so successful, it also pinpoints the specific skills or qualities you may need to possess to succeed as well. For instance, if the individual has a degree or previous job experience that provides a professional edge, you might want to seek out additional training to strengthen your own abilities in a particular area.

•**Watch and learn:** Observing a career idol navigate a variety of business situations can serve as a valuable reference when you find yourself in similar circumstances. The next time you have to deal with, say, a difficult client and you’re unsure what to do, imagining how the career idol would handle things can give you some guidance on how to proceed.

•**Use her as a mentor:** Who better to seek professional advice from than the person you admire the most? Don’t shy away from asking your career idol to share insights and knowledge. Most accomplished people have been helped by someone else during the course of their career and would be glad to return the favor.

Working with an office superstar can be a little daunting, but don’t let envy or intimidation deprive you of learning from the example of a highly successful person. Studying a career idol provides the perfect opportunity to peek behind the curtain of her success, making it easier to turn your own dream of office stardom into a reality.

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 315 locations worldwide, and offers online job search services at www.officeteam.com.

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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.....

The winter season is most definitely here. Do you tend to hibernate, or go out there and breath in the crisp fresh air as you are crunching on the icy ground? I invite everyone to send me a note on how they spent the holiday season. Here is another question what are your plans for the next 3 wonderful winter months, what are you doing to keep the winter blues at bay? I'm sure Vancouver is much kinder than Winterpeg. There will be many more interesting and informative articles in our next issue. Stay tuned.



WCD Connections

Upcoming Events.....

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Futures Conference (Strategic Planning Session)

March 15-16, 2013 - Anaheim, California

Technology Education Conference – TEC

March 17-20, 2013 - Anaheim, California

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 (khares@shaw.ca).

Submissions are due the 1st of each month.

WESTERN CANADA NEWSLETTER

